



REQUEST FOR PROPOSAL (RFP): Janitorial Services Contract

Dear Prospective Contractor,

Child Inc., the Head Start Grantee for Travis County, is soliciting proposals from qualified contractors to provide comprehensive janitorial services. These services shall include all required labor, supplies, materials, and equipment. Child Inc. operates an Administrative Campus consisting of five buildings, as well as thirteen child development centers located throughout the City of Austin.

Child Inc. intends to award one or more contracts with an anticipated term of twelve (12) months.

We recognize that the Request for Proposal package includes multiple forms and documentation requirements. Child Inc. staff are available to answer questions, provide clarification, and review any forms that may be unfamiliar. All complete submissions will be reviewed and given full consideration.

A mandatory walk-through will be held on **Tuesday, April 14, from 10:00 a.m. to 11:00 a.m.** at **818 E. 53rd Street, Austin, TX 78751**. Please RSVP no later than **9:00 a.m. on Tuesday, April 14**, by contacting Annie Meza at **512-451-7361**.

Submission instructions will be provided following the mandatory walk-through.

For additional information or questions regarding this RFP, please contact:

Weldon Beard

Phone: 512-451-7361, ext. 1148 or 936-371-7833

Sincerely,

Child Inc. Facilities Team





Request for Proposal: Janitorial Services

Child Inc is requesting proposals to perform a full range of custodial (including labor, supplies, materials and equipment) duties related to the cleaning of one Administrative Campus with five buildings and five child development centers all located within Travis County.

CHILD INC JANITORIAL LOCATIONS

LOCATION	ADDRESS	ZIP	PHONE	ESTIMATED SQUARE FOOTAGE
Admin. Offices	818 E. 53 rd St.; 825 E. 53 ½ St. Bldgs: A,B,C,D,E;	78751	512-451-7361	17,123
AYW	1911 Ben White	78741	512-215-0933	5,397
Brodie	8105 Brodie Lane	78745	512-292-7234	5,165
Cedar Bend	1808 Cedar Bend	78758	512-284-7464	5,563
Forbes	2217 Forbes Dr.	78754	512-973-8070	12,469
Fountain Plaza	825 E. 53 ½ St.	78751	512-451-0621	4,858
St. James	1941 Webberville Rd.	78721	512-926-4216	7,392

Child Inc intends to award one or more contracts for a 12-month term May 1, 2026 to April 30, 2027.

Examples of Essential Responsibilities and Duties

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Incumbent(s) must have knowledge of and/or be aware of:

- Methods, materials, and equipment used in custodial work.
- Safe work practices.
- Will ensure that all employees pass a criminal background check.

Incumbent(s) must have the ability to:

- Clean and care for assigned areas 5 days per week. May also be required to do additional cleaning of meeting spaces and childcare classrooms. Child Inc. will give prior notice of these additional cleanings. Due to Child Inc. being a government funded program some sites may close throughout the contract year. Incumbent(s) will adjust contract costs as needed to reflect any closures.

- Incumbent(s) will provide a janitorial logbook at all locations for effective communication between both parties.
- Incumbent(s) will visit locations to check on level of cleaning being provided, concerns, issues, etc. on a weekly basis
- Incumbent(s) will provide appropriate attire during work hours that clearly identifies the company logo for security purposes.
- Incumbent(s) are not allowed to bring children while performing janitorial duties.
- Incumbent(s) will adhere to the City of Austin's Universal Recycling Ordinance.
- Learn to use a variety of custodial equipment, supplies and materials.
- Work independently in the absence of supervision.
- Understand and follow oral and written directions.
- Establish and maintain effective relationships with those contacted in the course of work.
- Able to work with flexibility of schedules to perform related duties and responsibilities as required.
- Communicate clearly and concisely, both orally and in writing.
- Communicate and follow-up w/Facilities Manager via phone, email, in person, or in writing to provide support w/any cleaning matters, preferably establishing a (1) meeting per month to review performance.
- The Contractor is an independent contractor. Child Inc. shall not provide the following items for the Contractor: **liability insurance, workers compensation, unemployment compensation**; all of which are the responsibility of the Contractor. Contractor, by executing this Contract, represents to Child Inc. that Contractor has appropriate **liability insurance and workers compensation insurance in effect and pays appropriate withholding taxes for its employees. Contractor indemnifies and holds Child Inc. harmless for Contractor's failure to carry liability insurance and workers compensation insurance or its failure to pay appropriate withholding taxes for its employees, or its failure to properly screen the legal residency in the USA of its employees.**
- **Child Inc. may be subject to obtain an I-9 Employment Verification Form from the contractor before entering into a contract. Further, the contractor may be**

required to obtain similar I-9 verification from your subcontractors and employees.

The Contractor affirms to Child Inc. that they have obtained I-9 Forms from their employees and subcontractors. Should Child Inc. learn that the Contractor has provided an undocumented worker for contingent work at Child Inc., the Contractor has breached the contract. Should Child Inc. reasonably suspect that the Contractor has provided an undocumented worker for contingent work at Child Inc., the Contractor agrees to provide Child Inc. with a true copy of the I-9 Form that the worker provided to the Contractor. Failure to provide suitable documentation by the Contractor and the Contractor cannot provide documentation within a reasonable time the Contractor will have breached the contract.

RECOMMENDED WORK SCHEDULE

General Cleaning:

Dust and/or damp wipe fixtures, low shelves and office furniture	Nightly
Spot clean and disinfect doorknobs, light switches, telephones, cabinets	Nightly
Clean and sanitize drinking fountains and/or water coolers	Nightly
Empty wastepaper, trash replacing liners as required and clean trash can lids nightly	Nightly
Empty recycling bins (located throughout the bldgs.) into recycle dumpster	Daily
Clean and polish entry glass and floor	Nightly
Sweep and mop floors w/ hospital grade germicidal solution	Nightly
Dust with long handled duster all air vents up to 10' high	Weekly
Spot clean inside partition glass	Weekly
Empty recyclables	Weekly
Dust high and low shelves, picture frames and blinds	Monthly
Spot clean doors, door frames, windowsills and walls	Monthly

Restrooms:

Day Porter to clean restrooms during the day at Admin. Offices	Daily
Clean and disinfect washbasins/toilets/urinals	Nightly
Clean and polish all dispensers and fixtures	Nightly
Dust with long handles duster high surfaces like walls, doors, and vents	Nightly
Sanitize all handles, faucets, cabinets, door plates and fixtures	Nightly
Spot clean walls and partitions with hospital grade germicidal solution	Nightly
Sweep & wash all restrooms floors w/hospital grade germicidal solution	Nightly
Restock all consumable products including paper and soap	Nightly
Flush floor drain with fresh water to prevent sewer gas	Weekly
Scour to remove rust deposits and scale from washbasins/toilets/urinals	Weekly
Empty all wastepaper receptacles and replace clean liners nightly	Nightly
Empty any other waste receptacles in restrooms	Nightly

Maintain toilet seat cover dispensers, clean sinks, tabletops, chairs, kitchen counters, inside and outside of microwaves, vending machines (admin. Offices)	Nightly Nightly Nightly
Clean outside of refrigerators (admin. Offices)	Bi-weekly

Floor work:

Vacuum all traffic areas of carpet and entry mats	Nightly
Treat and/or remove spots up to 3” diameter	Nightly
Use putty knife to remove gum, etc. from hard finish floors	Nightly
Sweep corners, baseboards and behind doors	Nightly
Mop all finished floors with neutral cleaner	Nightly

Exclusions: N/A

Additions: N/A

Additional Professional Services

On occasion, services other than the regularly scheduled janitorial duties may be required. Incumbents(s) should be capable of performing these services when requested without any additional cost from the general monthly cleaning contract, unless the services are specifically not included in our monthly billing. The following services may be recommended throughout the length of the contract.

- Deep cleaning in all centers (main Office included) 1 month previous to new school year. The time of this event will be arranged in advance between the incumbent and Child Inc. management.
- Carpet cleaning – Head Start centers – every 3 months or as needed upon request; Early Head Start classrooms – every month or as needed upon request
- Hot water extraction – every 3 months
- Strip and refinish of vinyl composite tile twice yearly
- Scrub and recoat of vinyl composite tile- as needed
- Spray buff or burnish of vinyl composite tile – as needed
- Detail cleaning – during long breaks and/or as needed
- Office furniture cleaning/office chairs – as needed
- Additional window cleaning – as needed
- Waste receptacle washing – as needed
- Emergency cleaning – fire, flood, etc. – as needed
- Ceiling fan or vents cleaning – as needed
- Restroom sanitation and/or odor control – as needed

**Please included following table regarding additional Professional Services in proposal*

Service	Included in Monthly	Rate/Notes

Supplies and Equipment

Child Inc will supply all paper goods including toilet tissue, paper towels, trash bags, toilet seat covers (where needed) and hand washing soap for soap dispensers.

Incumbent(s) will supply all cleaning equipment and cleaning materials.

Contract Period

The term of this Contract shall be a 12-month term.

All Prices shall be firm for the 12-month term.

Regulations and Safe Conduct of Work

Contractor shall plan and conduct the work to safeguard persons and property from injury. Contractor shall direct the performance of the work in compliance with reasonable safety and work practices, including COVID-19 safety protocols, and with applicable federal, state, and local laws, rules, and regulations, including but not limited to “Occupational Safety and Health Standards” as established by the U.S. Secretary of Labor and the Texas Department of Health Occupational Safety Division, including wearing the required personal protective equipment as proposed by Contractor. Child Inc. reserves the right to inspect the work and to ensure compliance with reasonable and safe work practices, COVID-19 protocols, and the applicable federal, state, and local laws, rules, and regulations. Neither the requirement that Contractor follow said practices and applicable laws, rules, and regulations, nor adherence thereto by Contractor, shall relieve Contractor of the sole responsibility to maintain safe and efficient working conditions.

Compensation:

- Contractor shall be paid in accordance with the rate scheduled stated in its proposal for work completed by contractor and accepted by Child Inc.
- The Contractor is required to maintain their current certificates(s) of insurance. Payments may be delayed for expired insurance certificates. Child Inc. minimal limit requirement is \$1,000,000 per occurrence, \$1,000,000 aggregate.

Service Request Procedures:

- Service request: Child Inc. Facilities manager or authorized representative will issue a service request to the Contractor detailing the property address, scope of work, time for completion, and other necessary details.
- Service Requests will be issued in writing – fax, email or hardcopy – at Child Inc.’s option.

Procurement Practices

Bid Protest Procedure

A vendor, who is not satisfied with the solicitation, evaluation, or award of a contract may file a formal protest with the Executive Director. Such protests must be in writing and received in the Executive Office within 30 calendar days from the date of the award or non-award letter. Copies of the protest must be mailed or delivered by the Protesting Party to Child Inc. After the Executive Director, Chief Financial Officer and Head Start Director have

reviewed the protest, a decision will be issued in writing and shall be the final administrative action of Child Inc., and no further protest shall be permitted.

Extensions of Due Dates and Receipt of Late Proposals

Vendor proposals are considered late if received after the due date and time specified in the solicitation. All such late proposals shall be marked “Late Proposal” on the outside of the envelope and retained, unopened, in the procurement folder. Vendors that submit late proposals shall be sent a letter notifying them that their proposal was late and could not be considered for award.

Evaluation of Alternative Vendors

Alternative vendors shall be evaluated on a weighted scale that considers the following criteria:

1. Adequacy of the proposed methodology of the vendor
2. Skill and experience of key vendor personnel
3. Demonstrated company experience
4. Compliance with administrative requirements of the request for proposal (format, due date, etc.)
5. Vendor’s financial stability
6. Vendor’s demonstrated commitment to the nonprofit sector
7. Results of communications with references supplied by vendor
8. Ability/commitment to meet time deadlines
9. Cost
10. Small Business, Minority-or women-owned business status of vendor.