



## Regional Housing Authority

### Request for Proposal for Janitorial Services RFP 2023-10-01

**Enclosed you will find a request for proposal for:** Tlingit Haida Regional Housing Authority (THRHA) is requesting proposals from interested, qualified firms/individuals to provide janitorial services for THRHA Administrative and Warehouse Buildings in Juneau, Alaska.

#### SECTION 1.0 GENERAL INFORMATION ON BID PROCESS

##### 1.1 General

- Proposals may be submitted in written format or via email. See Section 1.2 Submission Instructions.
- Proposals submitted in non-electronic format must contain at least one (1) original.
- A complete proposal consists of all documents listed in Section 4 and all related appendices. Proposals will be considered non-compliant and will be rejected if all required documents are not present.
- A complete proposal must also include a cover letter signed by an official authorized to bind the proposer contractually and contain a statement that the proposal is firm for ninety (90) days. **An unsigned letter or one signed by an individual not authorized to bind the Offeror will be disqualified.**
- THRHA reserves the right to reject any or all proposals, waive minor informalities, and accept the proposal deemed to be in the best interest of THRHA.
- Indian/Native owned firms and minority and women owned firms (MBE/WBE) are encouraged to participate. Preference points will be given to Indian owned organizations and economic enterprises as described in Section 3 Evaluation Procedure and Selection Criteria.
- The successful Offeror must be an Equal Opportunity Employer.
- All information in the Offeror's response should be organized and presented in a clear/concise format. Accuracy and completeness are essential. The successful response will be incorporated into a contract as an exhibit; therefore, Offerors should not make claims to which they are not prepared to commit themselves contractually.
- Additional copies of the solicitation may be obtained from THRHA on our website at [www.thrha.org](http://www.thrha.org) under the Opportunities/Solicitations tab or by calling Ken Southerland at 907-780-3126.
- Pricing must remain firm for the entire contract period.

##### 1.2 Submission Instructions

- If submitting electronically:  
Email proposals to [rfp@thrha.org](mailto:rfp@thrha.org) with the subject as "THRHA Janitorial Services RFP 2023-10-01".

- If submitting via U.S. Postal Service:  
Identify the solicitation title and number clearly on the submitted envelope. All responses must be sealed and delivered to:

Tlingit Haida Regional Housing Authority  
RFP 2023-10-01 Janitorial Services  
5446 Jenkins Dr  
Juneau, Alaska 99801

- If submitting in person or by carrier:  
Identify the solicitation title and number clearly on the submitted envelope. All responses must be sealed and delivered to:

Tlingit Haida Regional Housing Authority  
5446 Jenkins Dr  
Juneau, AK 99801

### 1.3 Questions

Questions concerning this solicitation must be submitted in writing or email to: Kenneth Southerland at the addresses in Section 1.2 before March 10, 2023 @ 4:30pm AKSDT. Questions may be delivered, mailed or emailed. Answers will be sent via an addendum to all registered proposal document holders via email. Offerors are encouraged to contact the Director of Administrative Services to register as a bid document holder to automatically receive addenda as they are issued.

### 1.4 Proposal Schedule

RFP Issued	05/02/2023
Building Walkthrough – 1:00 p.m.	05/10/2023
Deadline for Submitting Questions to RFP	05/26/2023
Proposals Due and Opened	05/31/2023
Anticipated Contract Award Date	06/05/2023

**Responses must be delivered by Wednesday, 05/31/2023 at 04:30 p.m.**

## SECTION 2.0 SPECIFICATIONS/SCOPE OF SERVICES

### 2.1 Background

Tlingit Haida Regional Housing Authority (THRHA) is a 501(c)(3) nonprofit corporation and is Southeast Alaska's largest provider of affordable housing since 1973. Our mission is to connect Southeast Alaskans with sustainable housing opportunities and innovative financial solutions.

THRHA is seeking a qualified Vendor to perform custodial and janitorial services at their main office locations in Juneau, Alaska. The Vendor will be required to provide a number of custodial / janitorial services on an every-other-day, weekly, and annual basis. Only bidders experienced in providing custodial / janitorial services may respond to the RFP.

### 2.2 Scope of Work

THRHA is looking for a qualified vendor to perform custodial and janitorial services in their Admin and Warehouse Buildings located at 5446 Jenkins Drive and 1927 Allen Court in Juneau, Alaska.

The buildings consist of

1. 30+ Rooms and Offices
2. 9+ Bathrooms
3. Laminate, Tile, and Carpeted Flooring, and
4. Stairs

The Admin Building is a standard office building that houses the majority of the rooms, offices, stairs, and flooring, while the Warehouse Building consists mostly of laminate flooring, some carpeted areas and minimal office space. Both buildings are across the street from each other. THRHA will conduct an on-site walkthrough to allow interested parties / potential bidders an opportunity to get a better understanding of the facility, layout, and requirements of the scope of work.

The walkthrough will be led by THRHA staff on **May 10, 2023** from **1:00p – 2:00p**. Those that would like to attend should contact Ken Southerland, (907) 780-3126.

Vendors are encouraged to attend; however, failure to participate in the walkthrough does not relieve the Vendor's responsibility of performing the work in strict compliance, as described, to the intent and meaning of the terms, conditions, and specifications identified in this RFP.

Any questions regarding the solicitation or scope of work must be submitted in writing to Ken Southerland at [ksoutherland@thrha.org](mailto:ksoutherland@thrha.org), by mail or in person, where answers will be provided through and addendum to all registered Vendors.

The Vendor will provide labor, tools, equipment, materials, supervision and supplies needed to perform the work outlined below. The Vendor must also comply with all applicable Federal and State labor, wage and hour, safety, and associated laws that have a bearing on the services provided.

During the first week of each month, the Vendor will contact the PM (by phone or in person) to discuss the contract performance. Below are the definitions of the requirements of the contract.

*Included Work Areas-*

All entrances, offices, foyers, printing rooms, lounge rooms, hallways, closets, conference rooms, break rooms, rest rooms, showers and storage areas as applicable. This also includes interior / exterior glass of doors and cubicles.

*Excluded Work Areas-*

Any mechanical, electrical, equipment, shop, or server rooms.

*Supplies-*

The Vendor must furnish all equipment and supplies required to fulfill the requirements of the contract, as well as replenishing the consumables used in day-to-day functions. The Vendor will

1. Provide and Refill all restroom supplies, including but not limited to; toilet seat covers, toilet paper, hand soap, deodorizers, urinal screens / deodorizers (where applicable), paper towels and all plastic liners for trash. All materials must be environmentally safe and biodegradable and all paper consumables must be made of at least 20% post-consumer recycled materials.

*Dumpster / Trash Removal from Site-*

Dumpster services if provided by THRHA. The Vendor will be responsible for either carrying off all trash / debris in their company-owned vehicle, or dispose of it in the dumpster on site. At no time, may trash be left in the building or outside.

*General Specifications-*

The following services will be performed as described and to the best ability of the Vendor. Any discrepancy in performance or service will be corrected at the expense of the Vendor, and in the timeframe required by THRHA.

Every-Other-Day Service: Performed Every other day- minimum 3 times a week

The services listed will be done between the hours of 5:00pm and 7:00am Monday through Friday, and at a convenient time on weekends or on observed holidays. The preferred schedule is Tuesday, Thursday and a convenient time on weekends.

1. Thoroughly vacuum all carpeted areas.
2. Empty all trash receptacles (basket, bin, or otherwise) and dispose either in the dumpster provided or in your company-owned vehicle. No trash may be left inside or outside of the building(s).
3. Provide and maintain all supplies for restroom consumable replacements. Supplies must be standard or better quality, and environmentally safe.
4. Any issues noted during service will be brought to the PM (i.e. broken dispensers, cracks, or otherwise noticeable damages that need to be addressed).

- a. Clean, Disinfect, and Deodorize all;
  - b. Restroom, kitchen, shower, and tile floors. Dirty, residue-covered and / or discolored flooring will not be accepted.
  - c. Restroom, kitchen, shower walls and doors.
  - d. Plumbing fixtures.
  - e. Dispensers, mirrors, counters and cabinets.
  - f. Toilets, urinals and partitions.
  - g. Sinks, shower stalls and shower decks (if applicable).
5. Special attention should be paid to the corners, trim, and overhead of each area.
  6. Clean and disinfect all drinking fountains, counter tops and sinks. Mineral and calcium deposits will not be acceptable.
  7. Sweep all hard surfaces and tile floors in all entryways, break rooms, stairs and landings inside the interior of building. Tile floors are to be swept with a yarn broom or dust mop.
  8. Damp mop all tile/vinyl floors including stairs. Continuous rinsing will be used to remove dirt, black marks, scuff marks, stains, and all other grime and dirt from the floor/stairs. Remove mop marks from rubber base boards.
  9. Damp wipe all conference room chairs, tables, and countertops, and
  10. Clean all mirrors.

At the end of each work day, the Vendor or his designated supervisor will inspect the entire work area to ensure that all work is complete and all necessary doors are locked. The Vendor or supervisor will ensure that all lights have been turned off in hallways and any unnecessary room(s).

*Weekly Service: Performed Once a Week-*

The services listed will be done between the hours of 5:00pm and 7:00am Monday through Friday, or at a convenient time on weekends or on observed holidays.

1. Clean refrigerator and freezer interior / exteriors
2. Damp mop and wax hard-surface floors and remove traffic marks and restore luster.
3. Remove all finger marks and smudges from entryway door glass, interior glass partitions and glass showcases. Ensure that no streaks remain.
4. Dust walls, furniture, and other accessible surface areas overhead.

*Spring Window Cleaning Service: Performed Once a Year-*

The services listed below will be done in May. The Vendor will

1. Thoroughly wash and clean all interior and exterior glass surfaces of each building, including; windows, glass partitions, and door glass, and ensure complete removal of all smudges, streaks, fog, dirt, and adhesives from exterior and interior glass. The Vendor must also remove, clean, and reinstall all window screens.

*Annual Service: Performed Once a Year-*

The services listed will be done once a year, on a schedule to be determined at a later time. THRHA anticipates that this service will be done on a regular schedule basis, in May of each year, on a day that best suits the Vendor and THRHA schedules. The Vendor will

1. Shampoo all carpets / rugs using a steam extraction, agitation, or similar action that the Vendor deems efficient, immediately followed with a hot water extraction method to remove all soap. Stain and spot removal will be done with a commercial-grade spot remover or a similar product / application that the contract deem efficient.
2. Remove smudges and marks from walls, doors, stairs and handrails with an application that does not remove paint, gloss, or surface protection (non-corrosive).
3. Thoroughly dust and clean window blinds / shades, and light fixtures of every applicable location in every building.
4. Wash walls, hallways, stairs, and landing railings.

Cover all areas prior to dusting to ensure no dust or foreign particles cover any office area.

*As-Needed Services: On-call*

The following services may be requested by the PM on an as-needed, hourly basis. All additional and as-needed services will be under the same scope of services in the RFP.

1. Basic-Housing Services-  
THRHA provides housing through several homes and apartments throughout multiple communities in Alaska.
2. When a residence becomes vacant, THRHA may request the Vendor to provide basic-house cleaning services to ensure the units are maintained and move-in ready. These will be invoiced separately and issued through THRHA's Work Order system. The duties may include, but are not limited to;

As described in the RFP, similar services that are applicable for cleaning areas such as Cleaning, Dusting, Moping, Sanitizing, Sweeping, and Vacuuming areas such as living

rooms, dining rooms, bedrooms, bathrooms, utility closets, and kitchens

3. Additional Services-

THRHA may ask the Vendor to clean-up accidental spills, stains or provide other additional cleaning services as they relate to the services described in the RFP.

### **2.3 Period of Performance**

The THRHA is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew annually for three consecutive years. Each twelve month period must be shown separately. Payment schedule should also be included (i.e. monthly)

Vendors must list, specifically, any services which would not be covered in the proposal price. Identify the following for those services not under the fixed fee:

- A. A fee schedule containing the vendor hourly rates
- B. A description of how services will be billed
- C. A description of additional charges, as in out-of-pocket expenses, etc.

### **2.4 Vendor Conduct**

While on site, the Vendor's employees shall comply with all THRHA regulations, policies and procedures. THRHA may remove any vendor employee from THRHA facilities for misconduct or safety reasons. THRHA will provide the vendor with immediate written rationale notice for the removal of the employee. This action does not relieve the Vendor of their responsibility to provide sufficient and timely service.

### **2.5 Confidentiality**

- The Vendor agrees that it will ensure that its employees and others performing services under this contract will not use or disclose any non-public information unless authorized by THRHA. This includes confidential reports, information, discussions, procedures, and any other data collected or generated.
- All documents, photocopies, computer data and any other information of any kind collected or received by the Vendor in connection with the contract work shall be provided to the Director of Administrative Services upon request at the termination of the contract (i.e., the date on which final payment is made on the contract or at such other time as may be requested by the Director of Administrative Services or as otherwise agreed by the Director of Administrative Services and the Vendor).
- The Vendor may not discuss the contract work in progress with any outside party, including responding to media and press inquiries, without prior written permission of the THRHA. In addition, the Vendor may not issue news releases or similar items regarding contract award, any subsequent contract modifications, or any other contract-related matter without the prior written approval of THRHA.

**SECTION 3.0**  
**EVALUATION PROCEDURE AND SELECTION CRITERIA**

- THRHA’s Vice President; Director of Administrative Services; and Warehouse and Safety Officer will form the committee to review and score proposals. This committee may request a meeting with some qualified offerors prior to final selection. The contract shall be awarded to the responsible and responsive proposer submitting the most advantageous proposal response, taking into consideration all evaluation criteria as well as price. Proposals will be reviewed and evaluated in accordance with the following:

<b>EVALUATION CRITERIA</b>	<b>RATING POINTS</b>
Approach and Methodology – Vendor has thoughtfully described the process for providing janitorial services.	0 to 20
Experience of the Firm – Vendor has qualifications, personnel and availability to provide janitorial services.	0 to 15
Project Staffing and Experience – Vendor has detailed oriented staff experienced in janitorial.	0 to 15
Cost	0 to 20
Satisfaction of Client/End Users – verified through reference inquiries.	0 to 15
Training and employment opportunities for Indians.	0 to 15
No Preference	0
MBE/WBE Certification Preference <sup>1</sup>	15
Native Preference to Native Owned Business <sup>2</sup>	15

Total possible points (not included preference points): 100

---

<sup>1</sup> Points for MBE/WBE cannot be combined with Native Preference points (maximum 15 preference points.)

<sup>2</sup> To be eligible for Native Preference points, bidders must submit evidence showing Indian Ownership to the Housing Authority’s satisfaction.



## SECTION 4.0 PROPOSAL CONTENTS

**All proposals shall contain the following:**

1. Cover letter – include your company name, address, website, and contact information.
2. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
3. Name, title, address and telephone number of three references for clients, whom similar services have been provided, including information of the actual services performed and length of tenure.
4. Naming of staff resources with identification of principals and key personnel,
  - i. Who will be assigned to provide the services
  - ii. Experience and expertise of staff
  - iii. Role and responsibilities that each staff member will have with the contract
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. THRHA will evaluate the facts and may at its sole discretion, reject the vendor's proposal.
6. Scope of services beyond the RFP that the firm provides which may be of interest to the THRHA.
7. Terms & Conditions – describe the way you invoice clients.
8. Insurance Specifications (current Certificate of Insurance)
9. Certification Regarding Debarment Suspension – see Appendix A.
10. Cost Schedule – see Appendix B

**APPENDIX A**

**Certification Regarding  
Debarment, Suspension, and Other  
Responsibility Matters**

The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- a) Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded by any Federal, State, Local, Tribal department or agency;
- b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, Tribal or local) transaction or contract under a public transaction; violation of Federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c) Are not presently indicted for or otherwise criminally or civilly charged a governmental entity (Federal, State, Tribe or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, Tribal or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 13 USC Sec. 1601, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years or both.

--	--

Name & Title of Authorized Representative      Date

--	--

Signature of Authorized Representative      Date

I am unable to certify to the above statements. My explanation is attached.



**Regional Housing Authority**

## Attachment B – Cost Schedule

### COST SCHEDULE INSTRUCTIONS

Vendors must provide unit pricing for the janitorial and related services requested in the RFP. This rate must include all direct and indirect costs, and remain firm through the duration of the contract.

The fees provided in this form will be used for evaluation. In the event of a mathematical error in the "Amount" column, the "Unit Price" will prevail.

DESCRIPTION OF SERVICE	UNIT	QUANTITY	UNIT PRICE	AMOUNT
EVERY-OTHER-DAY SERVICE	Daily	156	\$	\$
WEEKLY SERVICE	WEEKLY	52	\$	\$
ANNUAL SERVICE	EACH	1	\$	\$
SPRING WINDOW CLEANING	EACH	1	\$	\$
AS-NEEDED SERVICE	HOURLY	25 (estimate)	\$	\$
<b>TOTAL COST</b>				\$