

**STATE OF NEVADA**

**DEPARTMENT OF ADMINISTRATION**

**Purchasing Division**

**515 East Musser Street, Suite 300 │ Carson City, NV 89701**

**Phone: 775-684-0170 │ Fax: 775-684-0188**

Solicitation: **90DETR-S2831**

For

**Janitorial State Administrative Office (SAO)**

Release Date: **05/14/2024**

Deadline for Submission and Opening Date and Time: **06/25/2024 @ 2:00 pm**

Single point of contact for the solicitation:

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TABLE OF CONTENTS

[1. APPLICABLE REGULATIONS GOVERNING PROCUREMENT 2](#_Toc106965210)

[2. PROJECT OVERVIEW 2](#_Toc106965211)

[3. SCOPE OF WORK 2](#_Toc106965212)

[4. ATTACHMENTS 12](#_Toc106965213)

[5. TIMELINE 13](#_Toc106965214)

[6. EVALUATION 13](#_Toc106965215)

[7. MANDATORY MINIMUM REQUIREMENTS 14](#_Toc106965216)

[8. CRITICAL ITEMS 15](#_Toc106965217)

[9. SUBMISSION CHECKLIST 16](#_Toc106965218)

# APPLICABLE REGULATIONS GOVERNING PROCUREMENT

## All applicable Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) documentation can be found at: [www.leg.state.nv.us/law1.cfm](http://www.leg.state.nv.us/law1.cfm).

## SINGLE POINT OF CONTACT. Vendors and/or their representatives shall only contact the single point of contract or use the electronic procurement system regarding this solicitation until after a notice of award (NOA) has been issued. Failure to observe this restriction may result in disqualification of a proposal per NAC 333.155(3).

## Prospective vendors are advised to review Nevada’s ethical standards requirements, including but not limited to NRS 281A, NRS 333.800, and NAC 333.155.

# PROJECT OVERVIEW

## The State of Nevada Purchasing Division, on behalf of the Department of Education, Training and Rehabilitation is seeking proposals from qualified vendors to provide janitorial services as described in the scope of work and attachments.

## The State intends to award one (1) contract in conjunction with this Request for Proposals (RFP), as determined in the best interests of the State. Department of Education, Training and Rehabilitation shall administer contract(s) resulting from this solicitation. The resulting contract(s) are expected to be for a contract term of four years, subject to Board of Examiners approval.

# SCOPE OF WORK

## DAILY CLEANING SPECIFICATIONS

## General Office and Public Areas

### Computer keyboards, monitors, typewriters, and calculators will not be cleaned in any manner by the vendor's employees; equipment users will be responsible for their cleaning.

### Awarded vendor will dust desks and work surfaces when they have been cleared off. More extensive cleaning will be available upon request.

### Vendor shall ensure that all information and/or documents in all contracted buildings remain confidential, with access limited to persons specifically authorized by the awarded vendor.

## Empty Trash from Wastebaskets/Trash Receptacles and Other Labeled Waste Material

### All trash will be placed into large plastic trash bags, sealed, and disposed of in the large green dumpsters provided outside the building.

### Other than outside dumpsters, all trash receptacles inside and outside any building must include plastic liners at all times. No plastic bags are to be recycled in the dumpster.

### Receptacles must be cleaned after any liquid is spilled, or if the liner has slipped and food, etc., is visible in the waste basket.

### Plastic liners must be replaced at least once a week, or daily when organic matter/odors are present.

## Vacuuming of Exposed Carpeted Areas (To be completed before 8:00 a.m.)

### Vacuuming of the entire building as described may not be accomplished in a single day; therefore, the awarded vendor will schedule daily vacuuming to encompass vacuuming of the entire building on a weekly basis.

### All exposed carpeted areas must be vacuumed, including all offices, public areas, corridors, and pathways within office areas, to ensure complete vacuuming of the entire building.

### All vacuum cleaners must be of commercial grade and have HEPA filtration.

### All backpack vacuums must be equipped with a HEPA filtration system that meets all State and Federal legal requirements.

### All equipment may be subject to inspection and approval by Operations Management at any time.

### All carpet areas must be spot cleaned daily.

### Awarded vendor will make every effort to remove stains from carpets and other flooring material during normal service hours.

## When cleaning any stain, the following process will be followed:

### Vendor will vacuum the affected area, applying spot cleaner to remove the stain, rinse, blot with clean towel and

### If the stain remains, the awarded vendor will notify Operations Management the next business day, Monday through Friday between 7:00 a.m. and 5:00 p.m.

## Staple/Paper Clip/Substance Removal

### Staples and paper clips must be removed from all carpet areas on a daily basis.

### All gum or other foreign substances found on any floor must be removed upon discovery.

### If a substance cannot be removed, Operations Management must be notified the next business day, Monday through Friday between 7:00 a.m. and 5:00 p.m.

## Hard Floor Care

### Sweep, dust mop, then damp mop, all hard floors using cool, clean water with a neutral cleaner.

### VCT, Linoleum, Brick, Tile, Terrazzo (etc.)

## Dusting

### If a polish containing oils is used; surfaces must not leave an oily residue.

### Dusting of the entire building as described may not be accomplished in a single day; therefore, awarded vendor will schedule daily dusting areas to encompass dusting of the entire building.

### Awarded vendor will dust and remove fingerprints, dirt, dust, grime, from all exposed furniture tops and sides, including but not limited to desks, chairs, tables, lamps, doors, filing cabinets, shelving, windowsills, pictures, door frames, ledges, modular furniture, soda machines, candy machines, appliances, paper shredders, and partial partitions.

### Dusting will be accomplished without disturbing any materials on the surface and must be left clean and free from film, streaks.

### A thorough cleaning and polishing of these surfaces will be done as needed when the surface is clear of unnecessary objects, or upon request.

### Walls and doors must be kept clean and free from spots or handprints, and kick plates at the bottom of all doors will also remain clean and streak free.

### All doorways and/or entrances to buildings will be manually swept thoroughly every day.

### Doors may not be wedged open in the jamb/hinge area.

## Care of Drinking Fountains

### Awarded vendor will clean, polish, and sanitize drinking fountains to present a finish with no streaks, smudges, and watermarks.

### Drinking fountains will be polished with a stainless-steel polish.

## Customer Service Counters

### Awarded vendor will disinfect all customer service counters daily.

## Glass Entryway Doors and Corridors

### Entry corridors include all doors and windows (no more than 12 feet high) located at the entrance of a building, and awarded vendor must clean glass in entryways daily, inside, and outside, utilizing a chemical cleaner to minimize fingerprints.

## Ashtrays and Sand Urns in Smoking Areas

### Awarded vendor will remove all cigarette butts, matches, bits of paper, etc., from ashtrays, adding sand to ums as needed to maintain a full level.

### On the last day of each month, vendor will dispose of all old sand and refill the container with new sand.

### Sand will be provided by the awarded vendor, subject to Operations Management approval.

## Rubberized Mat/Carpet Care

### Awarded vendor will vacuum daily all rubberized/carpet mats with a HEPA vacuum.

## Interior Stairwells

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### Any spills encountered in a stairwell will be removed upon discovery.

### Awarded vendor will remove all trash and debris daily, cleaning handrails with a neutral cleaner.

### Vendor will notify Operations Management of any problems in the stairwells by 8:30 a.m. the next business day.

## Food Areas

### Awarded vendor must clean all lunchrooms (excluding dishes and utensils) and break rooms with cleaners and disinfectants that will not harm finishes, subject to Operations Management approval.

### All floors, tables, and counters must be cleaned, with an approved cleaner/disinfectant that will not harm finishes and will dry completely streak-free and stain-free daily.

## Restrooms, Locker Rooms, and Shower Rooms

### Daily cleaning and servicing of all restrooms, locker rooms, and shower rooms is a high priority. In general, stockpiling of refill supplies in these areas is not permitted.

### All fixtures, floors, walls, and stall dividers must be cleaned daily with an approved cleaner/disinfectant that will not harm finishes and will dry completely streak-free and stain-free.

## Soap Dispenser Care

### Vendor will refill/replace soap in dispensers’ capacity daily.

### Chrome must be polished; dispensers will be streak free.

### The vendor has the option to replace broken dispensers with the same type of dispenser.

### Broken soap dispensers must be reported to Operations Management by the next business day.

## Trash Receptacle/Waste Can Care

### Vendor will empty trash containers, polish stainless steel, wipe out the inside as needed, and replace the liner daily.

### Trash containers may never remain streaky or smudged after cleaning.

## Mirror and Glass Care

### Awarded vendor will dust and polish, where applicable, the stainless steel around the mirror.

### Awarded vendor will clean and polish all mirror surfaces with glass cleaner. After cleaning, mirrors must be free of all smudges and streaks.

## Ceramic Tile Walls and Partition Care

### Awarded vendor must wipe down the walls of all partitions and ceramic tile with a disinfectant, leaving a streak-free appearance.

## Care of Toilets

### Awarded vendor will thoroughly clean with a disinfectant the inside, outside, top, and bottom all porcelain toilets and toilet seats, leaving all surfaces free of rings, water stains, and streaks.

### Vendor will polish all chrome.

## Care of Urinals

### Awarded vendor will thoroughly clean and sanitize all urinals with a disinfectant, leaving all surfaces free of rings, water stains, and streaks.

### All urinals are equipped with a rubberized urinal screen. Awarded vendor will remove these pads each day, clean underneath, and then replace the pads. Disinfectant blocks are prohibited.

### Awarded vendor must replace drain pads on or about the first day of every month. Newly installed pads must be dated on the "down" side with a permanent ink marker indicating the day they are placed.

### Vendor will polish all chrome.

## Toilet Paper Dispensers and Seat Covers-RE-FILL

### Awarded vendor will check and refill toilet paper and seat cover dispensers each day.

### Awarded vendor will replace the roll when toilet paper rolls contain one-third (1/3) of a roll or less at the end of the day.

### Awarded vendor must clean all toilet paper and seat cover dispensers with a disinfectant, leaving them streak-free.

### Awarded vendor will polish all stainless-steel items each day.

### Toilet paper must be "quality" white, 2-ply toilet paper, subject to the approval of Operations Management. ·

### Paper Towel Dispensers/RE-FILL

### Awarded vendor will daily check and refill to maximum all paper towel dispensers.

### Vendor will clean dispensers with a disinfectant, leaving each dispenser streak-free.

### Vendor will polish all stainless steel, where applicable.

### Paper towels must either be a single, multi­fold, or roll paper towel that is compatible with the dispenser.

### All paper towels must be "quality" white.

## Care of Sanitary Napkin Depositories

### Awarded vendor must check and empty all sanitary napkin depositories daily.

### Vendor will clean each unit inside and outside with a disinfectant cleaning solution, leaving each unit streak-free.

### Vendor will replace any used bags each day.

### Bags should be wax coated, "quality" bags, subject to the approval of Operations Management.

## Graffiti Removal

### Awarded vendor is required to remove all graffiti from all surfaces and may consult with Operations Management when attempting removal.

### Awarded vendor must notify Operations Management in writing within 24 hours of the discovery of any unsightly mark or graffiti that cannot be removed from walls, partitions, or mirrors.

# WEEKLY CLEANING SPECIFICATIONS

## General Office and Public Areas

### Vacuuming

#### Vacuuming to be completed before 7:00 a.m.

#### Every week awarded vendor will thoroughly vacuum all carpet edges, accessible carpet beneath furniture, and carpet beneath light, movable furniture.

#### Weekly vacuuming may be accomplished using a vacuum with a hose attachment or a backpack vacuum.

#### All vacuum cleaners must be of commercial grade and have HEPA filtration.

#### All backpack vacuums must be equipped with a HEPA filtration system that meets all State and Federal legal requirements.

#### The use of a backpack vacuum may be used when vacuuming the following:

##### Buildings with very tight corners.

##### Edges of any carpeted area.

##### Modular furniture and

##### Large equipment, i.e., shredders copiers, and vending machines (where possible)

### Cleaning

#### Spot-clean walls, around light switches, doorknobs, door jams, and thresholds to remove all spots, dirt, and marks.

#### Clean all HVAC supply and return air vents, ensuring that all are kept clean and free of dust, webs, and visible buildup.

#### Ensure that all areas surrounding wall and ceiling vents are free of all dust and residual discoloration.

#### Clean janitorial sinks with a disinfectant solution inside and outside, leaving no staining, discoloration, or film in the sink.

#### Flush out all floor drains with a disinfectant solution-bleach may not be used.

### Hard Floor Care

#### Dust mop, then damp mop, all hard floors using cool, clean water with a neutral cleaner.

#### VCT and linoleum will present a uniform wet-look appearance when dry, with no wax buildup, dirt, or discoloration visible where the floor edges meet the cove molding, nor in any comers or door jambs.

#### Vendor will maintain floors in such a manner as to promote longevity and safety, leaving all floors in a clean, orderly, and safe condition after cleaning.

#### Spray buff using a high-speed floor machine to achieve a wet­ look finish.

#### If an area does not exhibit a wet-look finish after buffing, vendor will apply a coat of approved floor finish and will re­ buff the area.

#### Floor finish product must be applied every week to all VCT and linoleum tile surfaces. Floor finish product will provide a protective coating with a safe, non-slip surface. Sealed Concrete: Dust mop and wet mop until no streaks are visible.

## Elevator

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### Awarded vendor will clean elevator weekly, wiping walls, doors, buttons, and handrails with a general cleaner/disinfectant to remove all marks, fingerprints, etc.

### Elevator surfaces should never show streaks or smudges and elevator door tracks shall be kept clean and free of debris.

### Elevator floors should be cleaned weekly.

# Monthly CLEANING SPECIFICATIONS

## Hard Floor Care

### VCT and Linoleum

#### VCT and linoleum present a uniform wet-look appearance when dry.

#### Vendor will dust mop all floors.

#### Damp mop using cool, clean water with a neutral cleaner.

#### Deep scrub floor using a floor machine and blue pad to remove soil, scuffs, and black marks.

##### Recoat VCT and linoleum floors with two coats of non-slip wax.

##### Burnish/buff all floors using a high-speed floor machine to achieve a wet-look finish.

##### If an area does not buff up to a wet-look finish, vendor must add an additional coat of the approved product, and then rebuff the area.

##### This process will be repeated until the required wet­ look famish is present.

##### If already treated, awarded vendor will recoat with appropriate finish acceptable to Operations Management.

##### If not treated, awarded vendor(s) will clean and seal, using an appropriate finish acceptable to Operations Management.

# QUARTERLY CLEANING SPECIFICATIONS

## Janitorial closets

### Awarded vendor(s) must maintain closets in an orderly and safe manner.

## Upholstered Surface Care

### Vacuum with a HEPA vacuum all upholstered surfaces including, but not limited to, modular furniture with cloth walls, chairs, couches, benches, ottoman, etc.

### Spot-clean upholstered surfaces when necessary.

## Shelving and Books

### All items on shelves should be dust-free after cleaning.

# SEMI-ANNUAL CLEANING SPECIFICATIONS

## Sealed Concrete

### See Semi-Annual Hard Floor Care

## Polished Marble or Granite

### See Semi-Annual Hard Floor Care

## Terrazzo

### See Semi-Annual Hard Floor Care

## Brick and Tile

### See Semi-Annual Hard Floor Care

## VCT and Linoleum

### See Semi-Annual Hard Floor Care

## Base Cove and Wainscot Care

### Wipe down/clean all base-cove wainscots throughout the building.

#### There should be no film left behind; and

#### There should be no scuff marks, or other residue present after cleaning.

#### Awarded vendor(s) will consult with Operations Management on the proper cleaner to use.

## Light Fixtures and Diffusers

### Clean all light fixtures and diffusers inside and outside, throughout the building and exterior entries.

# Semi-Annual Interior Window Cleaning

### This service is to be done on weekends while the building is unoccupied.

### Vendor will squeegee windows as needed so as not leave water spots.

### If, at any time during the project, there are questions or concerns, the vendor is to contact Operations Management.

### Vendor will be responsible for any repairs to curbing or concrete due to breakage during window cleaning.

### Upon completion, windowsills, ledges, tracks, and areas encased will be free of dirt, dust, mud, drips, smudges and smears and any foreign debris.

### Materials and labor must be separate line items when invoicing.

# SEMI-ANNUAL HARD FLOOR CARE

## Sealed Concrete

### Using a commercial grade scrubbing machine, dust mop and wet mop until no streaks are visible and floor is free of foreign matter and standing water.

## Polished Marble/Granite

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### Dust mop floor and corners to remove loose dust and dirt.

### Wet mop using a neutral PH cleaner made for natural stone and approved by Operations Management.

### Floor will be left clean with no streaks and free of foreign matter and standing water.

## Terrazzo

### Dust mop to remove dust and debris.

### Using a commercial grade scrubbing machine, using cleaner approved by Operations Management.

### Floor will be left clean and free of foreign matter and standing water.

## Brick and Tile

### Dust mop.

### Using commercial grade auto scrubber with a nylo-grit brush, and cleaner approved by Operations Management.

### Grout lines must be clean, and floor will be left clean and free of foreign matter.

### Floor must present a uniform appearance.

## VCT and Linoleum

### Strip floors of old wax and floor surface by going over floor several times using a floor machine equipped with a stripping pad.

### Floor is to be completely clean and free of old wax, hairs, dirt; etc.

### Apply 2 coats of sealer to all VCT and linoleum floors, allowing each coat to dry a minimum of (1) one hour before applying the next coat of sealer.

### Apply appropriate floor finish accepted by Operations Management.

### Recoat VCT and Linoleum floors with a minimum of 3 coats of non-slip wax: allowing sufficient dry time between coats.

### 17%-18% solid wax. Wax containing more than 17%-18% solids will not be accepted.

### Burnish using a high-speed floor machine to achieve a uniform, wet-look finish.

### Upon completion, all flooring will be free of dust, dirt, film streaks, debris and standing water, with no hair, drips or swirls in the finished look.

### VCT and Linoleum will present a uniform, wet-look appearance when dry. There should be no visible build-up of wax, dirt, or discoloration around the edge of the hard floor where it meets the cove molding, nor at any corners, door jambs, baseboards, bottom of doors, thresholds, rubber borders or walls.

### Do not wax rubber baseboards; doing this causes yellowing of baseboards; or rubber transitions; doing this causes wax cracks along the transition from people walking across the transition.

### Vendor will be responsible for any clean up on walls or carpeted areas or any issues caused by any stripping liquid used

# ANNUAL CARPET CLEANING

## Carpet cleaning should be done on an annual basis (minimum) to promote the longevity of the carpet in State buildings.

## The following specifications are for carpet cleaning of various State buildings using a wet or dry shampoo system. Portable or truck mount, as well as bonnet systems, may be used. If portable units, rentals will not be acceptable.

### All carpeted areas, edges, corners, are to be vacuumed, with a HEPPA filter vacuum, thoroughly before carpet cleaning begins.

### Pick up chair mats in offices that are clear of furniture (desks, file cabinets, etc.) Put mats aside and avoid curling/bending.

### Pick up garbage cans in offices.

### Move office chairs (rolling, folding, etc.) and small tables.

### Apply pre-spot cleaner. Agitate if needed.

### Clean carpeted areas (hallways, offices, behind doors, etc.)

### If stains are apparent after cleaning, vendor must re-apply spotter and remove stains.

### If stains are not able to be removed, vendor will make note and discuss with.

### Vendor will place plastic protective sheets (Styrofoam cubes may be used) under metal feet of chairs/tables.

### Objects moved by vendor for carpet cleaning will be replaced by vendor after the carpet is dry to prevent mold/mildew/rust.

### Rake/brush carpet where applicable.

### Personal items in offices will not be moved by vendor.

### If carpet damage (ripples, rips, fraying, etc.) is found during the project, vendor will note and contact B&G immediately.

### All carpet cleaning must be completed after hours and/or weekends.

### If janitorial closet/sinks are used by vendor for water source, vendor will not leave closet or sink in disarray.

### Leave doors as you found them. If they were locked upon entry, lock when completed before leaving building.

### Leave any area lit as you found it. Be sure light switches (manual) are off when leaving an office/area if that is how you found it upon entry.

### Be sure all entry access doors into the building are secured.

### Upon completion, carpets should be left clean and free of debris and free from stains.

# ANNUAL BLIND CLEANING

### Blind cleaning is to be performed annually. This is done to maintain the integrity of the building and reduce dust from the environment as well as reducing allergens from the air supply.

### All windows/window blinds over 12 feet above the floor, will be cleaned using a licensed, bonded, and insured blind cleaning company specializing in the cleaning of blinds.

### Blind cleaning shall be scheduled upon notice from Operations Management.

### Blind cleaning must be performed on weekends.

### Blind cleaning is to be done without removing blinds from the hanging position.

### Blinds are to, first, be vacuumed to remove excess dirt/dust accumulation.

### Blinds are to be cleaned on both sides of the blind.

### If vendor/employees come across broken or dysfunctional blinds, STOP, skip the blinds that are broken/dysfunctional.

### It is the vendor’s responsibility to inform Operations Management of the issues found.

### If blinds are damaged/broken due to vendor/employees’ carelessness, vendor may be held responsible for replacement.

### While cleaning the blinds, if windows get grimy or dirty from spraying blinds, vendor will clean the window.

### Upon completion of blind cleaning, blinds will be free from dirt, dust, mud, and foreign debris.

### Personal items on windowsills, or in the way of getting to the blinds, those blinds may be skipped.

# SECURITY REQUIREMENTS

## Background Check and Fingerprinting

### All employees or agents of awarded vendor who will be working in any State building are required to have an initial National Crime Information Center (NCIC) background check, as well as a fingerprinting check, at no cost to the State. This background check shall also be repeated each year.

### Operations Management will provide details to awarded vendor(s) regarding the application for and location for records checks.

### This NCIC background check should take no longer than two (2) days, while the fingerprinting results may take several weeks.

### After the NCIC check has been completed, employee/agents will be permitted to work in a state building on a conditional basis until the fingerprinting results have been completed.

#### All results must be submitted to Operations Management within 24 hours of receipt.

#### In the event the fingerprinting report is negative, the probationary employee will be immediately removed from the building and prohibited from entering any State building under contract.

#### Local, State, and Federal background checks, as well as fingerprinting, must be completed and updated annually

## Uniforms

### All employees of the awarded vendor will be identified by a uniform shirt featuring the janitorial company's logo.

## Photo ID

### All employees of the awarded vendor will wear a photo ID badge at all times. Copies of the photo ID badges shall be remitted to Operations Management prior to work start date.

## List of Awarded Vendor's Employees

### Awarded vendor shall furnish Operations Management with a list of all proposed employee(s) names.

### Vendor shall ensure that all background checks are completed, and the results submitted to Operations Management at least seven (7) days prior to the start date of any new contract OR any new hire start date.

## Changes to Awarded Vendor(s)' Employee Lists

### When an awarded vendor(s) makes a change to an employee list, either on a temporary or permanent basis, the vendor shall notify Operations Management at least seven (7) days prior to the change and shall also ensure that the required background checks have been completed, with results provided to Operations Management.

## Exterior Doors

### Between the hours of 6:00 p.m. to 6:00 a.m., all exterior doors must remain locked at all times.

### Vendor's employees are strictly prohibited from opening exterior doors for anyone; any person authorized to enter the building after normal working hours should have a key.

### Exterior doors should never be propped open for the convenience of running to the dumpster or taking care of any outside projects associated with this contract, with the exception of during the cleaning of an exterior door's threshold, during which vendor employees shall remain present until the exterior door is closed and locked.

### The vendor's supervisor will be responsible for ensuring all exterior doors have been secured when work is completed.

## Interior Doors

### Between the hours of 6:00 p.m. to 6:00 a.m., all interior doors with locks must be locked with all unnecessary lighting turned off after completion of work in an immediate area.

### The vendor's supervisor will be responsible for ensuring all interior doors have been secured when work is completed.

## Building Keys, Alarm Code, and Proximity Card Care

### Awarded vendor shall be fully responsible for. the protection of all furnished keys, proximity cards, and alarm codes.

### Each key and each card shall be assigned to a specific person and may not be used by any other individual.

### It will be considered a breach of security if keys and/or cards are used by someone other than the assigned individual.

### Any breach as described above may be considered cause for contract termination.

### Vendors shall notify Operations Management in writing when any employees resign, are terminated, or are moved to another facility.

### When key(s) or proximity cards issued to a vendor are lost or stolen, and if the corresponding locks have to be re­ keyed as a result, Operations Management may reissue keys, proximity cards, locks, and alarm codes at the awarded vendors' expense.

### False alarm fees may be charged back to awarded vendor(s) when the alarm was caused by a vendor or vendor employee.

## Operations Management will conduct random unannounced building inspections.

### During the inspection, Operations Management will complete an Inspection Sheet to determine if any deficiencies are present.

### Operations Management will email the completed Inspection Sheet to the vendor within 24 hours of the completed inspection.

### Awarded vendor will be given seven (7) calendar days to correct all noted deficiencies and must schedule a re­ inspection with Operations Management within 24 hours of emailed receipt of the Inspection Sheet noting deficiencies.

# PROJECT SPECIFICATIONS AND ADDITIONAL INFORMATION

## Mandatory Job Site Inspection

### Vendor representation must be in attendance or proposal will not be accepted. The location is 500 East Third Street, Carson City, NV 89713. All incumbents will meet outside the front entrance of the facility and enter as a group. Date and time 05/21/2024 at 9:00 AM. All Site Visit Registration forms due 05/20/2024 at 3:00 PM.

## Hours of Service

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### Operations Management will make every effort to provide Vendor with full and free access to the building(s) to render service thereon. All normal, routine service, inspection work and cleaning of building is to be completed five (5) days per week, Monday through Friday, between the hours of 5:00 a.m. to 6:00 p.m., except for emergency call back services. The exception to this would be additional hours/services as requested by Operations Management at any time or any day of the week. These additional hours/services shall be based on an hourly rate to be provided by Vendor in its response to this RFP. Vendor must at all times, while his crew is on-site, supply at least one supervisor that communicates in the English language.

## Vendor Availability Requirements

### Operations Management must be able to communicate with a contact person via telephone and/or cell phone during business hours 5:00 a.m. through 6:00 p.m. Answering machine/service is not acceptable. The contact person must be available and able to respond to Operations Management’s calls within one (1) hour after the call is made. Any deviation from this practice will result in immediate disciplinary action and possible termination of this contract.

## Materials and Supplies

### Except as specifically stated otherwise herein, the Vendor shall supply all necessary equipment, labor, materials and supplies and other items and costs associated with the janitorial services in order to maintain the State’s building(s) in a first-class condition. It being understood that all equipment and materials will be used by Vendor’s employees in a safe manner and shall meet “standards of the industry.” Vendor shall review with Operations Management all equipment, material, including chemicals, compounds and finishes prior to using them in the building(s).

## Safety Data Sheets

### Safety Data Sheets (SDS) must be kept in a YELLOW AND BLACK SDS binder in each janitorial closet in the building to be cleaned under this contract.

## Inspection of Services and Material

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### Vendor’s work will be inspected to facilitate the mutual monitoring of the terms and conditions of this Agreement. The frequency of these inspections may be changed at Operations Management’s sole discretion and may include walkthrough and discussion with vendor. During the inspection a “Quality Control Inspection Form” will be completed and sent via email to the Vendor. The vendor shall be required to make any comments Vendor wishes to on the Inspection Form and then sign and return them via email. A copy of all inspection forms will be placed in the Vendor’s contract file. All services performed, materials supplied, and equipment used to perform the required services, shall be subject to inspection, test, and approval by Operations Management. Operations Management retains the right to conduct additional inspections with or without Vendor being present.

## Performance Standards

### If any services performed by Vendor are deemed unacceptable and not in conformance with the specifications and requirements of the contract, Operations Management shall have the right to require the Vendor to perform the services again in conformity with said specifications at no additional cost to the State. In the event the unacceptable services are not done properly the second time, Operations Management reserves the right to deduct a prorated amount from any monies due to the Vendor.

## Vendor Accountability

### Vendor shall be held accountable for compliance with the terms, conditions and scope of work detailed in this Request for Proposal and the Contract to be awarded. Infractions will be dealt with according to the severity, number of occurrences and the term and conditions of the Contract. It being understood that the Vendor and Operations Management desire to enter into a contract for the services specified herein, it is the intent of both Parties to establish a good working relationship that will be of mutual benefit.

## Required Notice to Operations Management for Special Projects

### Operations Management must be notified in writing seven (7) business days prior to any quarterly or semi-annual work being started. This includes floor stripping and waxing, sealing of tile, light diffuser cleaning, etc.

## Schedule Changes and Possible Compensation

### Operations Management reserves the right to vary the established service schedule from time to time according to the needs of the facility. If Operations Management deems any change to be substantive, an adjustment in compensation may be due. Any adjustment in compensation must be approved by the State Board of Examiners prior to an increase taking effect.

## Changes in Job Specifications

### Operations Management reserves the right to make changes in the job requirements contained herein. If, after award of the contract, vendor has a recommendation regarding a requested requirement, vendor shall present the proposed recommendation, in writing, to Operations Management and a timely response will be issued. If Operations Management deems any change to be substantive, an adjustment in compensation may be due. Any increase in compensation must be approved by the State Board of Examiners. Any changes shall be finalized in writing, subject to the agreement of vendor and Operations Management, if in the best interest of the State. The vendor will make no changes to the custodial services without the prior written approval of Operations Management. Operations Management realizes that the vendor is professional and through experience may have a better working knowledge involving the job requirements contained herein. All questions and/or comments to Operations Management will be accepted and appreciated by Operations Management.

## Vendor Employee Contact with State Agencies

### No State Agency or their employees are to be contacted by the Vendor or Vendor's employees at any time regarding a custodial complaint and/or services, unless directed to do so by Operations Management. Operations Management's main contact for the Vendor will be established upon the award of the Contract.

## Contract Labor Is Strictly Prohibited

### Any person working in a state building under any contract must be an employee of the Vendor.

## Use of State Equipment and/or State Employee's Personal Property

### The vendor and his/her employees are strictly prohibited from using State equipment and/or a state employee's personal property for any reason. This includes, but is not limited to, television, video cassette recorders, radios, tape recorders, copy machines, typewriters, and computers.

## Use of State Telephones

### The use of telephones in any State building will be allowed only in case of an emergency or to call the alarm company for the purpose of alarm ins and outs. If an employee of the vendor uses a phone to make any personal calls, the vendor will be financially responsible, and the employee may be terminated.

## Termination of a Vendor's Employee

### Operations Management reserves the right to request the dismissal of an employee for any reason, upon verbal notification of an inappropriate situation or incident. Upon request, the employee will be removed from service immediately. This verbal notification will be followed up in writing by Operations Management.

## Failure to comply with the terms and conditions of the contract may result in a Breach of Contract.

# ATTACHMENTS

## ATTACHMENTS INCORPORATED BY REFERENCE. To be read and not returned.

### Terms and Conditions for Services

## ATTACHMENTS FOR REVIEW. To be read and not returned (unless redlining).

### Contract Form

### Insurance Schedule

## PROPOSAL ATTACHMENTS. To be completed and returned.

### Site Visit Registration form

### Cost Schedule

### Proposed Staff Resume

### Reference Questionnaire

### Attachments for Signature

#### Vendor Information Response

#### Vendor Certifications

#### Certification Regarding Lobbying

#### Confidentiality and Certification of Indemnification

# TIMELINE

## QUESTIONS. All questions regarding this solicitation shall be submitted using the Bid Q&A feature in NevadaEPro.

## TIMELINE. The following represents the proposed timeline for this project.

### All times stated are Pacific Time (PT).

### These dates represent a tentative schedule of events.

### The State reserves the right to modify these dates at any time.

#### Deadline for Questions No later than 5:00 pm on 06/04/2024

#### Answers Posted On or about 06/11/2024

#### Deadline for References No later than 5:00 pm on 06/24/2024

#### Deadline Proposal Submission and Opening No later than 2:00 pm on 06/25/2024

#### Evaluation Period (estimated) 06/25/2024 – 07/16/2024

#### Notice of Intent (estimated) On or about 07/16/2024

#### Notice of Award (estimated) On or about 07/30/2024

#### BOE Approval (estimated) 09/10/2024

#### Contract start date (estimated) 09/10/2024

# EVALUATION

## Evaluation and scoring are conducted in accordance with NRS 333.335 and NAC 333.160-333.165.

### Proposals shall be kept confidential until a contract is awarded.

### In the event the solicitation is withdrawn prior to award, proposals remain confidential.

### The evaluation committee is an independent committee established to evaluate and score proposals submitted in response to the solicitation.

### Financial stability shall be scored on a pass/fail basis.

### Proposals shall be consistently evaluated and scored based upon the following factors and relative weights.

#### Experience in Performance of Comparable Engagements 40

#### Demonstrated Competence 10

#### Conformance with the Terms of this RFP 5

#### Expertise and Availability of Key Personnel 5

#### Cost Factor 40

### Cost proposals will be evaluated based on the following formula.

#### Cost Factor Weight x (Lowest Cost Submitted by a Vendor / Proposer Total Cost) = Cost Score

### Presentations

#### Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee or other State staff, as applicable.

#### The State, at its option, may limit participation in vendor presentations to vendors above a natural break in the relative scores from technical and cost scores.

#### Following the presentations, the combined technical, cost, and presentation scores will become the final score for a proposal.

#### The State reserves the right to add additional criteria or presentations.

#### The State reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

## NEVADA-BASED BUSINESS PREFERENCE

### The State awards a five percent (5%) preference to Nevada-based businesses pursuant to NRS 333.3351 to 333.3356, inclusive.

### Nevada-based business is defined in NRS 333.3352(1).

### The term ‘principal place of business’ has the meaning outlined by the United States Supreme Court in Hertz Corp v. Friend, 559 U.S. 77 (2010), typically meaning a business’s corporate headquarters.

### To claim this preference a vendor must indicate it on their vendor account and submit a Quote in NevadaEPro.

### This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis.

## INVERSE PREFERENCE

### The State applies an inverse preference to vendors that have a principal place of business in a state other than Nevada and that state applies an in-state preference not afforded to Nevada based vendors, pursuant to AB28 passed in the 81st session of the Nevada Legislature.

### The amount of the inverse preference is correlated to the amount of preference applied in the other state.

### Vendors who meet this criterion must indicate it on their submitted Quote in NevadaEPro.

### This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis.

# MANDATORY MINIMUM REQUIREMENTS

## Pursuant to NRS 333.311 a contract cannot be awarded to a proposal that does not comply with the requirements listed in this section. Proposal shall include confirmation of compliance with all mandatory minimum requirements.

## NEVADA LAW AND STATE INDEMNITY. Pursuant to NRS 333.339, any contract that is entered into may not: (1) Require the filing of any action or the arbitration of any dispute that arises from the contract to be instituted or heard in another state or nation; or (2) Require the State to indemnify another party against liability for damages.

## NO BOYCOTT OF ISRAEL. Pursuant to NRS 333.338, the State of Nevada cannot enter a contract with a company unless that company agrees for the duration of the contract not to engage in a boycott of Israel. By submitting a proposal or bid, vendor agrees that if it is awarded a contract, it will not engage in a boycott of Israel as defined in NRS 333.338(3)(a).

## INDEMNIFICATION. Required contract terms on Indemnification: "To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend, not excluding the State’s right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys’ fees and costs, arising out of any breach of the obligations of Contractor under this contract, or any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents. Contractor’s obligation to indemnify the State shall apply in all cases except for claims arising solely from the State’s own negligence or willful misconduct. Contractor waives any rights of subrogation against the State. Contractor’s duty to defend begins when the State requests defense of anyclaim arising from this Contract."

## LIMITED LIABILITY. Required contract terms on Limited Liability: "The State will not waive and intends to assert available NRS Chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Damages for any State breach shall never exceed the amount of funds appropriated for payment under this Contract, but not yet paid to Contractor, for the Fiscal Year budget in existence at the time of the breach. Contractor’s tort liability shall not be limited."

## CONTRACT RESPONSIBILITY. Awarded vendor shall be the sole point of contract responsibility. The State shall look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this solicitation, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.

## DATA ENCRYPTION. State IT requires that data be encrypted in transit and in rest.

## STATESIDE DATA. State IT requires that State data assets must be maintained in the United States and data will not be held offshore.

## NEVADA BUSINESS LICENSE. Pursuant to NRS 353.007, prior to contract execution awarded vendor must hold a state business license pursuant to NRS chapter 76 unless exempted by NRS 76.100(7)(b).

## DISCLOSURE. Each vendor shall include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable.

# CRITICAL ITEMS

## In addition to the *Scope of Work* and *Attachments*, the items listed in this section are critical to the success of the project. These items will be used in evaluating and scoring the proposal. Vendor proposal should address items in this section in enough detail to provide evaluators with an accurate understanding of vendor capabilities. Proposals that fail to sufficiently respond to these items may be considered non-responsive.

## CONTRACT FORM*.* The State strongly prefers vendors agree to the terms of the attached *Contract Form* as is. Ability to agree to contract terms is a high priority to the State. Vendors who cannot agree to the contract as is must include a redlined Word version of the attached *Contract Form* with their proposal response. To the extent a vendor has prior contractual dealings with the State, no assumption should be made that terms outside those provided herein have any influence on this project.

## INSURANCE SCHEDULE

### The State strongly prefers vendors agree to the terms of the attached *Insurance Schedule* as is. Vendors who cannot agree must explain which areas are causing non-compliance and attach a red line if necessary.

### Awarded vendor shall maintain, for the duration of the contract, insurance coverages as set forth in the fully executed contract.

### Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverage.

### Failure to maintain any required insurance coverage or acceptable alternative method of insurance shall be deemed a breach of contract.

## VENDOR BACKGROUND

### Company background/history and why vendor is qualified to provide the services described in this solicitation.

### Provide a brief description of the length of time vendor has been providing services described in this solicitation to the public and/or private sector.

## VENDOR STAFF RESUMES

### A resume shall be included for each proposed key personnel, see *Proposed Staff Resume.*

### A resume shall also be included for any proposed key subcontractor personnel.

## SUBCONTRACTORS

### Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this solicitation. This does not include third parties who provide support or incidental services to the contractor.

### Proposal should include a completed *Vendor Information Response* form for each subcontractor.

### Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

### Vendor proposal shall identify specific requirements of the project for which each subcontractor shall perform services.

#### How the work of any subcontractor(s) shall be supervised

#### How channels of communication shall be maintained

#### How compliance with contracts terms and conditions will be assured

#### Previous experience with subcontractor(s)

## VENDOR FINANCIAL INFORMATION

### The information requested in this section is designated as confidential business information by the Administrator pursuant to NRS 333.020(5)(b) and is not public information pursuant to NRS 333.333.

### This information should be submitted as a separate attachment, flagged as confidential in NevadaEPro.

### Proposing vendor shall provide the following financial information and documentation:

#### Dun and Bradstreet Number

#### Federal Tax Identification Number

#### The last two (2) full years and current year interim:

###### Profit and Loss Statements

###### Balance Statements

## BUSINESS REFERENCES

### The information requested in this section is designated as confidential business information by the Administrator pursuant to NRS 333.020(5)(b) and is not public information pursuant to NRS 333.333.

### Vendors shall provide a minimum of three (3) business references from similar projects performed for private and/or public sector clients within the last five (5) years, see *Reference Questionnaire*.

### The purpose of these references is to document relevant experience and aid in the evaluation process.

### Business references should return *Reference Questionnaire* directly to Single Point of Contact via email.

### Business references will not be accepted directly from proposing vendor.

### Business references shall not be requested from the soliciting agency.

### The State will not disclose submitted references but will confirm if a reference has been received.

### The State reserves the right to contact references during evaluation.

# SUBMISSION CHECKLIST

## This section identifies documents that shall be submitted to be considered responsive. Vendors are encouraged to review all requirements to ensure all requested information is included in their response.

### Proposals must be submitted as a Quote through NevadaEPro, [https://NevadaEPro.com](https://nevadaepro.com/).

### Vendors are encouraged to submit a single file attachment per proposal section if possible.

### Technical proposal information and Cost proposal information shall not be included in the same attachment.

### Cost proposal attachment shall not be flagged as confidential in NevadaEPro.

### Additional attachments may be included but are discouraged and should be kept to a minimum.

## TECHNICAL PROPOSAL

#### Title Page

#### Table of Contents

#### Response to Mandatory Minimum Requirements

#### Response to Critical Items

#### Response to Scope of Work

#### Proposed Staff Resumes

#### Other Informational Material

## PROPRIETARY INFORMATION. If necessary. Attachment should be flagged confidential in NevadaEPro.

#### Title Page

#### Table of Contents

#### Trade Secret information, cross referenced to the technical proposal.

## COST PROPOSAL

## VENDOR FINANCIAL INFORMATION. Attachment should be flagged confidential in NevadaEPro.

## SIGNED ATTACHMENTS

#### Vendor Information Response

#### Vendor Certifications

#### Confidentiality and Certification of Indemnification

#### Certification Regarding Lobbying

## OTHER ATTACHMENTS. If necessary, not recommended.

## REFERENCE QUESTIONNAIRES. Not submitted directly by vendor.