

**TOWN OF PROSPER
CONTRACT FOR SERVICES
RFP NO. 2023-27-A
CUSTODIAL SERVICES**

This Contract is made by the **Town of Prosper, Texas**, a municipal corporation ("Town") and **UBM Enterprise, Inc.** ("Contractor"). The Town and Contractor agree:

1. **EMPLOYMENT OF THE CONTRACTOR.** The Town agrees to retain the Contractor, and the Contractor agrees to provide services relative to: RFP 2023-27-A Custodial Services (hereinafter referred to as "Services") in connection with the terms and conditions as set forth in Exhibit A, attached hereto and incorporated by reference.
2. **SCOPE OF SERVICES.** The Services to be performed are specified in Exhibit A. Deviations from the scope of work may be authorized from time to time by the Town in writing.
3. **SCHEDULE OF WORK.** The Contractor agrees to begin work upon receipt of written authorization from the Town. Time is of the essence for this Contract and work is to commence immediately.
4. **CONTRACT PERIOD.** The contract period is for one-year from date of award of contract. All pricing is to remain firm during the contract period. The contract is renewable for up to four (4) additional one-year terms on an annual basis, if written notice of the intent to renew is provided to either party not less than sixty (60) days prior to the termination date.
5. **COMPENSATION.** Contractor's total compensation for services to be performed and expenses to be incurred is specified in Exhibit B.
6. **PAYMENTS.** Payments will be processed on a monthly basis with payment available within thirty (30) days after receipt of the invoice for the previous month's service or as set forth in Exhibit A.
7. **INVOICING.** Invoices should be prepared and submitted to the Town for payment in accordance with Exhibit A. Invoices should be mailed to Town of Prosper, Accounts Payable, P.O. Box 307, Prosper, TX 75078, or emailed to ap@prospertx.gov.
8. **RIGHTS OF WITHHOLDING.** The Town may withhold any payment or partial payment otherwise due the Contractor on account of unsatisfactory performance by the Contractor. The amount to be withheld will be calculated based on the work not performed and the impact to the Town. Any payment or partial payment that may be withheld for unsatisfactory performance can be used to remedy the lack of performance and will not be paid to the Contractor.
9. **INFORMATION PROVIDED BY THE TOWN.** Although every effort has been or will be made to furnish accurate information, the Town does not guarantee the accuracy of information it furnishes to Contractor.
10. **INSURANCE.** The Contractor shall provide proof that it has obtained and will continue to maintain throughout the duration of the Contract the insurance requirements set forth in Exhibit A. Failure to maintain the required insurance may result in immediate termination of the Contract.

11. **INDEMNIFICATION.** As specified in Exhibit A.
12. **TRANSFER OF INTEREST.** Neither Town nor Contractor may assign or transfer its interests in the Contract without the written consent of the other party. Such consent shall not be unreasonably withheld. This Contract is binding on Town, Contractor, and their successors and assigns. Nothing herein is to be construed as creating a personal liability on the part of any Town officer, employee or agent.
13. **AUDITS AND RECORDS.** At any time during normal business hours and as often as the Town may deem necessary, the Contractor shall make available to the Town for examination all of its records with respect to all matters covered by the Contract and will permit the Town to audit, examine and make copies, excerpts, or transcripts from such records. The Town may also audit all contracts, invoices, payroll records of personnel, conditions of employment and other data relating to the Contract.
14. **EQUAL EMPLOYMENT OPPORTUNITY.** The Contractor shall not discriminate against any employee or applicant for employment because of age, race, color, religion, sex, national origin, disability or any other protected characteristic. The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their age, race, color, religion, sex, national origin, disability or any other protected characteristic. Such actions shall include, but not be limited to the following: employment, promotions, demotion, transfers, recruitment or recruitment advertising, layoffs, terminations, selection for training (including apprenticeships), and participation in recreational activities.

The Contractor agrees to post in conspicuous places, accessible to employees and applicants for employment, notices setting forth the provisions of the nondiscrimination clause. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.

The Contractor will cause the foregoing provisions to be inserted in all subcontracts for any work covered by the Contract so that such provisions will be binding upon each subcontractor, except that the foregoing provisions shall not apply to contracts or subcontracts for customary office supplies.

The Contractor shall keep records and submit reports concerning the racial and ethnic origin(s) of applicants employment and employees as the law may require.

15. **TERMINATION OF CONTRACT.** Town may terminate this Contract upon sixty (60) days' written notice to Contractor, except in the event (i) Contractor is in breach of this Contract or (ii) Contractor fails to comply with the terms of Exhibit A. If either of the foregoing conditions exists, Town shall notify Contractor and Contractor shall be given two (2) days to cure such breach or failure to comply. Should Contractor fail to cure to the satisfaction of the Town, Town may terminate this Contract upon written notice.

Furthermore, the Town retains the right to terminate this Contract at the expiration of each Town budget period (September 30) during the term of this Contract, even without prior notice as described in the preceding sentence.

In the event of any termination hereunder, Contractor consents to Town's selection of another Contractor to assist the Town in any way in completing the Services. Contractor further agrees to cooperate and provide any information requested by Town in connection with the completion of the Services.

Contractor shall be compensated for Services performed and expenses incurred for satisfactory work up to the termination date in that Contractor shall receive a portion of fees and expenses permitted under this Contract in direct proportion to percentage of work actually completed up to the termination date. This provision shall not deprive the Town of any remedies against Contractor that may be available under applicable law.

16. **CONTRACTOR'S REPRESENTATIONS.** Contractor hereby represents to Town that Contractor is financially solvent and possesses sufficient experience, licenses, authority, personnel, and working capital to complete the Services required.
17. **TOWN APPROVAL FOR ADDITIONAL WORK.** No payment, of any nature whatsoever, will be made to Contractor for additional work without the Town's written approval before such work begins.
18. **PERFORMANCE BY CONTRACTOR.** All Services provided by the Contractor hereunder shall be performed in accordance with the highest professional standards and in accordance with Exhibit A, and Contractor shall be responsible for all Services provided hereunder whether such services are provided directly by Contractor or by any subcontractors hired by Contractor. The Contractor shall perform all duties and Services and make all decisions called for hereunder promptly and without unreasonable delay. Contractor shall not utilize subcontractors to perform Services without the Town's prior written consent.
19. **DAMAGE.** In all instances where Town property and/or equipment is damaged by the Contractor's employees, a full report of the facts, extent of the damage and estimated impact on the Contractor's schedule shall be submitted to the Town by 8 a.m. of the following Town business day after the incident. If damage may result in further damages to the Town or loss of Town property, the Contractor must notify Police Dispatch immediately. The Contractor shall be fully liable for all damage to Town property or equipment caused by the Contractor's officers, employees or agents.
20. **TOWN OBJECTION TO PERSONNEL.** If at any time after entering into this Contract, Town has any reasonable objection to any of Contractor's personnel, or any personnel retained by Contractor, then Contractor shall promptly propose substitutes to whom the Town has no reasonable objection, and the Contractor's compensation shall be equitably adjusted to reflect any difference in the Contractor's costs occasioned by such substitution.
21. **COMPLIANCE WITH LAWS.** The contractor warrants and covenants to the Town that all Services will be performed in compliance with all applicable federal, state, county and Town laws, rules, and regulations including, but not limited to, the Texas Industrial Safety and Health Act and the Workers Right-to-Know Law. All necessary precautions shall be taken to assure that safety regulations prescribed by OSHA and the Town's representative are followed.
22. **"ANTI-ISRAEL BOYCOTT" PROVISION.** In accordance with Chapter 2270, Texas Government Code, a Texas governmental entity may not enter into a contract with a company for the provision of goods or services unless the contract contains a written verification from the company that it: (1) does not boycott

Israel; and (2) will not boycott Israel during the term of the contract. Chapter 2270 does not apply to a (1) a company that is a sole proprietorship; (2) a company that has fewer than ten (10) full-time employees; or (3) a contract that has a value of less than One Hundred Thousand Dollars (\$100,000.00). Unless the company is not subject to Chapter 2270 for the reasons stated herein, the signatory executing this Contract on behalf of the company verifies by its signature to this Contract that the company does not boycott Israel and will not boycott Israel during the term of this Contract.

23. **IRAN, SUDAN AND FOREIGN TERRORIST ORGANIZATIONS.** If § 2252.153 of the Texas Government Code is applicable to this Contract, by signing below Contractor does hereby represent, verify and warrant that (i) it does not engage in business with Iran, Sudan or any foreign terrorist organization and (ii) it is not listed by the Texas Comptroller under § 2252.153, Texas Government Code, as a company known to have contracts with or provide supplies or services to a “foreign terrorist organization” as defined in § 2252.151 of the Texas Government Code.
24. **PROHIBITION ON CONTRACTS WITH CERTAIN COMPANIES PROVISION.** In accordance with Section 2252.152 of the Texas Government Code, the Parties covenant and agree that Contractor is not on a list maintained by the State Comptroller’s Office prepared and maintained pursuant to Section 2252.153 of the Texas Government Code.
25. **NON-BINDING MEDIATION.** In the event of any disagreement or conflict concerning the interpretation of this Contract, and such disagreement cannot be resolved by the Town and the Contractor, the Town and Contractor agree to submit such disagreement to non-binding mediation.
26. **ENTIRE CONTRACT.** This instrument together with Exhibit A attached hereto contains the entire Contract between the Town and Contractor concerning the Services. There will be no understandings or contracts other than those incorporated herein. The Contract may not be modified except by an instrument in writing signed by the parties hereto. In the event of a conflict between an attachment to this Contract and this Contract, this Contract shall control.
27. **MAILING ADDRESSES.** All notices and communications concerning this Contract to be mailed or delivered to the Town shall be sent to the address of the Town as follow, unless and until the Contractor is otherwise notified:

Town of Prosper
Attn: Jay Carter, Purchasing Manager
P.O. Box 307
Prosper, TX 75078
jcarter@prospertx.gov

All notices and communications under this Contract to be mailed or delivered to the Contractor shall be sent to the address listed below until the Town is otherwise notified:

UBM Enterprise, Inc
Jae Song, Chief Operating Officer
11102 Ables LN
Dallas, TX 75229
Jae.song@ubmhq.com

Any notices and communications required to be given in writing by one party or the other shall be considered as having been given to the addressee on the date in the notice or communication is placed in the United States Mail or hand-delivered.

- 28. **LEGAL CONSTRUCTION.** If any one or more of the provisions contained in the Contract for any reason is held invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision hereof and this Contract shall be construed as if such invalid, illegal or unenforceable provision had never been included.
- 29. **GOVERNING LAW.** The validity of this Contract and any of its terms or provisions as well as the rights and duties hereunder, shall be governed by and construed in accordance with Texas law. Venue for this Contract shall be located in Collin County, Texas.
- 30. **COUNTERPARTS.** The Contract may be signed in counterparts, each of which shall be deemed to be an original.
- 31. **EFFECTIVE DATE.** This Contract shall be effective once it is signed by the Town and Contractor.

AGREED TO BY:

UBM ENTERPRISE, INC

By: _____

Jae Song
Chief Operating Officer

Date: 9/15/2023

TOWN OF PROSPER, TEXAS

By: _____

Mario Canizares
Town Manager

Date: _____

Exhibit A
Request for Proposal



2023-27-A Addendum 1

Custodial Services

Issue Date: 7/30/2023

Questions Deadline: 8/15/2023 12:00 PM (CT)

Response Deadline: 8/22/2023 02:00 PM (CT)

Contact Information

Contact: Jay Carter Purchasing Manager

Address: Purchasing Office

Town Hall

3rd Floor

250 W. First St.

P.O. Box 307

Prosper, TX 75078

Phone: (972) 569-1018

Email: jcarter@prospertx.gov

Event Information

Number: 2023-27-A Addendum 1
Title: Custodial Services
Type: Request for Proposals
Issue Date: 7/30/2023
Question Deadline: 8/15/2023 12:00 PM (CT)
Response Deadline: 8/22/2023 02:00 PM (CT)
Notes:

This Town of Prosper is requesting proposals for Custodial Services for various facilities. This is a one-year agreement and with four (4) optional one (1) year renewals at mutual agreement of the Town and the Vendor.

The questions deadline for this proposal is August 15, 2023, at 12:00 PM CT. Proposals are due August 22, 2023, by 2PM and can be submitted through IonWave. The names of the vendors that have submitted a proposal will be read at 3PM on August 22, 2023. Please use the following meeting link if you are interested:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 214 239 149 302
Passcode: WEeMQf

MANDATORY SITE VISITS

Mandatory site visits are required prior to submitting a proposal and will be conducted by a Facility Staff member on **August 9, 2023, and August 10, 2023, at 8:30 AM CT. Vendors must attend one of the two times offered.** Sign in is required. All sites must be visited and conducted by a Facilities Staff member. Bids will only be accepted from vendors who have visited all of the sites and whose names are on the sign in sheets. The mandatory site visit will start with a pre-bid meeting at Town of Prosper Town Hall, 250 W. First Street, Prosper, TX 75078 in the Foyer at 8:30 AM.

Ship To Information

Contact: Jay Carter, Purchasing Manager
Address: Purchasing Office
Town Hall
3rd Floor
250 W. First St.
P.O. Box 307
Prosper, TX 75078
Phone: (972) 569-1018
Email: jcarter@prospertx.gov

Billing Information

Contact: Accounts Payable
Address: Finance
Town Hall
3rd Floor
250 W. First St.
P.O. Box 307
Prosper, TX 75078
Phone: (972) 569-1017
Email: ap@prospertx.gov

Bid Attachments

2023-27-A Addendum #1.pdf

2023-27-A Addendum #1

Download

2023-27-A RFP for Custodial Services Updated 7-31-2023.pdf

2023-27-A RFP for Custodial Services Updated 7-31-2023

Download

Insurance Requirements for General Services R7-25-19.pdf

Insurance Requirements for General Services

Download

Standard Terms and Conditions for Procurements V 4-24-20.pdf

Standard Terms and Conditions for Procurements

Download

Conflict of Interest Questionnaire - fillable.pdf

Conflict of Interest Questionnaire

Download

References Worksheet - fillable.pdf

References Worksheet

Download

Standard Contract for Services Version 05-25-2022.pdf

Example of Standard Contract for Services Version 05-25-2022

Download

Requested Attachments

Proposal

(Attachment required)

Please ensure that you provide all required information, including all attachments, combined and uploaded as a single document.

Bid Attributes

| | |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Terms and Conditions Acknowledgement I have read, understand and agree to all terms and conditions contained in this solicitation. <input type="checkbox"/> I Agree <i>(Required: Check if applicable)</i> |
| 2 | Certification By checking this box, submitter hereby certifies that he/she understands the specifications, has read the document in its entirety and that the prices contained in this bid/proposal have been carefully reviewed and are submitted as correct and final. Vendor further certifies and agrees to furnish any or all products/services upon which prices are extended at the price offered, in accordance with the terms and conditions contained herein. Vendor agrees that acceptance of any or all items by the Town of Prosper, Texas, within the time frame indicated in this solicitation, constitutes a contract. The individual submitting this bid/proposal certifies that he/she is a legal agent of the company, authorized to submit on behalf of the company, and is legally responsible for the decisions as to the prices and supporting documentation provided. <input type="checkbox"/> I Agree <i>(Required: Check if applicable)</i> |
| 3 | Addendum No. 1 By checking this box, vendor acknowledges receipt and understanding of Addendum No. 1 (if issued by the Town of Prosper). <input type="checkbox"/> I Agree <i>(Optional: Check if applicable)</i> |

4 Addendum No. 2

By checking this box, vendor acknowledges receipt and understanding of Addendum No. 2 (if issued by the Town of Prosper).

I Agree

(Optional: Check if applicable)

5 Addendum No. 3

By checking this box, vendor acknowledges receipt and understanding of Addendum No. 3 (if issued by the Town of Prosper).

I Agree

(Optional: Check if applicable)

Bid Lines

1 Package Header

Base Bid

Quantity: 1 UOM: EA Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

Package Items

1.1 Prosper Town Hall

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

1.2 Prosper Public Library

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

1.3 Central Fire Station #1

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

1.4 Line deleted as part of an Addendum

1.5 Fire Station #2

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.6 Fire Station #3

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.7 Parks Admin Offices

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.8 Parks Recreation Offices

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.9 Parks Operations Offices

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.10 Police Department

(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

1.11 Public Works Complex
(Response required)

Quantity: 12 UOM: Month Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

2 Additional day porter services during business hours as needed per person per hour
(Response required • Line excluded from response total)

Quantity: 1 UOM: HR Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

3 Additional cleanup services after hours as needed or for special events - per person per hour
(Response required • Line excluded from response total)

Quantity: 1 UOM: HR Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

4 Upholstery shampooing per chair
(Response required • Line excluded from response total)

Quantity: 1 UOM: EA Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

5 Upholstery shampooing per couch
(Response required • Line excluded from response total)

Quantity: 1 UOM: EA Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

6 Upholstery shampooing per bench
(Response required • Line excluded from response total)

Quantity: 1 UOM: EA Unit Price: \$ Total: \$

Supplier Notes: _____

- No bid
- Additional notes
(Attach separate sheet)

7 Additional carpet cleaning per square foot
(Response required • Line excluded from response total)

Quantity: 1 UOM: SF Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

8 Additional public/office space cleaning per square foot
(Response required • Line excluded from response total)

Quantity: 1 UOM: SF Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

9 Additional recreation space cleaning per square foot
(Response required • Line excluded from response total)

Quantity: 1 UOM: SF Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

10 Additional maintenance space cleaning per square foot
(Response required • Line excluded from response total)

Quantity: 1 UOM: SF Unit Price: \$ Total: \$

Supplier Notes: _____

No bid
 Additional notes
(Attach separate sheet)

Supplier Information

Company Name: _____

Contact Name: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature

REQUEST FOR PROPOSAL #2023-27-A CUSTODIAL SERVICES

INTRODUCTION

This Town of Prosper is requesting proposals for Custodial Services for various facilities. This is a one-year agreement and with four (4) optional one (1) year renewals at mutual agreement of the Town and the Vendor.

The questions deadline for this proposal is August 15, 2023, at 12:00 PM CT. Proposals are due August 22, 2023, by 2PM and can be submitted through IonWave. The names of the vendors that have submitted a proposal will be read at 3PM on August 22, 2023. Please use the following meeting link if you are interested:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 214 239 149 302

Passcode: WEeMQf

MANDATORY SITE VISITS

Mandatory site visits are required prior to submitting a proposal and will be conducted by a Facility Staff member on **August 9, 2023, and August 10, 2023, at 8:30 AM CT. Vendors must attend one of the two times offered.** Sign in is required. All sites must be visited and conducted by a Facilities Staff member. Bids will only be accepted from vendors who have visited all of the sites and whose names are on the sign in sheets. The mandatory site visit will start with a pre-bid meeting at Town of Prosper Town Hall, 250 W. First Street, Prosper, TX 75078 in the Foyer at 8:30 AM.

EVALUATION CRITERIA

As a request for proposal, the Town will take the following evaluation criteria into account, in order of importance:

- Price (40%)
- References for custodial services contracts equal to the size and complexity of the Town's requirements from the past three years (30%)
- Screening/Hiring/Training Practices (15%)
- Management and Quality Control (15%)

SCOPE OF WORK

❖ TOWN HALL:

- Address: 250 W. First Street, Prosper, Texas 75078

- Space Type: Office/Public
- Cleanable Square Footage: 35,000
- **Cleaning Hours:**
 - Day Cleaning:
 - Day porter: 7 AM to 11 AM
 - Night Cleaning:
 - Monday – Friday: 5pm through 5am
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only.
 - The flooring throughout Town Hall is to be swept and damp mopped only, NO wax unless verified with staff
 - All of the glass on the first floor, including the Utility Billing teller windows, shall be cleaned both inside and out to a height of 15 ft. This includes the glass within doors.
 - Town supplied recycling rolling carts are to be put out near the dumpsters every Tuesday night. They MUST be spaced at least 3 feet apart for pickup.
 - The elevator must be cleaned nightly including doors, mats, floors, and walls.

❖ **TOWN OF PROSPER LIBRARY**

- Address: 200 S Main Street, Prosper, TX 75078
- Space Type: Public
- Cleanable Square Footage: 9,640
- **Cleaning Hours:**
 - Day Cleaning:
 - 1 Day Porter is required Monday - Friday. This day porter will be shared with Town Hall during the hours of 7AM -11AM M-F
 - Cleaning hours are as follows (exact times for porters will be determined at a later time):
 - Monday – Friday from 5PM – 5AM
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only.
 - Day Cleaners:
 - Day cleaners to be provided:
 - Monday – Thursday: 1 day cleaner
 - Day cleaners are to focus their attention on restrooms, dusting, windows, door glass, stair rails and doorknobs.
 - Night Cleaners:
 - Night cleaners are to focus their attention on restrooms, study rooms, conference rooms, programming rooms, hallways, open staff

workrooms, offices, public seating areas, carpeted aisles and walkways areas, stairs and seating, staff breakroom counters, tabletops and floors.

- All elevators must be cleaned nightly including doors, mats, floors, and walls.
- Study rooms should be vacuumed nightly.
- Hard surfaces should be swept, and damp mopped nightly.
- Carpeted areas should be vacuumed nightly
- Take out trash & empty desk trash cans.

❖ **PARKS ADMINISTRATION:**

- Address: 409 E. First Street, Prosper, Texas 75078
- Space Type: Office
- Cleanable Square Footage: 2,300

- **Cleaning Hours:**

- **Night Cleaning:**

- Monday – Friday: 5pm through 5am
 - Hard surfaces should be swept, and damp mopped nightly.
 - Carpeted areas should be vacuumed nightly
 - Trash and recycling should be emptied nightly
 - Restrooms should be cleaned nightly
 - Dust as needed

- **Cleaning Requirements:**

- See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout Town Hall is to be swept and damp mopped only, NO wax unless verified with staff

❖ **PARKS RECREATION OFFICES:**

- Address: 407 E. First Street, Prosper, Texas 75078
- Space Type: Office
- Cleanable Square Footage: 1,350

- **Cleaning Hours:**

- **Night Cleaning:**

- Monday – Friday: 5pm through 5am
 - Hard surfaces should be swept, and damp mopped nightly.
 - Carpeted areas should be vacuumed nightly
 - Trash and recycling should be emptied nightly
 - Restrooms should be cleaned nightly
 - Dust as needed

- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout Town Hall is to be swept and damp mopped only, NO wax unless verified with staff

❖ **PARKS OPERATIONS:**

- Address: 101 Dylan Dr, Suite D, Prosper, Texas 75078
- Space Type: Office
- Cleanable Square Footage: 500

- **Cleaning Hours:**

- **Night Cleaning:**
 - Monday – Friday: 5pm through 5am
 - Hard surfaces should be swept, and damp mopped nightly.
 - Carpeted areas should be vacuumed nightly
 - Trash and recycling should be emptied nightly
 - Restrooms should be cleaned nightly
 - Dust as needed

- **Cleaning Requirements:**

- See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout Town Hall is to be swept and damp mopped only, NO wax unless verified with staff

❖ **Police Department:**

- Address: 801 Safety Way, Prosper, Texas 75078
- Space Type: Office/Public
- Cleanable Square Footage: 23,159

- **Cleaning Hours:**

- **Day Cleaning:** 8 hours – day cleaning only

- **Cleaning Requirements:**

- See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout the Police Department is to be swept and damp mopped only, NO wax unless verified with Facilities Management staff
- All of the glass shall be cleaned both inside and outside to a height of 15 ft. This includes the glass within doors.
- Town supplied recycling rolling carts are to be put out near the dumpsters every Tuesday night. They MUST be spaced at least 3 feet apart for pickup.
- Carpeted areas should be vacuumed daily

- Trash and recycling should be emptied daily
- Restrooms and locker rooms should be cleaned daily
- All showers, toilets, urinals, sinks, etc. are to be cleaned daily
- Dust as needed
- Workout room to be swept, damp mopped, and all equipment dusted and cleaned daily.

❖ Public Works:

- Address: 601 W Fifth Street, Prosper, Texas 75078
- Space Type: Office
- Cleanable Square Footage: 9,000 total in 3 buildings
- **Cleaning Hours:**
 - Day Cleaning:
 - Twice weekly cleaning – 8AM to 3PM
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout the Department is to be swept and damp mopped only, NO wax unless verified with Facilities Management staff.
 - Three kitchens to be cleaned twice weekly. (counters, sinks and floor.)
 - Trash to be put out in dumpster.
 - Carpeted areas should be twice weekly
 - Trash and recycling should be emptied twice weekly
 - Restrooms and locker rooms should be cleaned twice weekly
 - All showers, toilets, urinals, sinks, etc. are to be cleaned twice weekly and dust as needed.

❖ Central Fire Station #1:

- Address: 911 Safety Way, Prosper, Texas 75078
- Space Type: Office/Public
- Cleanable Square Footage: 30,358
- **Cleaning Hours:**
 - Day Cleaning:
 - Day cleaning only: 8 AM -4 PM
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout the building is to be swept and damp mopped only, NO wax unless verified with Facilities Management staff
 - All of the glass shall be cleaned both inside and out to a height of 15 ft. This includes the glass within doors.

- Town supplied recycling rolling carts are to be put out near the dumpsters every Tuesday afternoon. They MUST be spaced at least 3 feet apart for pickup.
- Carpeted areas should be vacuumed daily
- Trash and recycling should be emptied daily
- Restrooms and locker rooms should be cleaned daily
- All showers, toilets, urinals, sinks, etc. are to be cleaned every day
- Dust as needed

❖ Fire Station #2:

- Address: 1140 S Teel Parkway, Prosper, Texas 75078
- Space Type: Office/Public
- Cleanable Square Footage: 16,206
- **Cleaning Hours:**
 - Day Cleaning:
 - Day Cleaning: 12PM – 5 PM
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout the Police Department is to be swept and damp mopped only, NO wax unless verified with Facilities Management staff
 - All of the glass shall be cleaned both inside and out to a height of 15 ft. This includes the glass within doors.
 - Town supplied recycling rolling carts are to be put out near the dumpsters every Tuesday afternoon. They MUST be spaced at least 3 feet apart for pickup.
 - Carpeted areas should be vacuumed daily
 - Trash and recycling should be emptied daily
 - Restrooms and locker rooms should be cleaned daily
 - All showers, toilets, urinals, sinks, etc. are to be cleaned every day
 - Dust as needed

❖ Fire Station #3:

- Address: 1500 E First Street, Prosper, Texas 75078
- Space Type: Office/Public
- Cleanable Square Footage: 10,300
- **Cleaning Hours:**
 - Day Cleaning:
 - Day Cleaning: 12 PM – 4 PM
- **Cleaning Requirements:**
 - See ***Exhibit A: Cleaning Schedule and Specifications*** for a schedule of cleaning duties by room/area. This is a sample form only. The flooring throughout the Police Department is to be swept and damp mopped only, NO

- wax unless verified with Facilities Management staff
- All of the glass shall be cleaned both inside and out to a height of 15 ft. This includes the glass within doors.
- Town supplied recycling rolling carts are to be put out near the dumpsters every Tuesday afternoon. They MUST be spaced at least 3 feet apart for pickup.
- Carpeted areas should be vacuumed daily
- Trash and recycling should be emptied daily
- Restrooms and locker rooms should be cleaned daily
- All showers, toilets, urinals, sinks, etc. are to be cleaned every day
- Dust as needed

CLEANING STANDARDS

The following standards will be used to determine the quality of services being provided.

A. Common Areas (including Break Rooms)

1. Lobby and entrance floors should be clean and free of dirt streaks and there should be no dirt remaining in corners, behind doors or where the dirt was picked up with the dustpan after the housekeeping operation. Floors should be free of loose and/or caked dirt particles and should present an overall appearance of cleanliness.
2. Floors in all common areas, hallways, breakrooms, lunchrooms, landings, foyers, etc. should be waxed or cleaned as appropriate for the type of floor 2-4 times per year or as requested.
3. Wall surfaces should be free of finger marks, smudges, and other dirt spots of any kind.
4. Walls, baseboards, and other surfaces should be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
5. Door handles/doorknobs, push bars, kick plates, railings, doors & other surfaces should be clean and polished to an acceptable luster.
6. Any drinking fountains located within the assigned area should be clean and free of stains. The wall surfaces around the drinking fountains should be free of water spots and streaks.
7. Stair landings, steps and all corners of stair treads should be free of loose dirt or dust streaks after sweeping.
8. Stair railings, fire extinguisher cabinets, door frames and moldings, ledges, radiators, and grilles should be dust free. The dust should have been removed rather than pushed around.
9. Glass surfaces should be clean and free of any smudges, finger marks, and dirt.

10. Lounge and conference room tables should be clean and free of smudges, finger marks, cup rings and other debris. Chairs should be clean and free of dust or debris.
11. Lounge and conference room floors should be free of dirt and debris.
12. Chairs and other furniture should be left in a neat, orderly condition.
13. Elevators should be clean and odor free; metal surfaces must be free of smudges and finger marks. Products used to clean and treat stainless-steel surfaces should not leave an oily residue.
14. Ashtrays and sand urns should be clean, fresh sand, odor free and all debris removed.
15. Floor and entry mats (including exterior matting) should be vacuumed and free of debris.
16. Light fixtures should be free of dead insects and other dirt.
17. Vents and grills must be free of soot, dust, cobwebs, and other debris.
18. All stairways and carpeted areas should be vacuum cleaned and/or swept daily.

B. Office Areas

1. All wastepaper baskets should be empty and in place, clean and ready for use. Recyclable materials and trash should be separated and disposed of appropriately.
2. Trash should not be left on floor.
3. Corners and crevices should be free from any dust.
4. Ledges and flat surfaces should be free of dust on any surface.
5. Woodwork, after being properly dusted, should appear bright.
6. There should not be any oily spots or smudges on walls.
7. There should not be any dust streaks on desks or other office equipment.
8. There should not be any dirt left in corners, under furniture, or behind doors.
9. Glass surfaces should be clean and free of any smudges, finger marks, and dirt.
10. There should be no trash or foreign matter under desks, tables, or chairs.
11. Baseboards, furniture, and equipment should not be disfigured or damaged during the cleaning operation.
12. Furniture and equipment moved during sweeping should be replaced.

13. All items in offices, including chairs, machines, calendars, pictures, phones, and wastebaskets are to be left in their original locations. Radios, televisions, tape recorders, etc. are not to be used by cleaning personnel.
14. Items marked "TRASH" / "BASURA" which are not in trash cans, are to be removed. Unmarked items are not to be removed.
15. All stairways and carpeted areas should be vacuum cleaned and/or swept daily.

C. Restrooms

1. All used paper towel receptacles should be emptied.
2. All sanitary receptacles should be clean, both inside & outside, and contain a new waxed paper bag liner.
3. The waxed paper bags containing collected contents of the sanitary receptacles must be deposited in a proper container and removed.
4. No trash should be on the floor.
5. When replenishing toilet paper rolls, the new roll should be "started" by freeing the strand so that it can be unrolled.
6. All dispensers of supplies should be clean and filled with the proper supplies.
7. All mirrors should be free of streaks, smudges, water spots, dust and lipstick and should not be cloudy or hazed in appearance.
8. All supply dispensers should be clean and free of finger marks and water spots.
9. Glass surfaces should be clean and free of any smudges, finger marks, and dirt.
10. All shelves and shelf brackets should be free of gum, dust, fingerprints, water stains, smudges, and other soil.
11. All porcelain surfaces of wash basins, toilets and urinals should be free of dust, dirt, spots and stains.
12. The wall surfaces should be free of spots and smears.
13. All toilet seats should be left in raised position after cleaning. They should be free of spots and stains, and the seat hinges should be free of green mold.
14. The plumbing fixtures should be free of green mold and water stains.
15. The partitions between the urinals in men's restrooms should be cleaned, dried, and free of water spots.
16. Walls, stall partitions and doors should be free of hand marks, dust, pencil marks, lipstick

smudges, water streaks, mop marks, green mold, and graffiti.

D. Number of Restrooms

Town Hall – 6, Police Department – 4, Central Fire – 12, Public Works –6, Parks Admin - 2, Parks Annex –2, Library – 4

E. Number of Toilets

Town Hall – 20, Police Department – 8, Central Fire 14, Public Works – 6, Parks Admin - 2, Parks Annex – 2, Library – 4

F. Number of Urinals

Town Hall – 6, Police Department – 4, Central Fire 2, Public Works – 2, Parks Admin - 0, Parks Annex – 0, Library – 0

G. Number of Sinks

Town Hall – 14, Police Department – 10, Central Fire 12, Public Works –6, Parks Admin - 4, Parks Annex – 3, Library – 3

H. Number of effective

Police Department – 8, Central Fire 8, Public Works –2, Parks Admin - 0, Parks Annex 0

I. Trash and Recycling Separation Requirements

There are trash containers and recycling containers in the cubicles and in the work rooms and common areas throughout every facility.

Keep trash separate from recycling. Recycling containers are blue and will contain aluminum cans, paper, glass, metal, and plastic all in the same blue containers. No separation of recyclable products is required. The Town properly recycles all its recyclable products. The contractor is not required to separate recyclable products from trash cans.

Trash and recycling should be emptied into dedicated bins located outside the facilities daily.

J. Cleaning of Upholstered Seating

Cleaning of upholstered chairs, couches, and benches are to be done on an as needed basis only and will be requested by the Facilities Manager.

SUPPLIES & EQUIPMENT

A. Supplies and Materials

1. The contractor shall furnish all necessary cleaning supplies and materials as may be required to perform the cleaning assignments outlined in these specifications. All supplies

and materials shall be of the highest quality and subject to the approval of the Town's Representative. No additional charges shall be made for these items. The contractor will not use any cleaning agent, chemical or other material which is deemed harmful or unsuitable for the purpose intended. Contractor shall furnish plastic trash can liners, wax bags for soiled sanitary napkins, plastic bags used for the collection of trash, floor pads and manual aids.

2. The contractor shall furnish various sized roll toilet tissue, tri fold paper towels, roll paper towel, liquid clear or white hand soap (no colored soap), and urinal screens. The Town of Prosper promotes sustainable practices. Toward that effort, the contractor will use cooperation with the Town in that all cleaning chemicals in the building shall meet the requirements of Green Seal standard GS-37 and California Code of Regulations, Title 17, Section 94509 for VOC Standards

All chemicals and materials must be reviewed by the Facilities Manager before they are allowed into the building. Unapproved chemicals will not be allowed in the building.

A roster and inventory of all chemicals in the building will be maintained by the Town's Facilities Manager.

3. The contractor shall furnish floor finish, strippers, buffing compound for high-speed rpm's, conditioners for special type flooring and all related products to maintain all hard and resilient floors in a proper manner.
4. Contractor will be responsible for the neatness and proper storage of all equipment and chemicals. The contractor is required to supply all other items necessary to clean all areas in accordance with bid specifications.
5. Contractor will be responsible for cleaning ceramic tile and grout with an effective and safe tile and grout cleaner.

B. Equipment

1. The contractor shall furnish all cleaning equipment required to perform the cleaning assignments outlined in these specifications. Such equipment includes floor machines (high/slow speed), carpet cleaning machines (extractors and bonnet buffers w/tanks, industrial type vacuums (dual motor & space vacuums), mop bucket wringer sets, wet/dry vacuums, water hose w/spray cleaning attachments (pressure washer), portable vacuums and upholstery equipment.
2. The contractor will maintain said equipment in good, safe, working order and shall ensure that the equipment is clean and presents a good appearance. **Equipment determined by the Town to be unacceptable will be removed and replaced immediately by the Contractor.**
3. Use of propane or gas-powered equipment is prohibited.

C. Storage

1. Space shall be assigned to the contractor for storage of all supplies and equipment. The contractor shall be responsible for keeping the space in good order.
2. The Town shall not be held responsible for damages to the contractor's stored supplies and equipment or personal belongings of the contractor or contractor's personnel, caused by fire, theft, accidents, natural disasters, or any other incident.
3. The contractor shall not store combustible materials at any time within Town's facilities.

WORK PROCEDURES

A. Supervision

1. The contractor or an authorized representative shall oversee all work performed under this contract on a daily basis.
2. The contractor or authorized representative will be available to receive messages or other information pertinent to the successful completion of the assigned work. Open communication with the Town's Representative shall be maintained.
3. The contractor **will provide adequate supervisory structure** to ensure the direction of cleaning employees and ensure quality standards are met.
4. All personnel provided **shall be appropriately supervised** and directed by trained and qualified supervisors.
5. All supervisory and lead personnel must have previous experience working within a public, municipal work environment. Contractor must provide each supervisory and lead personnel with cell phones and provide the Facilities Manager with the cell phone numbers for immediate response to Town's Representative(s).
6. The contractor will provide a supervisor who is fluent in the English language, both written and orally.

B. Scheduling

1. The contractor shall schedule all required work so as not to interfere with Town operations.
2. Variances in schedules **shall require prior approval** of the Facilities Manager.
3. The contractor **shall submit a monthly report of project work completed** to the Facilities Manager. This report shall contain details of carpet cleaning, hard surface floor refinishing, window washing, blind washing, or other similar tasks.

QUALITY CONTROL

A. Inspections

1. Inspections of all contracted locations will be made by the Town's authorized

representatives on a daily basis.

2. The contractor will complete a daily checklist, indicating what tasks were completed. Each facility will have its own checklist. When each checklist is filled out, the contractor will leave daily checklist in a pre-designated location the respective buildings.
3. The contractor shall agree to participate in scheduled monthly inspections with the Facilities Manager as needed. Wherever applicable a departmental liaison will also participate.
4. The contractor or contractor's representative will meet with the Facilities Manager at least quarterly at the location designated by the Facilities Manager.
5. The contractor will furnish a written building work schedule based on the sample attached as **Exhibit A** (which includes daily/nightly, weekly, monthly, quarterly and other scheduled tasks).
6. The Town may give preference to a vendor that has proven quality control measures. (Scorecards, mobile apps, etc.)

B. Assessment of Work

1. Once the work has commenced, should the Contractor fail to perform the services required and agreed to as outlined in the CLEANING STANDARDS, the Town will have been damaged by that lack of performance. Should Contractor fail to perform under the terms of the contract, the Town may incur damages. The Contractor will be notified in writing **within twenty-four (24) hours** of the failure to perform, and performance shall be required **within twenty-four (24) hours** after receipt of such notice. If the performance failure is not corrected within twenty-four (24) hours of receipt of notice, the Town reserves the right to have the work performed by others and costs associated with that work shall be withheld from the contractor's fee. The Contractor shall agree to the following liquidated damages outlined below.
2. **Liquidated Damages** - In such an event, the Town is entitled to recover liquidated damages from Contractor, to be withheld from the Contractor's Fee in an amount equal to two times (2x) the loaded labor rate of the Facilities staff member(s) who completed the Service times the number of hours it took to complete the Service. For the purposes of this Agreement, the loaded labor rate shall be based on the salary of the staff member(s) plus thirty-five percent (35%) thereof to account for various benefits and other compensation of the staff member(s). In the event that the Town hires an outside vendor to perform the duties, the contractor shall incur the direct costs of said vendor and have those costs withheld from their fee.
3. The contractor or authorized representative shall provide daily on-site supervision and quality control on a seven (7) days per week basis.
4. Failure to provide a satisfactory level of services will result in a credit adjustment. The Town reserves the right to determine the credit adjustment.
5. Each bidder must provide a sample copy of daily, weekly, monthly, etc. quality/completion reports and a proposed method of communicating completed activities and concerns. An

electronic method of accomplishing this reporting is acceptable and preferable as long as accountability is maintained.

PERSONNEL

A. Employees

1. The contractor shall employ competent, qualified workers who are capable of performing the required services.
2. As a measure to ensure award vendor provides the highest quality labor, all work will be carried out by the awarded vendor's employees. No subcontracting of services or use of subcontracted wage laborers/independent contractors (those who receive IRS Form 1099 for annual wage reporting) is allowed.
3. Each worker's minimum pay must be at least current minimum wage. The contractor will also comply with Federal and State laws regarding wages, including age and wage requirements. The contractor will provide Certified Payroll Reports, including copies of Texas State's quarterly unemployment wage reports when requested by the Town.
4. The contractor shall employ individuals who are citizens of the U.S. or who have proof of right-to-work status. The contractor shall be in compliance with all federal and state immigration laws.
5. The contractor will provide the Town with evidence of successful drug screening and background investigation. ALL PERSONNEL ASSIGNED TO WORK IN THE POLICE DEPARTMENT WILL BE REQUIRED TO UNDERGO AND PASS A POLICE DEPARTMENT-ADMINISTERED BACKGROUND INVESTIGATION INCLUDING FINGER PRINTING at the expense of the vendor. The Town will invoice vendor for cost.
6. The contractor shall not assign duties at any Town facility to any individual who, within the preceding five years has been convicted of any felony or convicted of any misdemeanor involving theft, embezzlement, or fraud.
7. The contractor shall maintain a **roster of employees and their work assignment**. It shall be the responsibility of the contractor to keep the employee roster current and to provide the Facilities Manager with an updated roster any time there is a change.
8. The contractor shall insure that his/her employees **do not bring children, or any other guest**, to work with them in any Town facility.
9. The contractor shall ensure that all his/her employees shall observe all Town codes and ordinances governing Town employees conduct when on Town premises.
10. In the event that Town shall deem any employee as **unacceptable or unsatisfactory**, contractor **shall remove** such employee from the work force and shall supply a suitable replacement.

B. Identification

1. Employees of the contractor shall be required to display an ID badge at all times while on duty in any Town facility. The ID badge shall include a photograph of the employee, the employee's name, and the name of the company he/she represents. Any contractor employee who is **not displaying** their ID badge **will not** be allowed to work in any Town facility.
2. The contractor's employees shall be required to wear a distinctive uniform. This uniform **must** consist of a garment bearing the company's name or logo.
 - a. **Uniforms, whether shirts or full uniforms, shall be the same for all employees.**
 - b. Uniforms shall be kept clean. Contractor's employees should not report for work in dirty, smelly, or torn uniforms.
 - c. Contractors' employees are expected to comply with the following guidelines:
 - Clean uniforms are to be worn daily.
 - Shirts are to be properly buttoned & tucked into pants.
 - Headbands, shower caps, etc. are not permitted.
 - No open toed shoes, sandals, thongs, or other casual or lounging footwear are permitted.
 - Tobacco use is not permitted in any Town building.
 - Radios of any kind (except for 2-way devices) are **not** to be used during the performance of job duties except for the expressed purpose of carrying out their duties. This applies to earphone type radios or other types of audio players.
 - **ABSOLUTELY NO MINORS (persons under the age of 18 years) ARE PERMITTED TO WORK WITH OR ACCOMPANY AN EMPLOYEE.**
3. Town of Prosper policies prohibit discrimination based upon race, color, national origin, marital status, age, sex, or other non-merit factors. The contractor shall adhere to all applicable Equal Employment Opportunity policies and laws.

C. Pre-Employment Screening

1. Criminal History Check: The Contractor must provide the Town with the full legal name, maiden name if applicable, social security number and legal address of employees working in Town facilities. The Custodial Contractor will conduct a criminal history check on all full-time or part-time contract personnel.
2. Drug Testing: All contractor personnel working in the Town of Prosper facilities will be required to submit to pre-employment drug screening **prior** to beginning service. The pre-employment screening will require the employee to provide a urine specimen at a Town approved medical facility under standardized drug screening procedures at the contractor's expense. In the event that the drug testing indicates the presence of illicit

drugs as defined in the Town of Prosper Substance Abuse Policy, the employee will be denied work in any Town facility for a one-year period unless, within five days, written proof is provided to the Town that the employee has a valid current prescription for the substance in question.

D. Safety & Security

1. The contractor shall ensure that his/her employees comply with all safety regulations and shall observe relevant safety practices at all times while performing the work.
2. Contractor shall provide material safety data sheets for all chemicals used in each building. MSDS sheets will remain at each location.
3. The contractor will be issued keys to each location. The contractor is liable for the disposition of all keys and badges issued to them. Each key will be assigned to, and signed for, by a representative authorized (in advance) by the contractor. The contractor will bear responsibility for any theft, vandalism or other loss that results from the loss of a key or badge issued to them. The contractor **shall not copy any** key issued by the Town; if additional keys are required, the contractor shall make a written request to the Facilities Manager. All keys issued to the contractor shall be returned at the termination of the contract. Lost keys are to be reported immediately to the Facilities Manager. The contractor will be liable for costs of re-keying locks, should keys issued to the contractor be lost.
4. The contractor shall be responsible for maintaining security during the time the work is being performed. Doors, gates, or any other means of entry and exit shall be locked at all times after the close of normal business hours.
5. The contractor shall be **responsible for ensuring** that each location is secured following the completion of the work.
6. Wherever applicable, the contractor shall insure that alarm systems are properly reset following the completion of the work.
7. Fires, hazardous conditions, and items requiring maintenance attention (burned out lights, toilet stoppages, structural damage) shall be reported to the Facilities Manager.
8. "Lost and Found" articles are to be turned in to the Facilities Manager.
9. In the event of a reported theft in any contracted building the contractor and his/her personnel will be expected to cooperate fully in any investigation conducted by Town personnel. Such investigations may include the use of polygraph exams. The Contractor will provide interpreters (when necessary) to expedite the investigations.
10. The contractor shall instruct his/her staff to report any suspicious activity in and around Town buildings.
11. The contractor shall not allow their employees, at any time, to open desk drawers, cabinets or to use office equipment, including the use of telephones for any purpose other than a local emergency call.

12. Town facilities are tobacco-free, this includes smokeless tobacco, vapor, and e-cigarettes. Their use is NOT allowed in Town facilities at any time.

BID SUBMISSIONS

In order to facilitate the evaluation process, bidders are requested to submit all documents below with their bids. All submittals may be researched, evaluated, and verified by Town staff. The Town may request additional information or conduct site visits as necessary.

1. **Company Profile**

- a. Provide a brief narrative overview of your company describing its structure, longevity, and primary business. Include information on relevant qualifications and certifications. Provide address information for offices, including the field office that will service this contract, and names and contact information for company officers and management.

2. **Three Year Client Work History**

- a. Provide a detailed list of the work history for past and current clients within the last three years. Highlight any experience in libraries, gymnasiums, sport courts, jails, fleet facilities, high security areas, or high-traffic public facilities, including any previous experience with the Town of Prosper. Provide up-to-date contact information (address, contact person, phone, and email) for each engagement. Offerors are cautioned that the Town may use information obtained from other sources, in addition to information provided in this section, for evaluation of past and present performance.

3. **Description of screening and hiring procedures.**

4. **Description of employee training procedures including initial training for new hires, retraining and remedial training.**

5. **Quality control method**

- a. Describe your methodology for assuring quality control. This includes the tools or processes that are available for reporting and tracking issues or work orders. Also explain the process for escalation of issues.

6. **Management Plan for supervision and transition.**

- a. Provide your plan for management of contract services addressing supervisory structure for day, night, and weekend; any checklists, forms, or reports to be used; and any other relevant information. Provide a transition plan that addresses staffing initiatives and acquisition of equipment and supplies.

7. **Affidavit of No Prohibited Interest**

8. Conflict of Interest Questionnaire

9. BID FORMS

- a. **PROPOSED PRICING TABLE**
- b. **PRICE FOR ADDITIONAL SERVICES**
- c. **PRICE FOR ADDITIONAL FACILITIES**

**REQUEST FOR PROPOSAL #2312-031
CUSTODIAL SERVICES**

Proposed Pricing Table

**Costs should include day porters at the locations requested in the specification*

| Description | Monthly Cost | Yearly Cost |
|--------------------------|---------------------|--------------------|
| Town Hall | | |
| Prosper Public Library | | |
| Central Fire Station #1 | | |
| Fire Station #2 | | |
| Fire Station #3 | | |
| Parks Admin Offices | | |
| Parks Recreation Offices | | |
| Parks Operations Offices | | |
| Police Department | | |
| Public Works Complex | | |

Price for Additional Services or Facilities*

| Service | Price | U/M |
|------------------------------------------------------------------------|--------------|---------------------|
| Day Porter Services during business hours | | per hour per person |
| Additional cleanup services after hours (as needed, or special events) | | per hour per person |
| Upholstery shampooing | | per chair |
| Upholstery shampooing | | per couch |
| Upholstery shampooing | | per bench |
| Additional carpet cleaning | | per square foot |
| Public/Office Space | | per square foot |
| Recreation Space | | per square foot |
| Maintenance Space | | per square foot |

* The Town may desire to add additional facilities to this agreement at any time. This price per square foot will be utilized to add additional areas. This price per square foot includes all labor, materials, supplies, etc. in order to maintain the space.

EXHIBIT A: CLEANING SCHEDULES AND SPECIFICATIONS

Note: The following is list of cleaning duties and their prescribed schedules. Unless noted, they are common to all buildings on the Town's custodial contract.

| LOCATION / BUILDING | CLEANING AREA | CLEANING ITEM | TASK NOTES | CLEANING SCHEDULE | | | | | | |
|-----------------------|---------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------|---------|-------|-------------|--------|-----------|
| | | | | Daily | Weekly | Monthly | Qtrly | Semi-Annual | Annual | Seasonal? |
| All | All | Trash Receptacles | Empty and reline. Trash and recyclable waste should be kept separate and disposed of in the corresponding receptacles provided for the building. | 1x | | | | | | |
| | | | Damp wipe germicidal solution to remove spots and soil | 1x | | | | | | |
| | | | Wash interior and exterior with germicide | | 1x | | | | | |
| All | All | Recycle Receptacles | Empty into properly labeled container or bins outside the building | 1x | | | | | | |
| All | All | Seating (washable) | Spot clean with germicide and dry | 1x | | | | | | |
| All | All | Seating (upholster) | Vacuum and remove spots, shampoo as needed and assigned | | 1x | | | | | |
| All | All | Drinking Fountains | Clean with germicide, dry and polish with stainless fixtures with preapproved stainless steel cleaner | 1x | | | | | | |
| All | All | Lockers | High dust tops, spot clean exteriors | | 2x | | | | | |
| All | All | Doors | Remove grime and smudges | 1x | | | | | | |
| | | | Wipe door handles, panic bars, kick plates, and door pulls with germicide | 1x | | | | | | |
| | | | Door knobs, push bars, kick plates, railings, doors and other surfaces should be clean and polished to an acceptable luster. | 1x | | | | | | |
| All | All | HVAC Vents | Vacuum screened vents | | 1x | | | | | |
| | | | Wash, rinse and dry | | | | 1x | | | |
| | | | Dry dust surface | | 1x | | | | | |
| All | All | Ceiling Fans | Remove dust | | 1x | | | | | |
| All | All | Cobwebs | Remove from 12' down | | | 2x | | | | |
| All | All | Dusting | Dust all horizontal surfaces 12' and lower | | 1x | | | | | |
| All | Floors | Carpet | Vacuum hallways, vestibules, meeting rooms, open offices, and open work areas. | 1x | | | | | | |
| | | | Remove gum and spots | 1x | | | | | | |
| | | | Vacuum private offices | | 1x | | | | | |
| | | | Detail vacuum | | 1x | | | | | |
| | | | Shampoo | | | | 1x | | | |
| | | General shampoo (extraction, bonnet, dry) | | | 1x | | | | | |
| PUBLIC WORKS BUILDING | Floors | Carpet | Detail vacuum ROOM 204 until carpet is replaced with VCT, then this room is to be swept and mopped. | 1x | | | | | | |
| All | Floors | Ceramic Tile | Sweep (or vacuum) and mop with germicide. | 1x | | | | | | |
| | | | Scrub/clean and disinfect grout | | 1x | | | | | |
| | | | Strip and seal ceramic tile and grout | | | | | | 1x | |
| All | Floors | Concrete | Hose with germicide and rinse/mop | 1x | | | | | | |
| | | | Buff-out scuff marks | | 1x | | | | | |
| | | | Machine scrub with germicide and rinse | | | | 1x | | | |
| All | Floors | Wood | Dust mop with dry dust mop only | 1x | | | | | | |
| | | | Spot mop and remove marks | 1x | | | | | | |
| | | | Treat with preapproved wood conditioner | | 1x | | | | | |
| | | | Screen and reapply seal (mat finish) | | | | | | 1x | |
| All | Floors | Vinyl / Vinyl Tile | Sweep (or vacuum) and mop with germicide. | 1x | | | | | | |
| | | | Spray buff | | 1x | | | | | |
| | | | Strip old finish and apply new finish | | | | 1x | | | |
| All | Floors | Terrazo / Stone | Sweep (or vacuum) and dust mop. | 1x | | | | | | |
| | | | Remove spots and gum | 1x | | | | | | |
| | | | Wet mop | 1x | | | | | | |
| | | | Machine scrub with detergent and rinse | | 2x | | | | | |
| All | Stairway | Terrazo / Stone | Sweep (or vacuum) & dust mop, remove spots & gum, wet mop | 1x | | | | | | |
| All | Stairway | Handrails | Dust and damp wipe | | 1x | | | | | |

| LOCATION / BUILDING | CLEANING AREA | CLEANING ITEM | TASK NOTES | CLEANING SCHEDULE | | | | | | |
|---------------------|----------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------|-------------------|--------|---------|-------|-------------|--------|-----------|
| | | | | Daily | Weekly | Monthly | Qtrly | Semi-Annual | Annual | Seasonal? |
| All | Bathrooms | Sinks | Clean with germicide, scour if needed | 1x | | | | | | |
| | | | Clean exterior of sinks and polish plumbing of stainless fixtures with preapproved stainless steel cleaner | 1x | | | | | | |
| | | | Dry and polish plumbing including any exposed pipes under sinks | 1x | | | | | | |
| All | Bathrooms | Countertop Surfaces | Clean with germicide and dry | 1x | | | | | | |
| All | Bathrooms | Hand Soap Dispensers | Refill as needed, wipe exterior with germicide | 1x | | | | | | |
| All | Bathrooms | Paper Towel Dispensers | Refill to 3/4 capacity all tri-fold dispensers | 1x | | | | | | |
| | | | Clean with germicide and polish | 1x | | | | | | |
| All | Bathrooms | Electric Hand Dryer | Clean with germicide and dry | 1x | | | | | | |
| All | Bathrooms | Mirrors | Clean with glass cleaner and dry | 1x | | | | | | |
| All | Bathrooms | Commodes | Clean entire fixture with germicide | 2x | | | | | | |
| | | | Brush interior under flush rim | 2x | | | | | | |
| | | | Dry exterior of seats and polish plumbing | 2x | | | | | | |
| | | | Clean exterior of seats and polish plumbing of stainless fixtures with preapproved stainless steel cleaner | 2x | | | | | | |
| | | | Remove water/mineral deposits with mild acid solution | | 1x | | | | | |
| All | Bathrooms | Urinals | Clean entire fixture with germicide | 2x | | | | | | |
| | | | Brush interior under flush rim | 2x | | | | | | |
| | | | Dry exterior of urinals and polish plumbing | 2x | | | | | | |
| | | | Remove water/mineral deposits with mild acid solution and replace urinal screens as needed | | 1x | | | | | |
| All | Bathrooms | Stall Partitions | Clean with germicide and dry | 1x | | | | | | |
| | | | Remove fingerprints, stains and graffiti | 1x | | | | | | |
| | | | Treat stainless steel fixtures with preapproved stainless steel cleaner | 1x | | | | | | |
| All | Bathrooms | Sanitary Napkin Receptacles | Empty and reline with waxed bag liners | 1x | | | | | | |
| | | | Clean interior and exterior with germicide | 1x | | | | | | |
| All | Bathrooms | Sanitary Product Dispensers | Clean interior and exterior with germicide | 1x | | | | | | |
| | | | Refill Products | | 1x | | | | | |
| All | Bathrooms | Hand Soap Dispensers | Refill as needed, wipe exterior with germicide | 1x | | | | | | |
| All | Bathrooms | Paper Towel Dispensers | Refill to 3/4 capacity all tri-fold dispensers | 1x | | | | | | |
| | | | Clean with germicide and polish | 1x | | | | | | |
| All | Bathrooms | Toilet Tissue Dispensers | Refill and clean with germicide and dry | 1x | | | | | | |
| All | Bathrooms | Toilet Seat Covers | Check and refill toilet seat covers where applicable | 1x | | | | | | |
| All | Bathrooms | Baby Changers | Clean the outside and unfolded changing table with germicide and dry | 1x | | | | | | |
| All | Bathrooms | Wall Surfaces | Remove spots with appropriate cleaner | 1x | | | | | | |
| | | | Total clean with germicide | | 1x | | | | | |
| All | Bathrooms | Showers | Hose walls, doors and curtains with germicide, floor drains cleared of hair and debris | 3x | | | | | | |
| | | | Scrub with germicide and rinse | | 1x | | | | | |
| All | Bathrooms | Floor Drains | Remove litter from screens and seal trap by pouring 1 gallon of water into the drain. | 1x | | | | | | |
| | | | Flush with disinfectant | | 1x | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Floor Drains | Remove litter from screens and seal trap by pouring 1 gallon of water into the drain. | 1x | | | | | | |
| | | | Flush with disinfectant | | 1x | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Sinks | Clean with germicide, scour if needed | 1x | | | | | | |
| | | | Clean exterior of sinks and polish plumbing of stainless fixtures with preapproved stainless steel cleaner | 1x | | | | | | |
| | | | Dry and polish plumbing including any exposed pipes under sinks | 1x | | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Appliance Exteriors | Disinfect with germicide and wipe clean and dry removing spots and streaks | 1x | | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Microwave Ovens | Wipe the inside clean of any food or debris | 1x | | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Refrigerator Exterior and Handles | Disinfect with germicide and wipe clean and dry removing spots and streaks | 1x | | | | | | |
| All | Breakrooms/Kitchens/Coffee Nooks | Paper Towels | Replenish rolled paper towels | 1x | | | | | | |
| All | Offices | Desks and Work Surfaces | Remove dust (feather duster only) 12' and lower | | 1x | | | | | |
| All | Offices | File Cabinets / Shelving | Clean and polish on request only (when cleared, only) | | 1x | | | | | |
| | | | Remove dust and damp wipe to remove spots | 1x | | | | | | |
| All | Offices and Common Areas | Tables | Tables should be clean and free of smudges, finger marks, cup rings and other spoilages. | 1x | | | | | | |
| All | Offices and Common Areas | Chairs | Chairs and other furniture should be clean and left in an orderly fashion. | 1x | | | | | | |

| LOCATION / BUILDING | CLEANING AREA | CLEANING ITEM | TASK NOTES | CLEANING SCHEDULE | | | | | | |
|---------------------|-----------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------|---------|-------|-------------|--------|-----------|
| | | | | Daily | Weekly | Monthly | Qtrly | Semi-Annual | Annual | Seasonal? |
| All | Offices and Common Areas | Countertop Surfaces | Remove dust and damp wipe to remove spots | 1x | | | | | | |
| All | Offices and Common Areas | Office / Partition Glass | Spot clean | 1x | | | | | | |
| | | | Remove grime and smudges | 1x | | | | | | |
| | | | Glass surfaces should be clean and free of any smudges, fingermarks, and dirt. | 1x | | | | | | |
| All | Offices and Common Areas | Glass Curtain Walls | Clean with glass cleaner and dry | 1x | | | | | | |
| All | Offices and Common Areas | Wall Décor | Remove Dust | | 1x | | | | | |
| All | Offices and Common Areas | Light diffusers | Remove dead insects and other soils | | | 1x | | | | |
| All | Offices and Common Areas | Dry Erase Boards/White Boards | Total clean (on request only) | | | 1x | | | | |
| All | Offices and Common Areas | TV/VCR Equipment, Carts | Feather dust around controls | | 1x | | | | | |
| All | Offices and Common Areas | Baseboards and chair rails | Remove dust | | 1x | | | | | |
| | | | Full cleaning (damp wiping of rails and baseboards) | | | | 1x | | | |
| All | Conference Rooms and Common Areas | Furniture | Vacuum upholstery, dust hard surfaces and furniture legs | 1x | | | | | | |
| All | Windows | Windows - 15in and below | Clean both sides and dry frames, interior and exterior | | | 2x | | | | |
| | | | Spot clean windows | 1x | | | | | | |
| All | All | Ceiling Fans | Remove dust | | 1x | | | | | |
| All | Windows | Blinds | Remove dust | | 1x | | | | | |
| All | Entryway | Walk off Mats | Mats are to be clean and free of debris. Including exterior mats. | 1x | | | | | | |
| | | | Wipe and clean unless noted not to | 1x | | | | | | |
| All | Entryway | Entry door / sidelight glass | Clean both sides and dry frames, interior and exterior | 1x | | | | | | |
| All | Exterior | Exterior Approaches (curb to front doors), lawn and beds across front of buildings | Sweep and remove litter | 1x | | | | | | |
| | | | Empty and clean ashtrays/trash | 1x | | | | | | |
| | | | Wet clean spills, bird drops, gum, etc. | | 1x | | | | | |
| All | Elevators | Elevator Cars | Elevators should be clean and odor free; metal surfaces must be free of smudges and finger marks. Products used to clean and treat the stainless steel surfaces should not leave an oily residue. | 1x | | | | | | |
| | | | Vacuum if carpeted. Sweep and mop if tiled, wood or vinyl. | 1x | | | | | | |
| | | | Polish metal surrounds | 1x | | | | | | |
| | | | Clean doors interior (exterior as needed) | 1x | | | | | | |
| | | | Clean door tracks | 1x | | | | | | |

Exhibit B

Vendor Response to Request for Proposal



2023-27-A Addendum 2

UBM Enterprise, Inc.

Supplier Response

Event Information

Number: 2023-27-A Addendum 2

Title: Custodial Services

Type: Request for Proposals

Issue Date: 7/30/2023

Deadline: 8/22/2023 02:00 PM (CT)

Notes: This Town of Prosper is requesting proposals for Custodial Services for various facilities. This is a one-year agreement and with four (4) optional one (1) year renewals at mutual agreement of the Town and the Vendor.

The questions deadline for this proposal is August 15, 2023, at 12:00 PM CT. Proposals are due August 22, 2023, by 2PM and can be submitted through IonWave. The names of the vendors that have submitted a proposal will be read at 3PM on August 22, 2023. Please use the following meeting link if you are interested:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 214 239 149 302

Passcode: WEeMQf

MANDATORY SITE VISITS

Mandatory site visits are required prior to submitting a proposal and will be conducted by a Facility Staff member on **August 9, 2023, and August 10, 2023, at 8:30 AM CT. Vendors must attend one of the two times offered.** Sign in is required. All sites must be visited and conducted by a Facilities Staff member. Bids will only be

accepted from vendors who have visited all of the sites and whose names are on the sign in sheets. The mandatory site visit will start with a pre-bid meeting at Town of Prosper Town Hall, 250 W. First Street, Prosper, TX 75078 in the Foyer at 8:30 AM.

Contact Information

Contact: Jay Carter Purchasing Manager

Address: Purchasing Office

Town Hall

3rd Floor

250 W. First St.

P.O. Box 307

Prosper, TX 75078

Phone: (972) 569-1018

Email: jcarter@prospertx.gov

UBM Enterprise, Inc. Information

Address: 11102 Ables Ln.
Dallas, TX 75229
Phone: (972) 243-5273

By submitting your response, you certify that you are authorized to represent and bind your company.

Kevin Choi
Signature

kevin.choi@ubmhq.com
Email

Submitted at 8/21/2023 02:43:45 PM (CT)

Requested Attachments

Proposal

UBM proposal for RFP #2023-27-
A Custodial Services.pdf

Please ensure that you provide all required information, including all attachments, combined and uploaded as a single document.

Bid Attributes

1 Terms and Conditions Acknowledgement

I have read, understand and agree to all terms and conditions contained in this solicitation.

I Agree

2 Certification

By checking this box, submitter hereby certifies that he/she understands the specifications, has read the document in its entirety and that the prices contained in this bid/proposal have been carefully reviewed and are submitted as correct and final. Vendor further certifies and agrees to furnish any or all products/services upon which prices are extended at the price offered, in accordance with the terms and conditions contained herein. Vendor agrees that acceptance of any or all items by the Town of Prosper, Texas, within the time frame indicated in this solicitation, constitutes a contract. The individual submitting this bid/proposal certifies that he/she is a legal agent of the company, authorized to submit on behalf of the company, and is legally responsible for the decisions as to the prices and supporting documentation provided.

I Agree

3 Addendum No. 1

By checking this box, vendor acknowledges receipt and understanding of Addendum No. 1 (if issued by the Town of Prosper).

I Agree

4 Addendum No. 2

By checking this box, vendor acknowledges receipt and understanding of Addendum No. 2 (if issued by the Town of Prosper).

I Agree

5 Addendum No. 3

By checking this box, vendor acknowledges receipt and understanding of Addendum No. 3 (if issued by the Town of Prosper).

I Agree

Bid Lines

| | | | |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------------------------|
| 1 | Package Header | | |
| | Base Bid | | |
| | Quantity: <u> 1 </u> UOM: <u> EA </u> | Total: | \$157,004.28 |
| | Package Items | | |
| | 1.1 Prosper Town Hall | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$4,007.19 </u> | Total: <u> \$48,086.28 </u> |
| | 1.2 Prosper Public Library | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$1,256.33 </u> | Total: <u> \$15,075.96 </u> |
| | 1.3 Central Fire Station #1 | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$2,455.46 </u> | Total: <u> \$29,465.52 </u> |
| | 1.4 <i>Line deleted as part of an Addendum</i> | | |
| | 1.5 Fire Station #2 - cleaning supplies and paper product to be delivered to location only - no cleaning services | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$110.00 </u> | Total: <u> \$1,320.00 </u> |
| | 1.6 Fire Station #3- cleaning supplies and paper product to be delivered to location only - no cleaning services | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$110.00 </u> | Total: <u> \$1,320.00 </u> |
| | 1.7 Parks Admin Offices | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$561.44 </u> | Total: <u> \$6,737.28 </u> |
| | 1.8 Parks Recreation Offices | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$536.31 </u> | Total: <u> \$6,435.72 </u> |
| | 1.9 Parks Operations Offices | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$196.02 </u> | Total: <u> \$2,352.24 </u> |
| | 1.10 Police Department | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$3,117.02 </u> | Total: <u> \$37,404.24 </u> |
| | 1.11 Public Works Complex | | |
| | Quantity: <u> 12 </u> UOM: <u> Month </u> | Unit Price: <u> \$733.92 </u> | Total: <u> \$8,807.04 </u> |
| 2 | Additional day porter services during business hours as needed per person per hour <i>(Line excluded from response total)</i> | | |
| | Quantity: <u> 1 </u> UOM: <u> HR </u> | Unit Price: <u> \$20.00 </u> | Total: <u> \$20.00 </u> |
| 3 | Additional cleanup services after hours as needed or for special events - per person per hour <i>(Line excluded from response total)</i> | | |
| | Quantity: <u> 1 </u> UOM: <u> HR </u> | Unit Price: <u> \$25.00 </u> | Total: <u> \$25.00 </u> |
| 4 | Upholstery shampooing per chair <i>(Line excluded from response total)</i> | | |
| | Quantity: <u> 1 </u> UOM: <u> EA </u> | Unit Price: <u> \$20.00 </u> | Total: <u> \$20.00 </u> |
| 5 | Upholstery shampooing per couch <i>(Line excluded from response total)</i> | | |
| | Quantity: <u> 1 </u> UOM: <u> EA </u> | Unit Price: <u> \$100.00 </u> | Total: <u> \$100.00 </u> |

| | | | | |
|-----------|-------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------|---------------------------------------------|
| 6 | Upholstery shampooing per bench <i>(Line excluded from response total)</i> | Quantity: <u> 1 </u> UOM: <u> EA </u> | Unit Price: <input type="text" value="\$80.00"/> | Total: <input type="text" value="\$80.00"/> |
| 7 | Additional carpet cleaning per square foot <i>(Line excluded from response total)</i> | Quantity: <u> 1 </u> UOM: <u> SF </u> | Unit Price: <input type="text" value="\$0.20"/> | Total: <input type="text" value="\$0.20"/> |
| 8 | Additional public/office space cleaning per square foot <i>(Line excluded from response total)</i> | Quantity: <u> 1 </u> UOM: <u> SF </u> | Unit Price: <input type="text" value="\$0.12"/> | Total: <input type="text" value="\$0.12"/> |
| 9 | Additional recreation space cleaning per square foot <i>(Line excluded from response total)</i> | Quantity: <u> 1 </u> UOM: <u> SF </u> | Unit Price: <input type="text" value="\$0.12"/> | Total: <input type="text" value="\$0.12"/> |
| 10 | Additional maintenance space cleaning per square foot <i>(Line excluded from response total)</i> | Quantity: <u> 1 </u> UOM: <u> SF </u> | Unit Price: <input type="text" value="\$0.12"/> | Total: <input type="text" value="\$0.12"/> |

Response Total: \$157,004.28

UBM Enterprise, Inc. Proposal

For **RFP #2023-27-A Custodial Services**

Presented to

Town of Prosper



Due Date & Time: August 22, 2023 3:00 P.M.



FROM:

Jae Song
Chief Operating Officer
UBM Enterprise, Inc.
11102 Ables Ln.
Dallas, TX 75229
972-243-5273 (Tel)
972-243-0737 (Fax)
469-853-6813 (Mobile)
Jae.song@ubmhq.com

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Company Profile

- **Establishment:** Founded in 1992 in Texas with a rich history spanning over 30 years in the janitorial/custodial sector.
- **Coverage:** We proudly clean in excess of 40 million square feet across the states of Texas, Oklahoma, Arizona, Iowa, Florida, Ohio, and California.
- **Recognition:** Stand as the largest MBE Certified Janitorial Service Provider in Texas.
- **Team Strength:** A robust workforce of over 2,500 dedicated employees.
- **Financial Health:** We're financially solid and stable. (Detailed financial statements can be shared upon request.)
- **Credibility:** An esteemed member of the Better Business Bureau with an outstanding A+ rating.
- **Industry Experience:** We've amassed expertise in providing janitorial/custodial services to diverse sectors, including:
 - AIRPORTS
 - CONCERT/ENTERTAINMENT VENUES
 - CORPORATE CAMPUSES
 - EDUCATIONAL FACILITIES
 - MULTI-TENANT BUILDINGS
 - MEDICAL FACILITIES
 - CITY & COUNTY FACILITIES
 - RETAIL MALLS
 - HOTELS & RESTAURANTS
 - LEED Certified Buildings
 -

Leveraging our comprehensive experience, we're committed to ensuring cleanliness and hygiene across all industries we serve.

Experience on Similar Projects

UBM Enterprise, Inc. has been providing janitorial services to various Municipal facilities including Dallas County, City of Dallas, City of Plano, City of Coppell, City Garland, City of Tulsa, Town of Flower Mound, City of Grand Prairie, Oklahoma County, City of Goodyear and etc.

UBM currently providing janitorial services to the following municipal facilities:


| Cities & Counties | Description |
|----------------------------------------------------------|------------------------------------------------------------------------|
| Dallas County, TX | 50 County Facilities, 2.2 million sq. ft. |
| City of Arlington, TX | 35 City Facilities, 650,000 sq. ft. |
| City of Waco, TX | 40 City Facilities, 550,000 sq. ft. |
| Town of Flower Mound, TX | 15 City Facilities, 250,000 sq. ft. |
| City of Desoto, TX | 7 City Facilities, 120,000 sq. ft. |
| Polk County, FL | 18 Facilities, 980,332 sq. ft. |
| San Diego County, CA | 42 County Facilities, 650,000 sq. ft. |
| Oklahoma County, OK | Oklahoma County Courthouse & Justice Detention Center, 315,000 sq. ft. |
| State of Iowa | 9 State Facilities, 900,000 sq. ft. |
| Arizona Department of Emergency and Military Affairs, AZ | 5 Sites, 14 Facilities, 250,000 sq. ft. |
| City of Phoenix, AZ | 15 City Facilities, 420,000 sq. ft. |
| City of Chandler, AZ | Park Restroom Cleaning Services |
| Clermont County, OH | 3 County Facilities, 140,000 sq. ft. |

Pictorial References


Enclosed, you'll find references that highlight some of the key regions where our headquarters are located. These are just a snapshot of our extensive operations and strategic presence. Should you require more detailed or additional references pertaining to other regions or specific details about our headquarters, please don't hesitate to ask. We are more than happy to provide further information upon request.

(DFW Governmental)


Dallas County

| | | |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Contact Title: Phone Number: E-Mail: Description: Length of Service: | Carol Johnson |  |
| | Operations Manager | |
| | (214) 653-7839 | |
| | Carol.johnson@dallascounty.org | |
| | Janitorial Services to Dallas County, 50 Facilities, 2.2 million sq. ft. | |
| | 6th year in service | |


City of Grand Prairie

| | | |
|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Contact Title: Phone Number: E-Mail: Description: Length of Service: | Linda Lankford |  |
| | Facilities Services Manager | |
| | (972) 237-8247 | |
| | LLankford@gptx.org | |
| | Janitorial Services to City of Grand Prairie, 35 facilities, 550,000 sq. ft. | |
| | Completed 5 year services | |

City of Arlington

| | | |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Contact Title: Phone Number: E-Mail: Description: Length of Service: | Jack Choi |  |
| | Custodial Services Administrator | |
| | (817) 475-0536 | |
| | Jack.choi@arlingtontx.gov | |
| | Janitorial Services to City of Arlington, 35 Facilities,, 650,000 sq. ft. | |
| | 5th year in service | |

Town of Flower Mound

| | | |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Contact: Title: Phone Number: Email Description: Length of Service: | Jeff Garner |  |
| | Director of Facility Management | |
| | (972) 874-6064 | |
| | Jeff.garner@flower-mound.com | |
| | Janitorial Services to Town of Flower Mound, 15 Facilities, 250,000 sq. ft. | |
| | 7th year in service | |

(DFW Commercial)

| | | |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service: | 5600 Clearfork Main 5401-5555 Beach & 9151 Blvd 26 1.5 million sf JLL Ann Withington, (817) 890-9978 (Office) Ann.withington@am.jll.com 5th year |
|  | Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service: | Frost Tower 640 Taylor Street Fort Worth, TX 250,000 sf Stream Realty Marsha Krueger, (682) 785-8882 Marsha.krueger@streamrealty.com 5th year |
|  | Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service: | Burnett Plaza 801 Cherry St. Fort Worth, TX 40 Stories, 1,024,600 sf TXE Properties Jennifer Eslinger, (817) 332-6390 jeslinger@txeproperties.com 13 years |
|  | Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service: | Citi Group Dallas, San Antonio, Jacksonville, FL 2 million sf Cushman & Wakefiled Aaron Blue (972) 653-4416 Aaron.Blue@citi.com 3rd year |
|  | Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service: | Wells Fargo Bank Texas Region 450,000 sf Wells Fargo Alicia Milligan, (469) 352-2692 alicia.milligan@wellsfargo.com 12th year |

References (DFW Commercial)

| | | |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Building Name: Address: Stores, RSF, Class: Management Co.: Manager: E-Mail: Length of Service:</p> | <p>Bank of America Plaza 901 Main Street Dallas, TX 74 Stories, 1,8 million sf, AA JLL Lisa Hall, (214) 761-6110 Lisa.hall@am.jll.com 26 years</p> |
|  | <p>Building Name: Address: Stores, RSF, Class: Management Co.: Manager: E-Mail: Length of Service:</p> | <p>Bryan Tower 2001 Bryan St. Dallas, TX 40 Stories, 1,2 million sf, A Wood Capital Alicia Neel, (469) 830-9800 aneel@woodcapital.com 13 years</p> |
|  | <p>Building Name: Address: Stores, RSF: Management Co.: Manager: E-Mail: Length of Service:</p> | <p>Plaza of the Americas 700 N. Pearl St. Dallas, TX 25, 25, 26 Stores, 2 million sf, A M & M Properties Lana Hathcock, (214) 220-3311 lhathcock@mmprop.com 23 years</p> |
|  | <p>Building Name: Address: Stores, RSF, Class: Management Co.: Manager: E-Mail: Length of Service:</p> | <p>Trammell Crow Center 2001 Ross Ave. Dallas, TX 50 Stories, 1.2 million sf, AA Regent Properties Sarah Mendez, (214) 863-4142 Sarah.mendez@regentproerties.com 21 years</p>  |

References Worksheet

Please provide at least five (5) verifiable references for same or similar services as the Town has specified in the solicitation, in the spaces provided below.

Company Name: Dallas County
Contact Name: Carol Johnson
Address: 133 N Riverfront Blvd. 9th Floor
Dallas, TX 75207
Email Address: Carol.johnson@dallascounty.org
Phone: (214) 653-7839
Contract Date: 6th year in service
Description of Services: Janitorial Services to Dallas County, 50 Facilities, 2.2 million sq. ft.

Company Name: City of Grand Prairie
Contact Name: Linda Lankford
Address: 318 W. Main St.
Grand Prairie, TX 75050
Email Address: LLankford@gptx.org
Phone: (972) 237-8247
Contract Date: 6th year in service
Description of Services: Janitorial Services to City of Grand Prairie, 35 facilities, 550,000 sq. ft.

Company Name: City of Arlington
Contact Name: Jack Choi
Address: 102 S. Mesquite St.
Arlington, TX 76010
Email Address: Jack.choi@arlingtontx.gov
Phone: (817) 475-0536
Contract Date: 5th year in service
Description of Services: Janitorial Services to City of Arlington, 35 Facilities,, 650,000 sq. ft.

Company Name: Town of Flower Mound
Contact Name: Jeff Garner
Address: 2121 Cross Timbers Road
Flower Mound, Texas 75028
Email Address: Jeff.garner@flower-mound.com
Phone: (972) 874-6064
Contract Date: 7th year in service
Description of Services: Janitorial Services to Town of Flower Mound, 15 Facilities, 250,000 sq. ft.

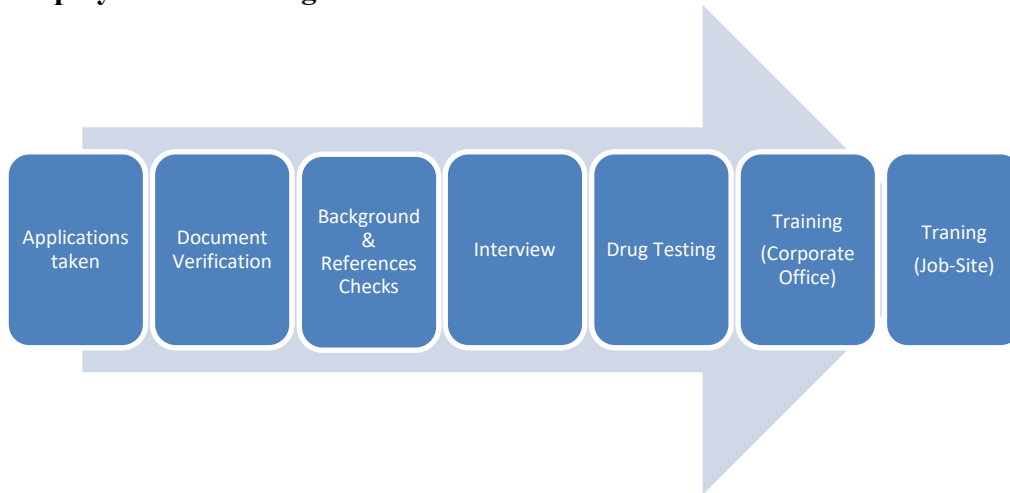
Company Name: John Lang LaSalle
Contact Name: Ann Withington
Address: Dallas & Fort Worth

Email Address: Ann.withington@am.jll.com
Phone: (817) 890-9978
Contract Date: 5th year in service
Description of Services: Janitorial services to 5 JLL Commercial AA Buildings, 1 million sq. ft.

Hiring Process

New Applicants can apply at the Corporate/Branch Office, Job Sites, or on our company web site, www.ubmhq.com.

Employee Onboarding Process



New hire checklist

- Background checks through Kgriff (www.kgriff.com)
 - Verification of driver's license or ID
 - County Criminal, Federal Criminal, Multi-jurisdiction Criminal
 - Sex offenses
 - Social Security Number Verification
- References checks
- Drug testing & Screening
 - (UBM is a drug and alcohol-free company and conducts pre-employment drug testing upon request by the client. If not required by client, UBM tests its employees in the following instances: Probable cause, Reasonable doubt, Post-injury, or Random)
- Email creation and business card order (if needed).
- Mobile phone order (if needed)
- Order technology equipment (computer, printer, iPad) and software (if needed)
- Training (General training at corporate office)
- Training at job site
- Notify supervisor/manager new hire information
- Inform employee:
 - Confirm start date, time, place, parking, dress code, etc.
 - Provide name of their on-site supervisor/manager.

Employee Retention

UBM recognizes that employee retention is the most important factor in ensuring consistent performance and steady costs. Although turnover rates in the cleaning industry are typically much higher than other industries, we have managed to maintain a turnover rate at minimum by focusing two key areas: Hiring the right employee for the position and Getting best custodians to stick around

Hiring the right employee for the position

Background Check: At UBM, we take our clients' comfort and safety seriously. To ensure that we can trust the employees we send into our clients' spaces, we conduct criminal background checks before hiring, and we can perform additional extensive background checks if our clients require them.

Work experience: Hiring cleaners with previous cleaning experience will ensure that they know what is required of them. We can also consider individuals with experience in physically demanding jobs.

Ability to solve problems: It is likely that even if a team is working in one location, each employee will need to work independently to cover more ground. Therefore, it is important that each employee is independent and self-motivated enough to solve minor issues without always relying on others.

Dedication: We require a team that will show up on time for their scheduled shifts and notify our managers in advance if they are unable to work.

Friendliness: If our employees come into contact with our clients, it is essential that they are friendly and approachable to ensure that they do not scare away our clients.

Getting best custodians to stick around

Continuous learning: It is important that our employees continuously familiarize themselves with new equipment and chemicals through regular training to keep up with the latest technology.

Competitive benefits package: We offer a competitive benefits package to attract and retain top talent.

Financial incentives: We offer financial incentives such as raises and bonuses to reward exceptional performance and motivate our employees to exceed expectations.

Opportunities for growth: Many of our managers and supervisors began their careers as day porters or night cleaners. We provide opportunities for growth by promoting outstanding day porters and night cleaners to supervisors, and exceptional supervisors to managers.

Training Program Outline

UBM is committed to hiring the right people. Our interviewing process ensures our employees have the experience and attitude necessary for the cleaning environment, and our Human Resource Department runs background checks on all candidates. Our goal is to have a successfully hiring process so our employees can provide a long term relationships with our clients.

Training Requirements -

- New employees:
 - New Hire Training – 12 hours (within 1st week of employment)
 - Continuing Education – 24 hours (annual)
- Current employees:
 - Continuing Education – 24 hours (annual)
- Supervisors:
 - Continuing Education – 24 hours (annual)

Benefits –

- Satisfies LEED training recommendations IEQ 3.1.
- Provides consistency in the new hire experience and training.
- Helps new employees feel connected to the corporate office.
- Project Managers can easily identify employees' areas of least comprehension.
- Assist Project Managers in holding employees' accountable for their training without disrupting the working relationship.
- Corporate will be able to:
 - Document and track training for every employee.
 - Track employee turnover ratio.
 - Identify areas of improvement with higher precision.



Sample Training Program Outline:

- Equipment maintenance
- Hard floor surface techniques
- Proper chemical use
- Green Cleaning – Microfiber
- New products and equipment
- Carpet cleaning techniques by IIRCR certified technician
- Bloodborne pathogen prevention
- Anthrax procedures
- Building emergency evacuation procedures

Quality Control

At UBM Enterprise, Inc., delivering top-notch service is our primary focus. We ensure consistent quality control performance through unscheduled inspections and regular inspections conducted by the account manager on a daily, weekly, and monthly basis. Our team strives to adhere strictly to our clients' cleaning specifications and address any deficiencies promptly. We take necessary actions at each location to achieve complete success, including:

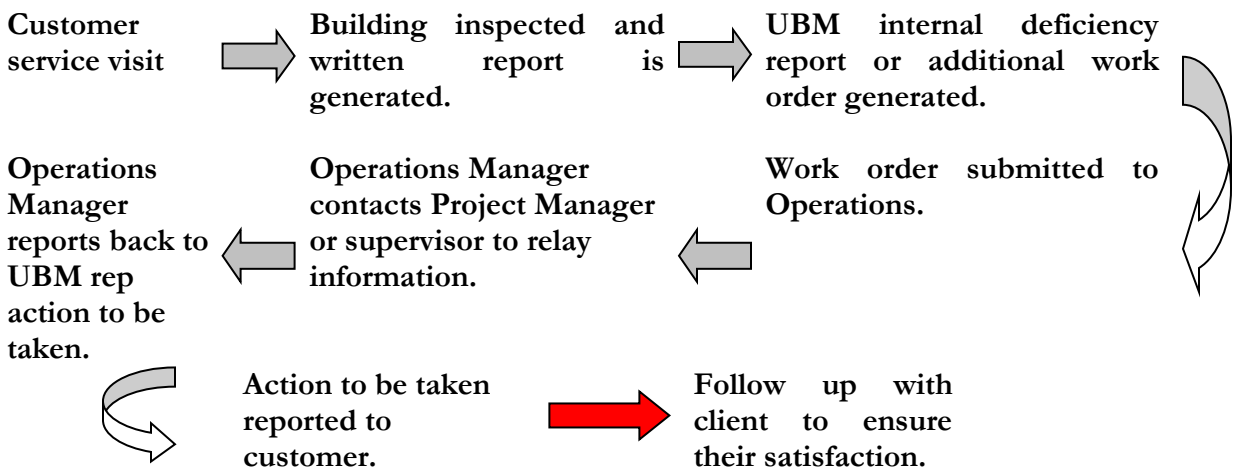
1. Implement & Define Contract Expectations:

UBM's operational and management team will review and define all contract expectations as well as outline the scope of work to be performed in a periodic schedule. This model is helpful to our staff and adds accountability. This planning process provides UBM with a proven track record of providing excellent service that is seamless and meets our clients' needs on a nightly basis.

2. Unscheduled Inspections:

Through unscheduled inspections we are able to measure our performance in order to maintain your building as outlined in the *scope of work*. We utilize these inspections to quickly and accurately take corrective action on all deficiencies.

3. Corrective Action Process - Scheduled Inspections:



4. Complaints Handling Process:

Customer complaints can be received in person, through email, or over the phone. The Project Manager is responsible for handling complaints initially, and the Supervisor handles complaints as necessary.

The Project Manager reports back to the customer that their complaints have been resolved. If the customer is not satisfied with the resolution provided by the Project Manager, they can escalate the issue to 2nd level managers, such as Corporate Operation Managers or Branch Managers.

The 2nd level managers inspect the site and report back to the customers with their findings and recommendations for resolution.

5. Analyzing & Benchmarking:

UBM's operational team utilizes the inspection results to quickly analyze and benchmark the performance of our team at your building so we can recognize where reoccurring deficiencies are happening. Our team can then determine the appropriate method of training needed to correct the deficiencies.

6. Re-Inspect & Report:

All reported deficiencies are re-inspected by our team. They will pass inspection only if the corrected deficiency meets the standards as outlined in the scope of work and by our client.

7. Continuous Training:

To complete our quality assurance model we believe we have to continuously training our employees. At UBM we feel this is what sets us apart from our competition. Continue training measures occur through on-site training as well as online training. Each employee has access to on-line models in English, Spanish and French through Johnson Diversey's on-line training tools. Continuous training helps minimize consist deficiencies and keeps our employees motivated to perform well.

UBM ENTERPRISE INC.
Performance Metrics
for
Sample

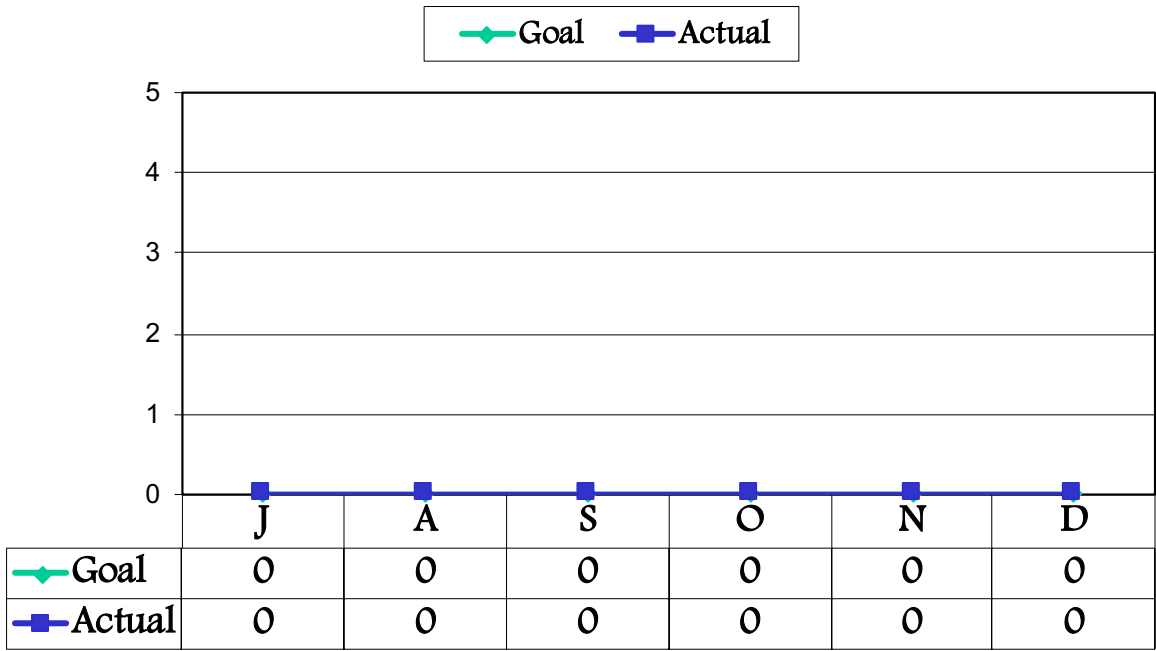
Month: March Year: 2023

GROUP A Building List

- ~ Historical Library
- ~ LWC Building
- ~Property Appraiser
- ~ Supervisor of Elections
- ~ Family Mediation
- ~ Tax Collector – Bartow
- ~ Wright Facility
- ~ Real Estate
- ~ Bartow Courthouse
- ~ Neil Combee Administration Building
- ~Parking Garage
- ~SE Bank / Guardian Ad Litem
- ~Tax Call Center
- ~Utilities IT (2nd Floor SOE)
- ~Indigent Health Care

Janitorial Metrics - Safety

OSHA RECORDABLE INCIDENT RATE



PERFORMANCE ASSESSMENT

No incidents in the month of November.

ACTION PLAN / GOALS

Continue to educate staff on safety guidelines

Comments

Vendor Name: UBM Enterprise, Inc
Janitorial Metrics – Trouble Calls

GROUP A - ALL BUILDINGS

- Requests: 31
- Needs Attention: 5
- Kudos: 1

PERFORMANCE ASSESSMENT / BREAKDOWN

Needs attention

BCH: Trash (missed)

NCA: Mens Restroom (1)

CURRENT ACTION / STATUS

All areas corrected

All requests fulfilled

COMMENTS:

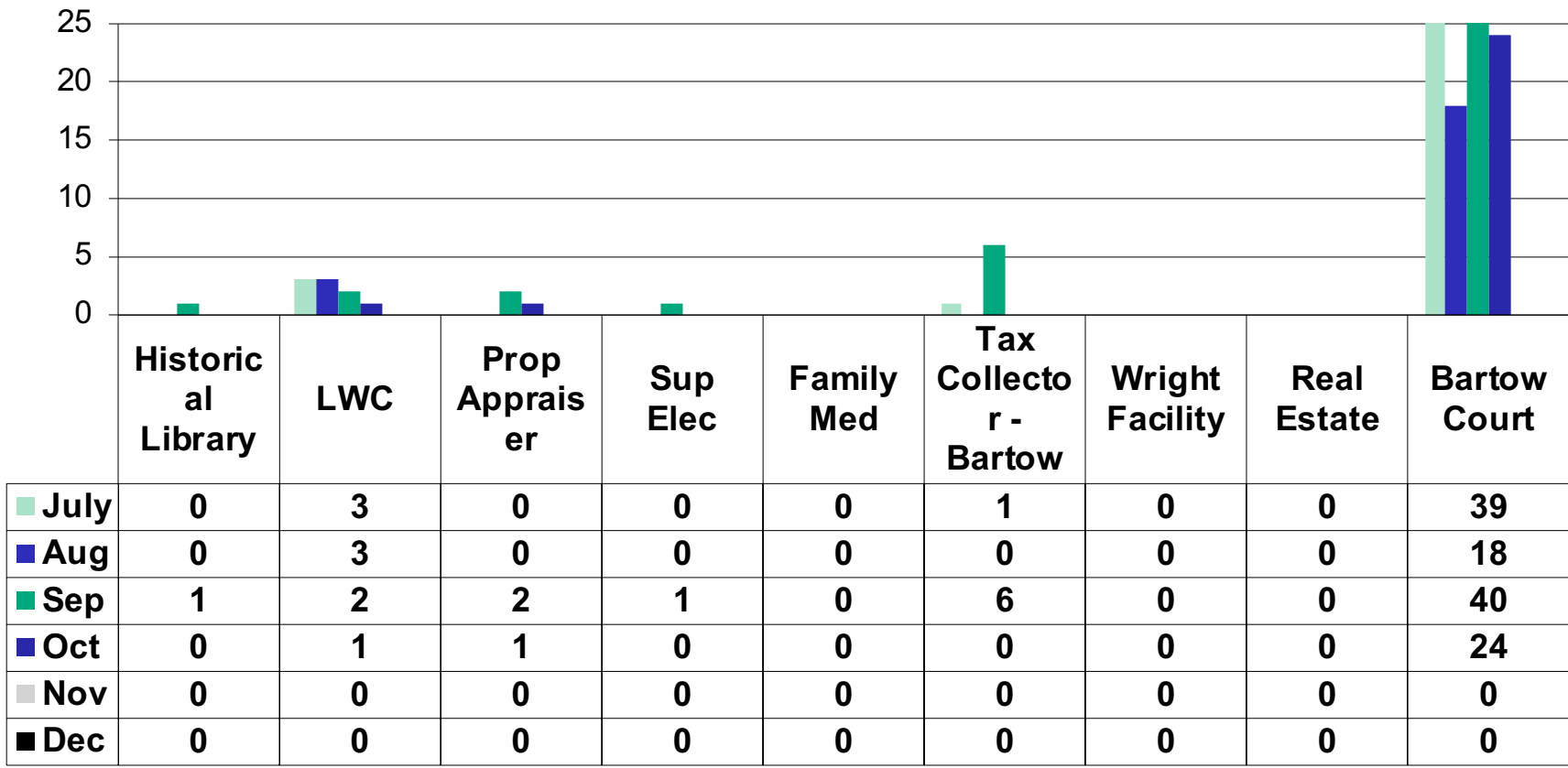
LONG-TERM IMPROVEMENT PLAN

Continue training current and new hires

Vendor Name: UBM Enterprise, Inc
Janitorial Metrics – Trouble Calls

SAMPLE GROUP A
 Monthly Complaint Comparison

Trouble Calls



Vendor Name:UBM Enterprise, Inc.
Janitorial Metrics – Trouble Calls

GROUP A
 ALL BUILDINGS

| | Requests | Complaints | At-a-Boys |
|-------------------------|----------|------------|-----------|
| Historical Library | 0 | 0 | 0 |
| LWC Building | 1 | 1 | 0 |
| Property Appraiser | 1 | 0 | 0 |
| Supervisor of Elections | 1 | 0 | 0 |
| Family Mediation | 0 | 0 | 0 |
| Tax Collector – Bartow | 0 | 0 | 0 |
| Wright Facility | 0 | 0 | 0 |
| Real Estate | 0 | 0 | 0 |
| Bartow Courthouse | 22 | 2 | 1 |

CURRENT ACTION/STATUS:

PERFORMANCE ASSESSMENT / BREAKDOWN

Supplies: Property App. (fulfilled)

Procedures: (none)

R/R Cleaning:

Trash:

Bartow Courthouse: 2

Neil Combee: 2

General cleaning: 0

Vacuuming: 0

Mopping:

Bartow CH: Miscellaneous: (none)

LONG-TERM IMPROVEMENT PLAN

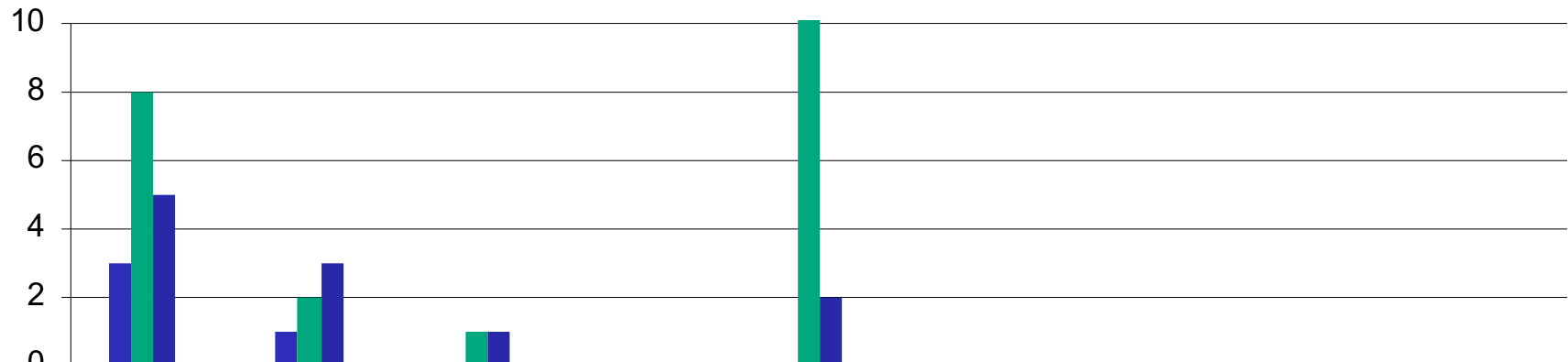
Quality Control inspections

Ensure adequate training of new hires

Vendor Name: UBM Enterprise, Inc.
Janitorial Metrics – Trouble Calls

GROUP A
 Monthly Complaint Comparison

Trouble Calls



| | Neil Combee | Parking Garage | Guard Ad Litem | Call Center IT | Indigent Health Care | | | | |
|------|-------------|----------------|----------------|----------------|----------------------|--|--|--|--|
| July | 0 | 0 | 0 | 0 | 0 | | | | |
| Aug | 3 | 1 | 0 | 0 | 0 | | | | |
| Sep | 8 | 2 | 1 | 0 | 12 | | | | |
| Oct | 5 | 3 | 1 | 0 | 2 | | | | |
| Nov | 0 | 0 | 0 | 0 | 0 | | | | |
| Dec | 0 | 0 | 0 | 0 | 0 | | | | |

Vendor Name: UBM Enterprise, Inc.
Janitorial Metrics – Trouble Calls

GROUP A

| | Requests | Complaints | At-a-Boys |
|----------------------|----------|------------|-----------|
| Neil Combee Admin | 3 | 2 | 0 |
| NC Parking Garage | 0 | 2 | 0 |
| Guardian Ad Litem | 1 | 0 | 0 |
| Call Center | 0 | 0 | 0 |
| Indigent Health Care | 2 | 0 | 0 |
| | 0 | 0 | 0 |
| | 0 | 0 | 0 |
| | 0 | 0 | 0 |
| | 0 | 0 | 0 |

CURRENT ACTION / STATUS:

PERFORMANCE ASSESSMENT / BREAKDOWN

- Supplies: 0
- Procedures: (None)
- R/R Cleaning: (None)
- Trash: (None)
- General cleaning:
- Mopping: (None)
- Vacuuming: (None)
- Miscellaneous: (None)

LONG-TERM IMPROVEMENT PLAN


- Quality Control inspections
- Ensure adequate training of new hires

Janitorial Metrics – Floor Periodics

October



2020

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| | | | | BCH: 1 ST FLOOR JUVENILE COURTROOMS AND COMMON AREAS | BCH: 2 ND FLOOR JURY ASSEMBLY W/ COMMON AREAS, JUDGES ELEVATOR | |
| 4 | 5 | BCH: 1 ST FLOOR SECURE HALL, JURY DELIBERATION, MAIN COURTROOM | BCH: 9 TH & 8 TH FLOOR HEARING ROOMS CARPET CLEANING | BCH: 7 TH & 6 TH FLOOR HEARING ROOMS CARPET CLEANING | BCH: 5 TH FLOOR HEARING ROOMS CARPET CLEANING | 10 |
| 11 | NEIL COMBEE ADMIN. 5 TH FLOOR CARPET CLEANING: ALL DEPARTMENTS (After 5pm) | NEIL COMBEE ADMIN. 4 TH FLOOR CARPET CLEANING: ALL DEPARTMENTS (4PM Human Resources CARPET CLEANING) | NEIL COMBEE ADMIN. 3 RD FLOOR CARPET CLEANING: ALL DEPARTMENTS (After 5pm) | NEIL COMBEE ADMIN. 2 ND FLOOR CARPET CLEANING: ALL DEPARTMENTS (After 5pm) | NEIL COMBEE ADMIN. 1 ST FLOOR CARPET CLEANING: ALL DEPARTMENTS (After 5pm) | 17 |
| 18 | Indigent Health Care Strip and Wax | Indigent Health Care Strip and Wax | Indigent Health Care Strip and Wax | Indigent Health Care Strip and Wax | Indigent Health Care Strip and Wax | 24 |
| 25 | Bartow Courthouse 9 th Floor Judges Suites Red and Blue (After 5pm) | Bartow Courthouse 8 th Floor Judges Suites Red and Blue (After 5pm) | Bartow Courthouse 7 th Floor Judges Suites Red and Blue (After 5pm) | Bartow Courthouse 6 th Floor Judges Suites Red and Blue (After 5pm) | Bartow Courthouse 5 th Floor Judges Suites Red and Blue (After 5pm) |  |
| | | | | | | |

Vendor Name: UBM Enterprise, Inc.

Janitorial Metrics – Quality Control Inspections

| | Inspection Type | Frequency of Inspection | Reason for Inspection | Results of Inspection |
|-------------------------|------------------------|--------------------------------|------------------------------|------------------------------|
| Historical Library | Proactive | 4 | QC | Acceptable |
| LWC Building | Proactive | 8 | QC | Acceptable |
| Property Appraiser | Proactive | 8 | QC | Acceptable |
| Supervisor of Elections | Proactive | 4 | QC | Acceptable |
| | | | | |
| Family Mediation | Proactive | 4 | QC | Acceptable |
| Bartow Tax Collector | Proactive | 6 | QC | Acceptable |
| | | | | |
| Wright Facility | Proactive | 4 | QC | Acceptable |
| | | | | |
| Real Estate | Proactive | 4 | QC | Acceptable |
| | | | | |
| Bartow Courthouse | Proactive | 30 | QC | Acceptable |

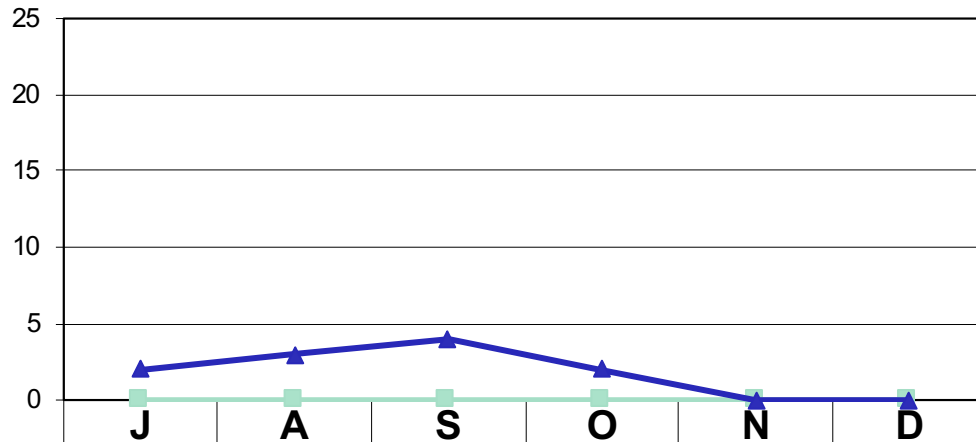
Vendor Name: UBM Enterprise, Inc.
Janitorial Metrics – Quality Control Inspections

| | Inspection Type | Frequency of Inspection | Reason for Inspection | Results of Inspection |
|---------------------------|-----------------|-------------------------|-----------------------|-----------------------|
| Neil Combee Admin | Proactive | 30 | QC | Acceptable |
| Parking Garage | Proactive | 8 | QC | Acceptable |
| Guardian Ad Litem | Proactive | 4 | QC | Acceptable |
| | | | | |
| | | | | |
| Charles Richardson Center | Proactive | 8 | QC | Acceptable |
| | | | | |

UBM Enterprise, Inc.

Janitorial Metrics - Turnover

Employee Turnover



| | | | | | | |
|------------|---|---|---|---|---|---|
| —■— Goal | 0 | 0 | 0 | 0 | 0 | 0 |
| —▲— Actual | 2 | 3 | 4 | 2 | 0 | 0 |

TURNOVER DETAILS

1 Total:

- 2 employees resigned

COMMENTS

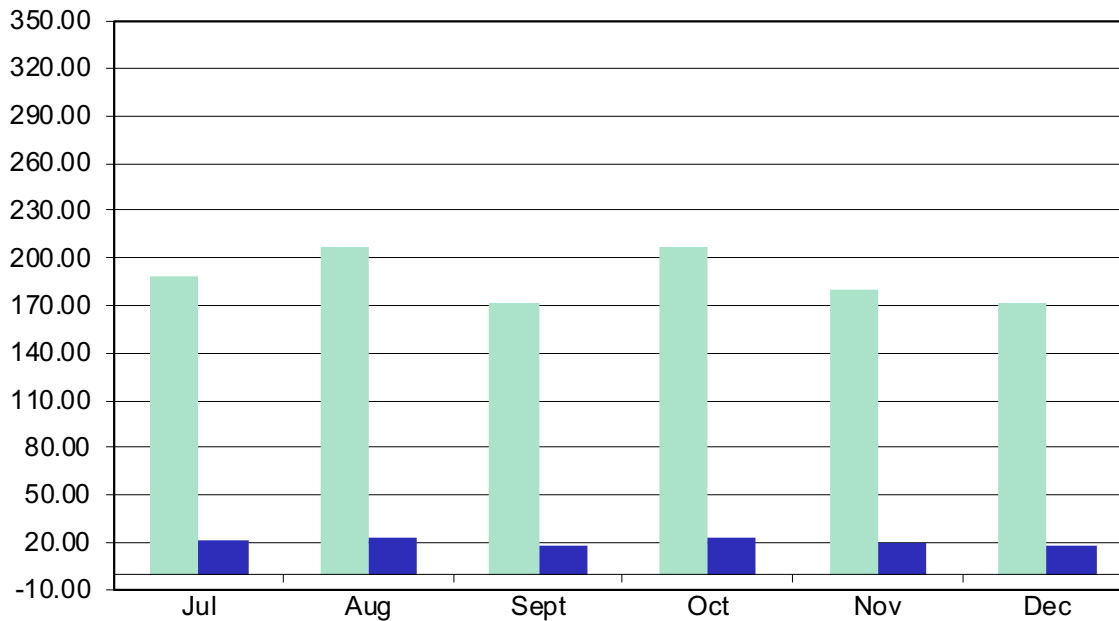
ACTION PLAN

Ensure that each new hire receives adequate training in their assigned facility

Janitorial Metrics - Training

EMPLOYEE TRAINING

■ Technical / Operational ■ Safety



AREAS OF TRAINING COMPLETED

Train staff on cleaning standards

Train new staff on cleaning procedures at each location, make sure they understand public restrooms are a priority along with the common areas.

Trained supervisors to ensure supervisory duties & responsibilities were being carried out.

Train on safety procedures

COMMENTS

FUTURE TRAINING TOPICS

Work with new and current staff on proper cleaning at each location.

Management Plan for Supervision and Transition

A. Management Philosophy

At UBM Enterprise, Inc., our management philosophy revolves around fostering long-term, mutually beneficial partnerships with our clients. We firmly believe that the cleanliness of a building reflects the professionalism of the company it houses. This is why we are dedicated to delivering the highest standard of service and offering cost-effective solutions to meet our clients' unique needs.

We are committed to creating quality job opportunities within our community and maintaining a business culture that upholds honesty and integrity. We place great importance on hiring and training the best employees, ensuring they understand and embody the values that UBM stands for. By doing so, we guarantee that your facilities are managed by a team that truly cares.

Our business model is built upon three key principles: quality control, accountability, and reliability. These tenets form the foundation of our proposal to you. We invite you to explore our references and verify our industry track record, so you can be confident that UBM Enterprise, Inc. is a company built on these vital principles.

B. Communications Plan

At UBM Enterprise, Inc., our management philosophy revolves around fostering long-term, mutually beneficial partnerships with our clients. We firmly believe that the cleanliness of a building reflects the professionalism of the company it houses. This is why we are dedicated to delivering the highest standard of service and offering cost-effective solutions to meet our clients' unique needs.

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C. General Janitorial services

The most critical element to the successful completion for any job is a thorough knowledge of the work to be performed. To ensure complete compliance to the contract, the Project Manager will review the specifications. From these specifications,

the Project Manager and the Operations Manager will create a comprehensive plan of operations for your facilities. This plan will include scheduling of daily, weekly, monthly, quarterly, bi-annually, annually and all other periodic frequency work to be performed.

All employees will be trained and instructed on the “UBM Methodology” for Municipal Facilities cleaning. Along with this training will be specific instructions towards personnel procedures, safety and health regulation, timekeeping and other pertinent regulations. Also, a comprehensive step by step instruction manual on how to operate the facility without disturbances, it will include:

- Communication Chart- an organizational chart with complete name and position and contact numbers.
- Weekly Staffing Schedule by assignment
- Periodic Work Schedule
- Key and Code information
- Customer and tenants contact and information
- Equipment list and Maintenance Log
- Absenteeism Preparedness Plan
- Emergency Respond Preparedness Plan
- Environmental Responsibility Outline
- Daily Operational Plan

Daily Routine Cleaning will be performed as follow:

General Cleaners - perform daily deep cleaning duties such as vacuuming, dusting, sweeping, trash removal, restroom cleaning & sanitizing, etc. The custodian will be trained on Daily Cleaning Requirement for offices and conference rooms, Restrooms (Public and Private), Showers, Lunchrooms, Eating and Vending Areas, Building Entrances, Lobbies, and Hallways Exterior, Graffiti and Vandalism Eradication, and Solid Waste Collection and Removal. We will utilize comprehensive step by step guidelines for each area of services.

Periodic PM Cleaning (Weekly, Monthly, Quarterly, Bi-Annually, Annually) will be performed as follow;

Floor Tech – perform periodic cleaning duties such as high and low dusting, floor maintenance, power washing, window cleaning, cleaning light fixtures, etc. For these cleaning duties, the project manager will create in periodic schedules and submit to the Town of Prosper representative for approval.

D. Specialty Janitorial services

The janitorial services for specialty area/location such as Court Detention Cell, Holding Tank Detention Cell, and Parking Facility need well plan ahead. The Project Manager

will create guidelines and the supervisors will regularly monitor the implementation of following:

- Employee safety- make sure gear up with safety equipment and supplies
- Cross contamination- color coded supplies to prevent cross contamination
- Hours of Work- accommodate after hour services with time frame
- Special Cleaning Guideline- check list of cleaning items to be completed including cleaning technique.

E. Services for Special Events/Programs

The branch office of UBM Enterprise, Inc. will provide all necessary back up in need of staffing for special events/programs. We will typically have reserve staffing (all background and initial training conducted) which allow us to react in timely manner. We will also utilize on-site custodians with overtime pay. Project Manager will notify Operations Manager in need of any additional staffing then the branch office will prepare staffing with 2 days of initial notification from customer.

F. Services for Emergencies/Call Back Work

Emergency Assessment/Work- when there is an emergency situation due to various circumstances, the Project Manager will assess the emergency along with customer’s request and categorize by degree of emergency to:

- 1 (Immediate Response)
- 2 (Same day Response)
- 3 (Overnight Response)

For example, if a maintenance related emergency such as floor flooding by pipe breakage, it will be 1 (immediate Response). UBM Project Manager will dispatch emergency crew right away to stop the water from damaging the facility. UBM also guarantees our workmanship and will response to any customer complains in timely manner including during the holidays.

Emergency Assessment Chart

| Degree of Emergency | Response Time |
|------------------------|--------------------|
| 1 (Immediate Response) | 15 minutes-2 hours |
| 2 (Same day Response) | 12 hours |
| 3 (Overnight Response) | 24 hours |

In the event of an emergency UBM has a 24/7 emergency contact line and contingency plan that will help assist our client in timely and efficient manner. UBM’s 24/7 emergency contact line is 1-855-243-5273

G. Staffing Plan

UBM Enterprise, Inc. proposes a team for the Town of Prosper that fully comprehends the specific requirement of the solicitation. We have taken into account personnel experience, knowledge, skills, capabilities and physical location in determining the approach to efficiently and effectively meet and exceed the Town of Prosper’s expectation.

Our team for this project will be:

- Project Manager: 1
- Supervisor: 1
- Day Porter: 1
- Day Cleaner: 2
- Night Cleaner: 3

Work Hours

| Building | SF | Cleaner | Days Per Week | Day Porter | Weekly Hours |
|---------------------------------|---------|---------|---------------|------------|--------------|
| Town Hall | 35,000 | 7 | 5 | 2 | 45 |
| Prosper Public Library | 9,640 | 2 | 5 | 2 | 20 |
| Central Fire Station #1 | 30,358 | 4 | 5 | | 20 |
| Fire Station #2 (Supplies Only) | 0 | 0 | | | |
| Fire Station #3 (Supplies Only) | 0 | 0 | | | |
| Parks Admin Offices | 2,300 | 1 | 5 | | 5 |
| Parks Recreation Offices | 1,350 | 1 | 5 | | 5 |
| Parks Operations Offices | 500 | 1 | 1 | | 1 |
| Police Department | 23,159 | 5 | 6 | | 30 |
| Public Works Complex | 9,000 | 3 | 2 | | 6 |
| | 111,307 | 24 | | 4 | 132 |

Legend

| |
|-----------------------------|
| Day Cleaning Only |
| Day Porter + Night Cleaning |
| Night Cleaning Only |
| Supplies Only |

H. Absenteeism Preparedness Plan

Day Operations

Day Cleaners and Porters will text daily to Project Manager to inform their presence to work. Project Manager will contact Day Cleaners or Porters who didn't text to check no shows. In case of absence, Project Manager will contact Corporate Operations Manager for back-up personnel.

Night Operations

Supervisors report daily attendance to Night Operations Manager. In case of absence, Supervisors will assess the situation and report whether the daily tasks can be completed by the on-site staff. If tasks cannot be completed with the on-site staff, Night Operations Manager will contact the Corporate Operations Manager for additional manpower.

Predictable absences (i.e. vacation) will be covered by a substitute.

I. Transition Plan

| | |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pre-start Day 1: First day when notified of award | <ul style="list-style-type: none"> Contract awarded UBM immediately conducts "new start" meeting to plan transition into facility Assign start-up team members for the project |
| Pre-start Day 2 | <ul style="list-style-type: none"> Review projected equipment and supply list; make revisions as required Order equipment and supplies if needed |
| Pre-start Days 2-10 | <ul style="list-style-type: none"> Interview and background check for additional staff |
| Pre-start Days 11-15 | <ul style="list-style-type: none"> Site survey conducted Phase-in plan finalized Back-up staffing planned |
| Pre-start Days 16-20 | <ul style="list-style-type: none"> Conduct employee training Review all work specifications with managers and supervisors Daily start-up team meetings to ensure all required duties have been completed |
| Pre-start Days 21-28 | <ul style="list-style-type: none"> Continue daily start-up team meetings Review equipment status & complete inventory check Equipment delivered |
| Pre-start Day 29 | <ul style="list-style-type: none"> Final walk-thru of facility with UBM site managers, supervisors and lead staff |
| Start date: Day 30 | <ul style="list-style-type: none"> First day of service under new contract |









| | |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Post-start date Days 1-30 | <ul style="list-style-type: none"> • Review start-up successes or deficiencies with client • Corporate managers tour facilities to determine quality of start-up service, immediately correcting any deficiencies |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|


It takes longer hours and additional man-hours to bring the level of service up to our standard if previous contract deficiencies are greater than expected. In this case, we will provide transition team with extra staff at no additional cost to overcome previous contract deficiencies.

J. Equipment List

UBM will provide any other equipment, not listed above, if needed to fulfill scope of work requirements. All equipment will be of **NEW** condition. UBM will perform periodic preventative maintenance to all equipment to prevent breakdown and ensure that they are operational and safe to use.

| Equipment Type | Brand | Picture |
|-----------------------|-------------------------|---------------------------------------------------------------------------------------|
| High Speed Burnisher | Tennant BR-2000-DC |  |
| 20" Low-Speed Machine | Advance Pacesetter 20HD |  |
| Wet & Dry Vacuum | Advance VL500 |  |
| Floor Dryer | Advance AM2400D |  |

| | | |
|---------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------|
| Mop bucket Combo | Rubbermaid WaveBrake Down 7577-88 |  |
| Backpack Vacuum | Proteam Supercoach |  |
| Upright Vacuum | Sanitaire Vacuum with Allergen Filtration SC888K |  |
| Wet Floor Sign | Rubbermaid 6112 |  |
| Dust Mop 5x36, 5x48 with handle | Rubbermaid J855, M116 |  |
| Wet Mop and Handle | Rubbermaid H116, T256 |  |
| Lobby Dust Pan with Small Broom | Rubbermaid 6374, 2531 |  |
| Day Porter Cart | Rubbermaid 9T72 |  |

| | | |
|------------------------------|--------------------------|------------------------------------------------------------------------------------|
| 44gl Trash Barrel with Dolly | Rubbermaid Brute 2643-60 |  |
|------------------------------|--------------------------|------------------------------------------------------------------------------------|

K. Green Cleaning Program

UBM Enterprise, Inc. champions an eco-friendly stance by employing green cleaning methods. We emphasize the use of sustainable chemicals, processes, and equipment to prioritize the health and safety of our staff, clients, and the larger community while safeguarding the environment. Since 2008, we've innovated comprehensive janitorial programs that accentuate cleaning efficiency without compromising environmental and human well-being. As a testament to our commitment, UBM is an esteemed member of the North Texas Chapter of the USGBC.

At the core of UBM's cleaning practices are environmentally preferable products and equipment. These selections not only minimize risks to individuals and the ecosystem but also attenuate the overall environmental footprint throughout their lifecycle - from production to disposal.

Understanding Green Cleaning

Simply put, Green Cleaning epitomizes health preservation without jeopardizing the environment. Our guiding principle, "Cleaning for Health and the Environment," seeks to fulfill green cleaning mandates while curtailing the exposure of our teams and facility users to any elements potentially detrimental to human health or the environment. UBM's strategy stands as a beacon for clients aiming for LEED certification. By integrating benchmarks and practices from LEED-EB editions, Green Seal GS 42 standards for cleaning services, and insights from the Pennsylvania Green Building Maintenance Manual, we've sculpted a top-tier Green Cleaning Program for our associates.

While many conventional cleaning methodologies are effective, green cleaning accentuates the symbiosis of health, environmental responsibility, and aesthetic appeal. In introducing this program, we reiterate that UBM is already proficient in numerous green methodologies.

UBM's Green Cleaning Program Components:

- Section 1: High-Performance Green Cleaning Program
- Section 2: Healthy High-Performance Cleaning Procedures
- Section 3: Chemicals
- Section 4: Equipment
- Section 5: SAP Order Record
- Section 6: Training Attendance Log Form

Section 7: Communication - With reference to the APPA Guidelines, we include an Assessment Audit Form.

Section 8: Staffing

L. Recycle Program

In collaboration with the Town of Prosper, UBM Enterprise, Inc. commits to significantly reducing waste that is routed to landfills and incinerators. We understand the environmental and societal benefits of an effective recycling program, and we're prepared to be at the forefront of this initiative.

UBM's Unique Role in Waste Management:

We have a pervasive presence across all sites.

Our teams interact with every trash and recycling receptacle.

We possess firsthand knowledge of the contents of these receptacles.

It is our responsibility to collect and manage these materials.

We influence the final destination of all collected waste and recyclables.

Adherence and Improvement:

UBM pledges to meticulously adhere to all recycling guidelines set forth by the Town of Prosper. Beyond compliance, we also offer our expertise. Should we identify potential areas for improvement or optimization within the recycling processes, we will proactively communicate our recommendations to city officials.

Employee Training and Communication:

A successful recycling program hinges on well-trained staff and seamless communication. To this end:

We incorporate a comprehensive recycling module in our employee training sessions. This ensures that every team member understands the importance of their role and is equipped with the knowledge to perform it effectively.


We establish robust communication channels within our organization. This facilitates the swift sharing of information and feedback, allowing us to continually refine our approach and ensure maximum efficiency and efficacy in our recycling efforts.

By prioritizing the Town of Prosper's recycling goals, UBM Enterprise, Inc. hopes to foster a sustainable future for the community and set a precedent for other cities to follow.



M. Chemical Supplies List

| General Purpose Cleaners | | |
|-------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | STRIDE™ CITRUS NEUTRAL CLEANER |   |
|  | ALPHA-HP™ MULTI- SURFACE CLEANER |   |
| Washroom Care | | |
|  | CREW™ BATHROOM CLEANER & SCALE REMOVER |   |
|  | ALPHA-HP® Bathroom Disinfectant | Environmentally Preferred Product |
| Specialty | | |
|  | GLANCE™ NON- AMMONIATED GLASS CLEANER |   |
|  | CREW™ EMEREL™ PLUS CREME CLEANSER |  |
| Odor Control | | |
|  | Good Sense® Odor Eliminator |  |
| Carpet Care | | |
|  | HEAVY DUTY PRESpray PLUS |  |
| Floor Care | | |
|  | FREEDOM SC Stripper |  |
|  | AQUARIA Floor Finish |  |

 Safety Data Sheets (SDS) will be placed in all janitorial closets where chemical supplies stored.

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

UBM Enterprise, Inc.

2 Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

None

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

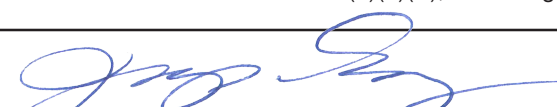
Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Signature of vendor doing business with the governmental entity

08/22/2023
Date

**REQUEST FOR PROPOSAL #2312-031
CUSTODIAL SERVICES**

Proposed Pricing Table

**Costs should include day porters at the locations requested in the specification*

| Description | Monthly Cost | Yearly Cost |
|---------------------------------|---------------------|--------------------|
| Town Hall | \$4,007.19 | \$48,086.28 |
| Prosper Public Library | \$1,256.33 | \$15,075.96 |
| Central Fire Station #1 | \$2,455.46 | \$29,465.52 |
| Fire Station #2 (Supplies Only) | \$110.00 | \$1,320.00 |
| Fire Station #3 (Supplies Only) | \$110.00 | \$1,320.00 |
| Parks Admin Offices | \$561.44 | \$6,737.28 |
| Parks Recreation Offices | \$536.31 | \$6,435.72 |
| Parks Operations Offices | \$196.02 | \$2,352.24 |
| Police Department | \$3,117.02 | \$37,404.24 |
| Public Works Complex | \$733.92 | \$8,807.04 |

Price for Additional Services or Facilities*

| Service | Price | U/M |
|------------------------------------------------------------------------|-----------------|---------------------|
| Day Porter Services during business hours | \$20.00 | per hour per person |
| Additional cleanup services after hours (as needed, or special events) | \$25.00 | per hour per person |
| Upholstery shampooing | \$20.00 | per chair |
| Upholstery shampooing | \$100.00 | per couch |
| Upholstery shampooing | \$80.00 | per bench |
| Additional carpet cleaning | \$0.20 | per square foot |
| Public/Office Space | \$0.12 | per square foot |
| Recreation Space | \$0.12 | per square foot |
| Maintenance Space | \$0.12 | per square foot |

* The Town may desire to add additional facilities to this agreement at any time. This price per square foot will be utilized to add additional areas. This price per square foot includes all labor, materials, supplies, etc. in order to maintain the space.