



**SFUSD** SAN FRANCISCO  
PUBLIC SCHOOLS

**SAN FRANCISCO UNIFIED SCHOOL DISTRICT  
PROPOSITION A 2016 BOND PROGRAM**

**REQUEST FOR QUALIFICATIONS (RFQ)  
for  
PROFESSIONAL GREEN CLEANING SERVICES**

**MARCH, 2017**

**REQUEST FOR QUALIFICATIONS**  
**PROFESSIONAL GREEN CLEANING SERVICES**

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## ANNOUNCEMENT

### REQUEST FOR QUALIFICATIONS NOTICE PROPOSITION A 2016 BOND PROGRAM

#### PROFESSIONAL GREEN CLEANING SERVICES

The San Francisco Unified School District intends to create a pool of Professional Green Cleaning firms from which it can assign specific professional cleaning projects from the 2016 Proposition A Bond Program and is seeking Statement of Qualifications (SOQ) from qualified Professional Cleaning firms.

Proposals are to be submitted to Room 207 at 135 Van Ness Avenue, San Francisco no later than **2:00 P.M on May 2, 2017**.

This request for SOQs seeks the following type of service providers:

**Professional Green Cleaning firms to provide professional janitorial green cleaning services, including trained personnel in green cleaning and green product and materials, equipment and tools required to complete the work.** The services included detail cleaning not limited to classrooms, cafeteria, auditorium, hallways, science lab, restrooms & staff areas. Work includes but not limited to dusting windows, floor mopping, stripping & sealing, and associated furniture moving required performing the work for the Prop A 2016 Bond Program projects. Services may include professional janitorial cleaning services for Bond projects involving modernization and minor additions. Professional Cleaning firms shall be experienced and able to demonstrate history of success in providing janitorial cleaning services for California K-12 public schools. All participating Professional Green Cleaning firms must have an existing working business location within a 60 mile radius of the city limits of San Francisco, CA.

Request for Qualification information packages will be available on the SFUSD website at the link below, beginning **March 16, 2017**.

<http://www.sfusd.edu/en/doing-business-with-sfusd/current-rfps-rfqs-and-rfis.html>

The information package will provide a detailed description of the information required in the submission package.

## I. INTRODUCTION TO RFQ SUBMITTAL PROCESS

The San Francisco Unified School District Bond Program is seeking SOQs from qualified Professional Cleaning Firms to develop a pool of firms to provide Professional Cleaning services for the SFUSD Proposition A 2016 Bond Program. Selected firms shall be an advocate for the District and represent the best interests of the owner in the performance of services. The Prop A 2016 Bond Program consists of modernization projects of varying sizes.

Cleaning Services are anticipated to start in summer 2017 and continue through summer 2022. Professional Cleaning firms must be able to start work immediately upon selection.

SOQs submitted shall be limited to 25 pages (resumes may be included as appendix) Three (3) bound copies of the Statement of Qualifications should be submitted in 8-1/2" x 11" format, with one copy of confidential materials in a separate sealed envelope, hand delivered to:

Fe Bongolan, Contracts Administrator  
San Francisco Unified School District  
135 Van Ness Avenue, Room 208  
San Francisco, California 94102

**All participating Professional Green Cleaning Services Firms must have an existing working business location within a 60 mile radius of the city limits of San Francisco, CA.**

**All questions and comments** from Professional Green Cleaning Service Providers must be in written format and addressed to William Chow, Senior Project Manager in writing via email to [choww@sfusd.edu](mailto:choww@sfusd.edu) or via fax at (415) 241-6635, no later than **5:00 PM on March 29, 2017**.

**Applicants shall submit Qualifications no later than 2:00 PM on May 2, 2017.**  
**Late submittals shall not be considered.**

### 1. Methodology of Contracting for Janitorial Cleaning Services

The District will determine project assignments for the selected pool of Professional Cleaning firms. Contracts will be awarded to selected firms based on accepted project assignments and agreed to cost proposals. Being selected to the pool does not commit the District to contracting with any given firm or guarantee work will be assigned.

Fees shall be negotiated based on the firm's project assignments and current standard billing rate as submitted in the SOQ.

### 2. Insurance Requirements

Each firm awarded a contract will be required to maintain, in full force and effect and at their own expense, insurance policies with companies certified with the California Insurance Commission. Please include the name of your insurance providers in your response. The following minimum insurance is required in order for your firm/joint venture group to qualify for participation in these projects:

- Worker's Compensation Insurance (Statutory Limits)
- General Liability Insurance (\$2 million/per occurrence)
- Automobile Liability Insurance (any auto) (\$1 million/per occurrence)
- Professional Liability Insurance (\$2 million per occurrence)

If any policy is written on a Claims Made Form, the contractor must provide a project specific policy to continue the coverage for two (2) years beyond the date of the individual project completion.

Prior to issuance of a Notice to Proceed, each firm must provide the District with original "wet signature" certificate(s) of insurance that includes the following:

1. The San Francisco Unified School District and its Board, Officers and employees, shall be named as additional insured parties on General Liability and Automobile policies. Endorsements must be submitted with the certificate(s);
2. Should any of the above described policies be canceled before the expiration date thereof, the issuing company will provide written notice to the certificate holder a minimum of 30 days prior to said cancellation.

### 3. Description of Projects and Scope of Work

The scope of each contract will be specific for each project. Professional Cleaning firms shall provide all labor and materials required to perform the work. Most of the projects include Professional Cleaning Firms to provide District Standard cleaning services for but not limited specific school sites, classrooms, cafeteria, auditorium, hallways, science lab, restrooms & staff areas. Work includes, but is not limited to, floors, windows, floor mopping, stripping & sealing, and associated furniture moving required to complete the services for the Prop A 2011 Bond Program projects.

The scope of District Standard Procedures is included in Exhibit A.

## II. DISTRICT PROCESS FOR FIRM SELECTION

All Statement of Qualifications will be scored through a preliminary screening process that will include scoring outlined in Part III below, along with reference checks. Those firms who qualify for the short list through the preliminary screening process may be invited to participate in the final screening process, which will include an interview.

All questions and comments must be in written format and addressed to the District contact no later than 4 working days prior to the deadline date for submission of the SOQs.

## III. SOQS AND EVALUATION CRITERIA

Please provide the following information in the order given below. SOQs will be carefully evaluated for completeness and ability to perform the work indicated based on the information provided in the following categories:

1. Introductory/Cover Letter (maximum length: 2 pages, 10 points max.).  
Please provide information regarding the size of your firm, and include any joint venture, partnering, or subcontractors that you intend to include in your project team.
2. Professional Qualifications and Experience, Project Approach (30 points max.)
  - a) Firm information:
    1. The full name and address of the firm or project team. Confirm that the office is within 60 miles of the SFUSD facilities office located at 135 Van Ness Avenue in San Francisco.
    2. Name, email address and phone number of a designated contact person
    3. A brief description of your firm or team including a description of your typical services.
    4. Describe the firm or project team's professional qualifications and experience. Clearly demonstrate your ability to successfully furnish the services described in Exhibit A and B of this Request for Qualifications.
  - b) Staffing Approach:
    1. Provide the names and brief resumes of the supervisors, project managers and/or other key staff members who will comprise the management of your firm's project team and will oversee the work. Identify the number of licensed/certified members on your staff. Also, provide brief resumes for any key sub-contractors.
    2. Provide a narrative discussing your approach to staffing and delivering timely and quality cleaning services on multiple assignments running concurrently. Discuss your firm's understanding of the cleaning services required for these projects and provide an outline, organizational chart and/or description that clearly demonstrates:
      - a. Staffing/organizational chart – Explain your project team's ability to deliver the necessary staffing required to successfully deliver cleaning services that meet District Standard for at least **five (5) projects** running concurrently.
      - b. Provide you firm's ability to respond to request for cleaning on a Friday afternoon and staff up for the whole weekend.
      - c. References - List of representative projects (minimum of 5 projects) undertaken in the last five years demonstrating your team's experience in delivering quality professional cleaning services. Include project title, description of services provided, project duration, owner contacts and telephone numbers. The District may or may not contact those listed on this reference list.

- c) Quality Control - Your team's approach to quality assurance and your process for quality control and supervision.
  
- 3. Billing Rates and Fees (20 points max.)  
Provide fee schedule with the hourly billing rates for each type of service and employee anticipated to be assigned to the project.
  
- 4. DVBE and Diversity Participation (10 points max.)  
Describe your firm or team approach to encourage DVBE and Diversity participation in these projects.
  
- 5. Insurance (5 points max.)  
Provide copy of current insurance coverage issued by Consultant's Insurance carrier that meets minimum District requirements (see page 6, section 2).
  
- 6. Prior Claims (No page limit – no points available)  
Provide one copy in a sealed envelope marked confidential including a complete listing of the formal (written) claims presented to the firm, joint venture partners, outside contractors, and/or subcontractors in the past three years. Include:
  - a. The name of the claimant.
  - b. A brief description of the claim.
  - c. The dollar value of the claim.
  - d. Whether the claim was accepted, rejected, or if settlement of any type was made in full or part without admission of guilt or negligence. If handling of the claim is still in process, clearly indicate "resolution pending".
  - e. End the list with statement "Under penalty of disbarment I certify this list to be complete and accurate." Have the statement dated and signed by a company principal or senior representative. In the case that the firm, joint venture partners, outside contractors, and/or subcontractors as a group do not have any errors or liability claims presented in the past three years submit the statement "Under penalty of disbarment I certify that firms, joint venture partners, outside contractors, and/or subcontractors represented by this Qualifications do not have any claims associated with errors or liability in the past three years.". Have this statement signed and dated by a company principal or senior representative.

## 8. EVALUATION CRITERIA SCORING SHEET

<b>Evaluation Criteria</b>	<b>Points</b>
<b>1. Introductory Cover Letter – 2 page limit</b>	<b>10</b>
a. Please provide information regarding the size of your firm, and include any joint venture, partnering, or subcontractors that you intend to include in your project team.	<i>Poor:</i> 0-2 <i>Marginal:</i> 3-5 <i>Acceptable:</i> 6-7 <i>Exceeds:</i> 8-10
<b>2. Professional Qualifications and Experience, Project Approach - 10 page limit</b>	<b>30</b>
a. The full name and address of the firm or project team. Confirm that the office is within 60 miles of the SFUSD facilities office located at 135 Van Ness Avenue in San Francisco. Name, email address and phone number of a designated contact person. A brief description of your firm or team including a description of your typical services.	<i>Poor:</i> 0-10 <i>Marginal:</i> 11-17 <i>Acceptable:</i> 18-25 <i>Exceeds:</i> 26-30
b. Provide a narrative on the approach to staffing including supervision, timely delivery of services, any subcontractor information, staffing / organizational chart, schedule approach, references for your organization and team, and a strategy on quality control.	
<b>3. Billing Rates – 2 page limit</b>	<b>20</b>
a. Submit hourly billing rates for each type of service and employee anticipated to be assigned to the project.	<i>Poor:</i> 0-5 <i>Marginal:</i> 6-10 <i>Acceptable:</i> 11-15 <i>Exceeds:</i> 16-20
<b>4. DVBE and Diversity Participation – 1 page limit</b>	<b>10</b>
a. Describe your firm or team approach to meet DVBE goals.	<i>Poor:</i> 0-2 <i>Marginal:</i> 3-5 <i>Acceptable:</i> 6-7 <i>Exceeds:</i> 8-10
<b>5. Insurance – No page limit</b>	<b>5</b>
a. Provide copy of current insurance coverage issued by Consultant's Insurance carrier that meets minimum District requirements	<i>Included:</i> 5
<b>6. Confidential Information – no page limit</b> (separate envelop -financial & claim statement)	
<b>TOTAL SCORE</b>	<b>75</b>



#### IV. RFQ SCHEDULE and INFORMATION

##### 1. RFQ SCHEDULE MILESTONES (Subject to Change)

- Advertise RFQ March 16, 2017
- Written questions accepted up to: March 29, 2017 no later than 5:00 pm
- Addenda (if required) posted to web site by: April 14, 2017
- **SOQ Due** **May 2, 2017 no later than 2:00 pm**
- SFUSD Selection June 2017

##### 2. Information

- a. The District reserves the right, at its sole discretion, to modify RFQ requirements, and/or cancel interviews if selection can be made based upon written SOQ received, cancel the selection process, amend the schedule, or select two or more “pools” of firms.
- b. RFQ applicants will be notified of any changes to this schedule.
- c. Firms responding to this RFQ shall not be reimbursed for any costs associated with the preparation of SOQ in response to this RFQ.

# EXHIBIT A

**San Francisco Unified School District**  
**PROP A 2016 BOND PROGRAM**  
**District Standard Profession Cleaning Procedures**

**CLEANING AND MAINTENANCE REQUIREMENTS**

## **PART 1 – GENERAL**

### **1.1 WORK INCLUDED**

- A. *This summary outlines the cleaning services that must be completed on a condensed timeline at the San Francisco Unified School District school sites. Contractual arrangements for completion of this work must be made at schools after construction related phasing moves or where construction activities does not allow deep cleaning of spaces over school breaks.*

## **PART 2 – PRODUCTS**

### **B. MATERIALS**

- 3.2 *See EXHIBIT B for list of products to be used. Any deviations from this list must be approved in writing by SFUSD.*
- 3.3 *All other cleaners shall be approved by SFUSD and specifically designed for the purpose intended, safe for use on the intended object to be cleaned, and safe to students, staff, public and environment or EPA approved.*
- 3.4 *All cleaning and application of protective materials/finishes shall be in strict compliance with the manufacturers' recommendations and these specifications.*

## **PART 3 – EXECUTION**

### **3.5 TOUCH UP AND DEEP CLEANING**

- A. *General: Provide touch up and/or final cleaning as request by the District project managers. Conduct cleaning and waste-removal operations to comply with local laws and ordinances and Federal and local environmental and antipollution regulations.*
- B. *Cleaning: Clean each surface or unit to condition expected in an average commercial building cleaning and maintenance program. Comply with manufacturer's written instructions for materials being cleaned. Provide*

- C. *Provide supervision for the cleaning crews to ensure conformance with the District standards.*
1. *Sweep paved areas and pressure wash petrochemical spills, stains, and other foreign deposits.*
  2. *Clean exposed exterior and interior hard-surfaced finishes to a dirt-free condition, free of stains, films, and similar foreign substances. Avoid disturbing natural weathering of exterior surfaces. Restore reflective surfaces to their original condition.*
  3. *Horizontal surfaces: All horizontal surfaces must be dusted and/or washed until free of dust and grime.*
  4. *Furnishings and equipment:*
    - i. *Remove all gum and sticky substances from all surfaces. Wash all furniture and equipment with a pH neutral cleaner. Use specialized cleaner appropriate for wood and/or excessively dirty surfaces.*
    - ii. *Dust all machinery and equipment located in any shop area.*
    - iii. *Clean all whiteboards and chalkboards by washing with water and/or board cleaner.*
    - iv. *Clean exterior of all locked lockers and interior of unlocked ones.*
    - v. *Graffiti must be removed from all furnishings and equipment.*
  5. *Walls: Wash all wall surfaces with multi surface cleaner and water. Remove all graffiti. All restroom walls should be washed with a disinfectant cleaner.*
  6. *Doors: Wash all doors, frames and hardware.*
  7. *Floors:*
    - i. *VCT & VAT Floors – Clean and refinish flooring, using appropriate procedures and environmental preferable floor finishes/sealers. Remove all floor finish from all existing flooring (using appropriate safety measures as recommended by the E.P.A. for any tile containing asbestos) and re-wax as follows:*
      - a) *Classrooms, offices, and rooms - two coats of floor finish.*
      - b) *Corridors - Three coats of floor finish.*

- ii. *Linoleum flooring – Scrub the floor by using a floor machine with a SPP Surface Preparation Pad and a neutral cleaner product (see exhibit B for list of products). Apply two coats of resilient floor finish (Example Care-Free resilient finish by Diversy)*

*These floors should be scrubbed with an SPP (Surface Preparation Pad) – not stripped. Seal as recommended by flooring manufacturer and reseal as indicated above.*

- iii. *Concrete Floors - Scrub using water and an all-purpose cleaner or a degreaser if is need it.*
- iv. *Ceramic Floors - Scrub using water and an all-purpose cleaner or a degreaser if is need it. Scrub using water and detergent.*
- v. *Wood Floors –*

3.6 *Auto scrub the floor with a wood cleaner product (PK cleaner by Betco)*

3.7 *Prepare the floor with a sanding screen disk 100 Grit and a second time with an SPP pad)*

3.8 *Apply two coats of the gym sealer using a T-Bar applicator, and Gym sealer approved by SFUSD Custodial. (see attachment for SDS and product specs).*

*Recommended product:*

*.EZ Plus Gym & Coat Sealer by Betco*

- i. *Carpeted Floors and Rugs –*

- a. *Vacuum the carpets and rugs removing gum and stains*

- b. *shampoo by using a rotary machine, carpet extractor and preferable a hot water extractor. Rugs shall be taken off site to ensure proper drying.*

*Recommended product: Waxie Green Fiber Can #2 Shampoo Solution by Waxie Company or any other green cleaner carpet solution (see attachment for SDS and product specs).*

- ii. *Other Floors - Marble, terrazzo and rubber floors should be cleaned and refinished using appropriate procedures and finishes/sealers.*

2. *STAIRS: All stairs to be scrubbed with multi surface cleaner. All walls, handrails and ledges must be dusted, washed, completely from bottom to top. Finish should not be applied*

*to stairs unless necessary and approved in writing by the District (Custodial Services Department).*

3. *RESTROOMS: Thoroughly clean and disinfect all surfaces, toilets and urinals, fixtures. Scrub the floors, remove all foreign objects from walls/ceilings and eliminate all graffiti. Specifications provided above for fixtures, walls and floors are applicable.*
  4. *Sweep, clean and sealed concrete floors, broom clean in all unoccupied spaces.*
  5. *Vacuum carpet and similar soft surfaces, removing debris and excess nap; shampoo if visible soil or stains remain.*
  6. *Clean transparent materials, including mirrors and glass in doors and windows. Remove glazing compounds and other noticeable, vision-obscuring materials. Polish mirrors and glass, taking care not to scratch surfaces.*
  7. *Touch up and otherwise repair and restore marred, exposed finishes and surfaces. Replace finishes and surfaces that cannot be satisfactorily repaired or restored or that already show evidence of repair or restoration.*
    - i. *Do not paint over "UL" and similar labels, including mechanical and electrical nameplates.*
  8. *Wipe surfaces of mechanical and electrical equipment, elevator equipment, and similar equipment.*
  9. *Clean plumbing fixtures to a sanitary condition, free of stains, including stains resulting from water exposure.*
  10. *Clean exposed surfaces of diffusers, registers, and grills.*
  11. *Clean all light fixtures, lamps, globes, and reflectors to function with full efficiency. Leave Project clean and ready for occupancy.*
  12. *If surface to be cleaned is unknown submit a written request for cleaning procedures from SFUSF Custodian Services.*
- B. *Final Inspection: Walk with the project team to review conditions and re-clean any surface still exhibiting dirt, graffiti or dust shall be re-cleaned/re-stripped/refinished until free of dirt, graffiti or dust.*
- C. *Comply with safety standards for cleaning. Do not burn waste materials. Do not bury debris or excess materials on District's property. Do not discharge volatile, harmful, or dangerous materials into drainage systems. Remove materials from Project site and dispose of lawfully.*

**PART 4 - CUSTODIAL SERVICES DEPARTMENT**

*Any further inquiries may be directed to:*

*SFUSD  
Custodial Services Department  
834 Toland Street  
San Francisco, CA 94124  
Phone: (415) 695-5535*