Janitorial Services for Nevada State Library and Archives

RFP: 3256

McNeil's Cleaning Services, Inc.

Part I A – Technical Proposal

Janitorial Services for Nevada State Library and Archives

RFP: 3256

McNeil's Cleaning Services, Inc.

PO Box 40916, Reno, NV 89504

Opening Date: August 11, 2016

Opening Time: 2:00 p.m.

Tab I

Title Page

Part I A – Technical Proposal

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Tab II

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Tab III

Vendor Information Sheet

## VENDOR INFORMATION SHEET FOR RFP 3256

**Vendor Must:**

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

| | | |
|---|---|---|
| V1 | Company Name | ***McNeil's Cleaning Services, Inc.*** |

| | | |
|---|---|---|
| V2 | Street Address | ***3077 Meadowlands Drive*** |

| | | |
|---|---|---|
| V3 | City, State, ZIP | ***Sparks, NV 89431*** |

| | | | |
|---|---|---|---|
| V4 | Telephone Number | | |
| | Area Code: ***775*** | Number: ***359-4422*** | Extension: |

| | | | |
|---|---|---|---|
| V5 | Facsimile Number | | |
| | Area Code: ***775*** | Number: ***359-2207*** | Extension: |

| | | | |
|---|---|---|---|
| V6 | Toll Free Number | | |
| | Area Code: | Number: | Extension: |

| | |
|---|---|
| V7 | ***Contact Person for Questions / Contract Negotiations, including address if different than above*** |
| | Name: ***Charles McNeil*** |
| | Title: ***President / Owner*** |
| | Address: ***3077 Meadowlands Drive, Sparks, NV 89431*** |
| | Email Address: ***cntmcneil@sbcglobal.net*** |

| | | | |
|---|---|---|---|
| V8 | Telephone Number for Contact Person | | |
| | Area Code: ***775*** | Number: ***772-3749*** | Extension: |

| | | | |
|---|---|---|---|
| V9 | Facsimile Number for Contact Person | | |
| | Area Code: ***775*** | Number: ***359-2207*** | Extension: |

| | | |
|---|---|---|
| V10 | ***Name of Individual Authorized to Bind the Organization*** | |
| | Name: ***Charles McNeil*** | Title: ***President / Owner*** |

| | | |
|---|---|---|
| V11 | Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)*** | |
| | Signature: Charles McNeil | Date: 8/8/18 |

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Tab IV

State Documents

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

| | |
|---|---|
| SUBJECT: | Amendment 1 to Request for Proposal 3256 |
| RFP TITLE: | Janitorial Services For Nevada State Library and Archives |
| DATE OF AMENDMENT: | July 8, 2016 |
| DATE OF RFP RELEASE: | June 14, 2014 |
| OPENING DATE: | August 11, 2016 |
| OPENING TIME: | 2:00 PM |
| CONTACT: | Marcy Troescher, Procurement Staff Member |

---

The following shall be a part of RFP ***3256.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Are companies allowed to subcontract the work effort to a licensed provider?

   ***Tasks listed in the Scope of Work may not be subcontracted.***

2. Attachment H /RFP 3256
   What is the Current cost under Scope of Work; paragraphs # 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6--what is current price paying?

   ***Current monthly janitorial services -$5,994.48***

3. What is the cost on Semi Annual Hard Floor; current cost?
   paragraph #3.7

   ***The current contract is an emergency contract. The current vendor will not be asked to provide this service; therefore, there is no current cost..***

4. What is the current cost on Annual Window Blinds Cleaning?
   paragraph # 3.8

   ***See the answer to question #3.***

5. Will the toilet paper and hand towel dispensers be changed in the near future?

   ***No. Most product dispensers are new in the building.***

6. Is this an all inclusive RFP meaning there is no breakdown for the cost of the floors and carpet?

   ***The costs of Semi-Annual hard floor cleaning and monthly janitorial services are the only***

***cost "breakdowns" requested. Daily and weekly carpet vacuuming and spot cleaning are included in the janitorial Scope of Work (SOW).***

7. 9.2.3.8 Tab VIII - Attachment G - Proposed Staff Resume
Does this mean a resume is required for the respective staff persons that will be assigned to the building?

***Attachment G of the RFP indicates that resumes are required for "contractor key staff"only.***

8. Who is your current vendor and are they planning on submitting a bid?

***Enterprise Janitorial is the current vendor. Their bid submission plans are unknown.***

9. What is the current awarded contract amount?

***See the answer on question #2.***

10. With your current vendor, how many employees are working daily to clean the facilities?

***Two employees are utilized.***

11. Are there any previous and/or current issues with your existing vendor?

***No.***

12. What is the estimated usage of bathroom facility supplies?

***These numbers vary daily due to meetings, classes, etc.***

13. What is the current number of male and female employees?

***12 male/52 female (estimated)***

14. Are there any restrictions on the types of window cleaning?

***Janitorial vendor window cleaning is up to 12 feet (per RFP SOW).***

***<u>ALL ELSE REMAINS THE SAME FOR RFP 3256.</u>***

***Vendor must sign and return this amendment with proposal submitted.***

Vendor Name: Charles McNeil's McNeil's Cleaning Service Inc

Authorized Signature: Charles McNeil

Title: Owner Date: 8/8/2016

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

## ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

| **Part I B – Confidential Technical Information** | | | |
|---|---|---|---|
| YES | | NO | *X* |
| **Justification for Confidential Status** | | | |
| | | | |

| **A Public Records CD has been included for the Technical and Cost Proposal** | | | |
|---|---|---|---|
| YES | *X* | NO (See note below) | |
| ***Note: By marking "NO" for Public Record CD included, you are authorizing the State to use the "Master CD" for Public Records requests.*** | | | |

| **Part III – Confidential Financial Information** | | | |
|---|---|---|---|
| YES | | NO | *X* |
| **Justification for Confidential Status** | | | |
| | | | |

***McNeil's Cleaning Services, Inc.***

Company Name

Charles McNeil

Signature

***Charles McNeil***

Print Name

8/8/2016

Date

**This document must be submitted in Tab IV of vendor's technical proposal**

# ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

***McNeil's Cleaning Services, Inc.***

Vendor Company Name

Charles McNeil

Vendor Signature

***Charles McNeil***

Print Name

8/8/2016

Date

**This document must be submitted in Tab IV of vendor's technical proposal**

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Tab V

Attachment B

## ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES ***X*** I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

***McNeil's Cleaning Services, Inc.***
Company Name

Charles McNeil
Signature

***Charles McNeil***
Print Name

8/8/2016
Date

***Vendors MUST use the following format.*** Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

| EXCEPTION # | RFP SECTION NUMBER | RFP PAGE NUMBER | EXCEPTION (Complete detail regarding exceptions must be identified) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

**ASSUMPTION SUMMARY FORM**

| ASSUMPTION # | RFP SECTION NUMBER | RFP PAGE NUMBER | ASSUMPTION (Complete detail regarding assumptions must be identified) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

**This document must be submitted in Tab V of vendor's technical proposal**

Part I A – Technical Proposal

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Tab VI

Section 3 - Scope of Work

## 3. SCOPE OF WORK

The awarded vendor is expected to provide and utilize cleaning chemicals that will clean and sanitize all surfaces, subject to approval of the Buildings and Grounds designee. Awarded vendor is required to supply Safety Data Sheets (SDS) for each material utilized onsite. These sheets shall be stored in a binder, and kept in a visible, easily accessible area of the janitorial work station as identified by the Buildings and Grounds designee.

Due to the nature of this contract, it is imperative that all selected vendor's employees must be able to communicate effectively.

### 3.1 BUILDING DETAILS – NEVADA STATE LIBRARY AND ARCHIVES (NSLA) – 100 STEWART STREET, CARSON CITY, NEVADA

3.1.1 This building is a two-story building with 110,000 square feet. There are fourteen tiled restrooms, three (3) elevators, three (3) stairwells, five (5) janitorial closets, and four (4) break rooms.

3.1.1.1 All vacuuming must cease by 8:00 a.m.
3.1.1.2 Conference rooms and tables must be cleaned by 8:00 a.m.

3.1.2 The approximate square footage of the carpet, porcelain tile, VCT, and windows are as follows (all square footage amounts are approximate):

3.1.2.1 Carpet – 87,194 sq. ft.

3.1.2.2 VCT flooring – 7,400 sq. ft.

3.1.2.3 Windows – 1st floor – 90; 2nd floor - 31

3.1.3 This building will be cleaned five (5) days per week. Janitorial services will begin at 5:00 a.m., continuing through 2:00 p.m., Monday - Friday.

### 3.2 DAILY CLEANING SPECIFICATIONS

3.2.1 General Office and Public Areas

3.2.1.1 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.

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

3.2.1.3 Vendor shall ensure that all information and/or documents in all contracted buildings remain confidential, with access limited to persons specifically authorized and approved by the Buildings and Grounds designee.

3.2.2 Trash from Wastebaskets/Trash Receptacles and Other Labeled Waste Material

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

3.2.2.2 Recycle paper located in "recycling" boxes/bins located in a designated area of each floor must be emptied into the recycle dumpsters, where available.

3.2.2.3 Other than outside dumpsters, all trash receptacles inside and outside any building, must include plastic liners at all times.

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

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

3.2.3 Exposed Carpeted Areas

3.2.3.1 All exposed carpeted areas must be vacuumed, including all offices, public areas, corridors, and pathways within office areas, to ensure complete vacuuming.

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

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

B. All equipment may be subject to inspection and approval by the Buildings and Grounds designee at any time.

3.2.3.3 All carpet areas must be spot-cleaned daily.

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

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

1. Vendor will vacuum the affected area, applying spot cleaner to remove the stain, blotting excess cleaner; and

2. If the stain remains, the awarded vendor will notify the Buildings and Grounds designee the next business day, Monday through Friday, between 7:00 a.m. and 5:00 p.m.

3.2.4 Hard Floor Care

3.2.4.1 Upon completion of daily routine work, all floors will be free of dust, dirt, film streaks, debris, and standing water.

3.2.4.2 Awarded vendor(s) will be required to dust mop and spot mop with cool, clean water all tile, ceramic, stone, resilient, linoleum or other compound tile floor daily. Vinyl Composition Tile (VCT) and linoleum will present a uniform wet-look appearance when dry.

A. Brick floors will be swept and spot mopped.

B. Hardwood floors will be dust mopped with an untreated mop head only.

3.2.5 Staple/Paper Clip/Substance Removal

3.2.5.1 Staples and paper clips must be removed from all flooring on a daily basis.

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

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

3.2.6 Daily Dusting

3.2.6.1 Awarded vendor will dust and remove fingerprints from all exposed furniture tops and sides, including but not limited to: chairs, tables, lamps, doors, filing cabinets, shelving, window sills, items hanging on walls (i.e., pictures, framed documents/pictures, clocks, etc.), door frames, ledges, modular furniture, soda machines, candy machines, appliances, paper shredders, and partitions.

A. Individual desks will not be disturbed unless a furniture item is noted requesting that the surface be cleaned.

B. A thorough cleaning and polishing of vacant individual desks/offices will be done when the surface is clear of unnecessary objects, or upon request.

3.2.6.2 Walls and doors must be clean and free from spots or hand prints, and kick plates at the bottom of all doors also will remain clean and streak free.

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

**NOTE**: Doors may not be wedged open in the jamb/hinge area.

3.2.7 Care of Drinking Fountains

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

3.2.7.2 Drinking fountains will be polished with a polish/cleaner appropriate to the fixture.

3.2.8 Customer Service Counters

Awarded vendor will clean and disinfect all customer service counters daily, removing all foreign substances.

3.2.9 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, interior and exterior, utilizing a chemical cleaner to minimize fingerprints.

3.2.10 Ashtrays and Sand Urns in Smoking Areas

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

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

3.2.10.2 Sand will be provided by the awarded vendor, subject to Buildings and Grounds approval.

3.2.11 Rubberized Mat/Carpet Care

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

3.2.12 Food Areas

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

3.2.12.2 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.

3.2.13 Elevators

3.2.13.1 Awarded vendor will clean both the interior and exterior of elevators daily, wiping walls, doors, buttons, and handrails with a general cleaner/disinfectant to remove all marks, fingerprints, etc.

3.2.13.2 Elevator surfaces should never show streaks or smudges after cleaning and elevator door tracks shall be kept clean and free of debris, wiping all stainless steel wiped off and left free of residue.

3.2.13.3 Elevator floors must be cleaned daily.

## 3.3 DAILY CLEANING – 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. See ***Section 2, Acronyms/Definitions***, for the definition of "clean."

3.3.1 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.

3.3.2 Soap Dispenser Care

3.3.2.1 Vendor will maintain soap dispensers daily. This includes cleaning, refilling, or changing out soap, and replacing batteries as needed.

3.3.2.2 Chrome must be polished and will be streak free.

3.3.2.3 Broken soap dispensers must be reported to Buildings and Grounds by the next business day. The vendor has the option to replace broken dispensers with the approval of the Buildings and Grounds designee.

3.3.3 Trash Receptacle/Waste Can Care

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

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

3.3.4 Mirror and Glass Care

3.3.4.1 Awarded vendor will clean and polish all mirror surfaces with glass cleaner, ensuring that the top ledge above the mirror is dust-free.

3.3.4.2 After cleaning, mirrors must be free of all smudges, streaks, finger prints, lint, and paper debris.

3.3.5 Ceramic Tile Walls and Partition Care

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

3.3.6 Care of Toilets

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

3.3.6.2 Vendor will polish all chrome.

3.3.7 Care of Urinals

3.3.7.1 Awarded vendor will thoroughly clean, disinfect, and sanitize all urinals, leaving all surfaces free of rings, water stains, and streaks.

3.3.7.2 All stainless steel urinals must be polished.

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

3.3.7.4 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.

3.3.8 Toilet Paper Dispensers and Seat Covers

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

3.3.8.2 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.

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

3.3.8.4 Awarded vendor will polish all stainless steel items each day.

3.3.8.5 Toilet paper must be "quality" white, 2-ply toilet paper, subject to the approval of the Buildings and Grounds designee.

3.3.9 Paper Towel Dispensers

3.3.9.1 Vendor will maintain paper towel dispensers daily, cleaning and refilling as needed.

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

3.3.9.3 Vendor will polish all stainless steel, where applicable.

A. Paper towels must either be a single, bi-fold, or multi-fold paper towel that is compatible with the dispenser.

B. All paper towels must be "quality" white and dye-free.

3.3.10 Care of Sanitary Napkin Depositories

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

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

3.3.10.3 Vendor will replace any used bags each day.

**NOTE:** Bags should be wax-coated, "quality" bags, subject to the approval the Buildings and Grounds designee.

3.3.11 Graffiti Removal

3.3.11.1 Awarded vendor is required to remove all graffiti from all surfaces, and may consult with the Buildings and Grounds designee when attempting removal.

3.3.11.2 Awarded vendor must notify the Buildings and Grounds designee in writing within 24 hours of the discovery of any unsightly mark or graffiti that cannot be removed from walls, partitions, or mirrors.

## 3.4 WEEKLY CLEANING SPECIFICATIONS

3.4.1 General Office and Public Areas

3.4.1.1 Weekly dusting (see ***Section 3.2.5***)

3.4.1.2 Weekly Vacuuming - to be completed before 8:00 a.m.

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

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

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

1. Buildings with very tight corners;

2. Edges of any carpeted area;

3. Modular furniture;

4. Window blinds; and

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

3.4.2 Weekly Cleaning

3.4.2.1 Spot-clean walls, around light switches, door knobs, door jams, and thresholds to remove all spots and marks.

3.4.2.2 Clean all HVAC supply and return air vents, ensuring that all are kept clean and free of dust, webs, and visible buildup, removing and washing registers as needed.

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

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

3.4.2.5 Flush out all floor drains out with a disinfectant solution. **BLEACH MAY NOT BE USED.**

3.4.3 Weekly Hard Floor Care

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

3.4.3.2 VCT and Linoleum

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 corners or door jambs.

A. 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.

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

C. 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.

D. 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.

3.4.3.3 Sealed Concrete: Dust mop and wet mop until no streaks are visible.

3.4.3.4 Hardwood floors: Vacuum using a hard floor attachment to remove dirt and debris from cracks, and then damp mop (Swiffer-style) using a Buildings and Grounds-approved cleaner.

3.4.3.5 Polished marble or granite: Mop with a neutral-ph cleaner made specifically for stone, and then buff with a white pad.

3.4.3.6 Terrazzo: Mop using a water-based terrazzo cleaner.

3.4.3.7 Brick and tile: Auto scrub using a nylo-grit brush.

## 3.5 MONTHLY CLEANING SPECIFICATIONS

3.5.1 Monthly Hard Floor Care

3.5.1.1 VCT and Linoleum

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

B. Vendor will dust mop all floors.

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

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

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

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

a. 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.

b. This process will be repeated until the required wet-look finish is present.

3.5.1.2 Tile Floors (ceramic, terra cotta, slate, etc.)

A. If already treated, awarded vendor will recoat with appropriate finish acceptable to the Buildings and Grounds designee.

B. If not treated, awarded vendor(s) will clean and seal, using an appropriate finish acceptable to the Buildings and Grounds designee.

3.5.2 Doors (Wood, Metal, Glass, and/or Plastic)

3.5.2.1 Vendor will clean all interior and exterior doors.

3.5.2.2 Doors may not show any residual streaks or marks.

3.5.2.3 Vendor will clean all thresholds and door trim, allowing no buildup of wax or dirt.

3.5.3 Janitorial closets

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

## 3.6 QUARTERLY CLEANING SPECIFICATIONS

3.6.1 Upholstered Surface Care

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

3.6.1.2 Spot-clean upholstered surfaces when necessary.

3.6.2 Shelving and Books in Common Areas

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

## 3.7 SEMI-ANNUAL CLEANING SPECIFICATIONS

3.7.1 VCT and Linoleum

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

3.7.1.2 Apply two (2) coats of sealer to all VCT and linoleum floors, allowing each coat to dry before applying the next coat of sealer.

A. Recoat with appropriate floor finish acceptable to the Buildings and Grounds designee.

B. Recoat VCT and linoleum floors with three (3) coats of non-slip wax.

C. Burnish using a high-speed floor machine to achieve a wet-look finish. If an area does not buff up to a wet-look finish, it will be necessary to add a coat of the appropriate approved finish and then rebuff the area. This will be repeated until the required wet-look finish is present.

D. Upon completion, all floors will be free of dust, dirt, film streaks, debris, and standing water, with no hair, drips or "holidays" (swirls in the finished look). VCT and linoleum present a uniform wet-look appearance when dry. There should be no visible buildup of wax, dirt or discoloration around the edge of the hard floor where it meets the cove molding, nor at any corners or door jambs, baseboard, bottom of doors, thresholds or rubber borders.

E. Floors will be maintained in such a manner as to promote longevity and safety. Upon completion of work, VCT and linoleum floors will be left in a clean, orderly, and safe condition. The floor finish product is understood to be a protective coating, as well as a safety (non-slip) factor, and must be applied to VCT and linoleum tile surfaces.

3.7.2 Base Cove and Wainscot Care

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

A. There should be no film left behind; and

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

3.7.2.2 Awarded vendor(s) will consult with the Buildings and Grounds designee on the proper cleaner to use.

3.7.3 Light Fixtures and Diffusers

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

## 3.8 SECURITY REQUIREMENTS

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.

3.8.1 Background Check and Fingerprinting

All employees or agents of the awarded vendor that will be working in any State building are required to have a National Crime Information Center (NCIC) background check and fingerprinting completed at no cost to the State.

The Buildings and Grounds designee will provide details to awarded vendor(s) regarding the application for and location for records checks.

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

A. 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.

B. All results must be submitted to the Buildings and Grounds designee within 24 hours of receipt.

C. In the event the fingerprinting report is unable to be cleared, the probationary employee will be immediately removed from the building and prohibited from entering any State building under contract.

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

3.8.2 Uniforms

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

3.8.3 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 the Buildings and Grounds designee prior to work start date.

3.8.4 List of Awarded Vendor's Employees

3.8.4.1 Awarded vendor shall furnish the Buildings and Grounds designee with a list of all proposed employees, including name, address, and length of time the vendor has been employed or known the person, at least 14 days prior to the start date of the contract.

3.8.4.2 Contractor shall ensure that all background checks are completed and the results submitted to the Buildings and Grounds designee at least seven (7) days prior to the start date of any new contract OR any new-hire start date.

3.8.5 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 the Buildings and Grounds designee ***immediately*** and must also ensure that required background checks have been completed for incoming staff, with pass/fail results and date of completion provided to the Buildings and Grounds designee.

3.8.6 Exterior Doors

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

3.8.6.2 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.

3.8.6.3 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.

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

3.8.7 Interior Doors

3.8.7.1 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.

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

3.8.8 Building Keys, Alarm Code, and Proximity Card Care

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

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

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

C. Any breach as described in Section 3.9.8.1.B may be considered cause for contract termination.

3.8.8.2 Vendors shall notify the Buildings and Grounds designee in writing when any employees resign, are terminated, or are moved to another facility.

3.8.8.3 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, the Division may reissue keys, proximity cards, locks and alarm codes at the awarded vendors' expense.

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

Part I A – Technical Proposal

Janitorial Services for Nevada State Library and Archives

RFP: 3256

McNeil's Cleaning Services, Inc.

PO Box 40916, Reno, NV 89504

Opening Date: August 11, 2016

Opening Time: 2:00 p.m.

Tab VII

Section 4 – Company Background and References

3.8.9 The Buildings and Grounds designee will conduct random unannounced building inspections.

3.8.9.1 During the inspection, the Buildings and Grounds designee will complete an Inspection Sheet (***Attachment J)*** to determine if any deficiencies are present.

3.8.9.2 The Buildings and Grounds designee will fax the completed Inspection Sheet to the vendor within 24 hours of the completed inspection.

3.8.9.3 Awarded vendor will be given seven (7) calendar days to correct all noted deficiencies, and must schedule a reinspection with the Buildings and Grounds designee within 24 hours of faxed receipt of the Inspect Sheet noting deficiencies.

## 4. COMPANY BACKGROUND AND REFERENCES

### 4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

| Question | Response |
|---|---|
| Company name: | ***McNeil's Cleaning Services, Inc.*** |
| Ownership (sole proprietor, partnership, etc.): | ***Corporation*** |
| State of incorporation: | ***Nevada*** |
| Date of incorporation: | ***September 2006*** |
| # of years in business: | ***24*** |
| List of top officers: | ***Charles McNeil, President***<br>***Toni Odom-McNeil, Secretary/Treasurer*** |
| Location of company headquarters: | ***3077 Meadowlands Drive, Sparks, NV 89431*** |
| Location(s) of the company offices: | ***(same as above)*** |
| Location(s) of the office that will provide the services described in this RFP: | ***(same as above)*** |
| Number of employees locally with the expertise to support the requirements identified in this RFP: | ***14*** |
| Number of employees nationally with the expertise to support the requirements in this RFP: | ***zero*** |
| Location(s) from which employees will be assigned for this project: | ***Carson City, Reno, Sparks and outlying areas*** |

4.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

| Question | Response |
|---|---|
| Nevada Business License Number: | ***NV20061269584*** |
| Legal Entity Name: | ***McNeil's Cleaning Services, Inc.*** |

Is "Legal Entity Name" the same name as vendor is doing business as?

| Yes | *X* | No | |
|---|---|---|---|

If "No," provide explanation.

4.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

4.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

| Yes | *X* | No | |
|---|---|---|---|

If "Yes," complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

| Question | Response |
|---|---|
| Name of State agency: | |
| State agency contact name: | |
| Dates when services were performed: | |
| Type of duties performed: | |
| Total dollar value of the contract: | |

4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

| Yes | | No | *X* |
|---|---|---|---|

If "Yes," please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

4.1.5

| Question | Response |
|---|---|
| Name of State agency: | ***Nevada Historical Society*** |
| State agency contact name: | |
| Dates when services were performed: | ***1996-1999*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work*** |
| Total dollar value of the contract: | ***17,100*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Nevada Welfare / Medicaid Office*** |
| State agency contact name: | |
| Dates when services were performed: | ***1996-1999*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work*** |
| Total dollar value of the contract: | ***16,200*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Nevada Unemployment - Oddie*** |
| State agency contact name: | |
| Dates when services were performed: | ***1998 - 2002*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work*** |
| Total dollar value of the contract: | ***26,400*** |

| Question | Response |
|---|---|
| Name of State agency: | **Nevada Early Intervention** |
| State agency contact name: | |
| Dates when services were performed: | **1998 - 2002** |
| Type of duties performed: | ***Per State of Nevada Scope of Work*** |
| Total dollar value of the contract: | **26,400** |

4.1.5

| Question | Response |
|---|---|
| Name of State agency: | ***NDOT – Wadsworth Rest Area*** |
| State agency contact name: | ***Marlene Revera*** |
| Dates when services were performed: | ***September 2009 – August 2012*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work - Clean rest area 7 days a week, 2x a day – clean restrooms, empty trash, make sure grounds are clear of debris, pet feces, remove graffiti, salt when it snows, etc.*** |
| Total dollar value of the contract: | ***41,400 – 3 year contract*** |

| Question | Response |
|---|---|
| Name of State agency: | ***NDOT – Trinity Rest Area*** |
| State agency contact name: | ***Marlene Revera*** |
| Dates when services were performed: | ***September 2009 – August 12*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work – Clean rest area 7 days a week, 2x a day – clean restrooms, clear septic tank, empty trash, make sure grounds are clear of debris, removal graffiti, salt when it snows, pet feces, etc.*** |
| Total dollar value of the contract: | ***396,000 – 3 year contract*** |

| Question | Response |
|---|---|
| Name of State agency: | ***JobConnect - Fallon*** |
| State agency contact name: | ***Ava Case*** |
| Dates when services were performed: | ***2008 - 2013*** |
| Type of duties performed: | ***Per State of Nevada Scope of Work – Clean the JOIN office in Fallon Nevada – empty trash, vacuum, mop, dust, windows, clean carpet & floors annually*** |
| Total dollar value of the contract: | ***42,900 – 5 years*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Nevada POST*** |
| State agency contact name: | ***Doyle Smith*** |
| Dates when services were | ***2010 - Present*** |

4.1.5

| Question | Response |
|---|---|
| performed: | |
| Type of duties performed: | ***Per State of Nevada Scope of Work – Clean offices, restrooms, vacuum, wet mop, empty trash, dust, windows & blinds are done annually, carpet cleaning done annually. This building is cleaned Monday through Thursday but the employee on staff checks the building every Sunday.*** |
| Total dollar value of the contract: | ***57,300 – 5 years*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Department of Motor Vehicles*** |
| State agency contact name: | ***Randy Hbody*** |
| Dates when services were performed: | ***2014 - present*** |
| Type of duties performed: | ***Clean per RFP specifications – Clean vacuum and clean the offices before 8am per spec, make sure the public area is clean at all times, Clean offices / cubicles, vacuum, clean restrooms throughout the day, make sure outside area near entry is clean, carpet and floors are cleaned annually.*** |
| Total dollar value of the contract: | ***158,736 / year*** |

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

4.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

| Yes | | No | ***X*** |
|---|---|---|---|

If "Yes," please provide the following information. Table may be duplicated for each issue being identified.

| **Question** | **Response** | |
|---|---|---|
| Date of alleged contract failure or breach: | | |
| Parties involved: | | |
| Description of the contract failure, contract breach, or litigation, including the products or services involved: | | |
| Amount in controversy: | | |
| Resolution or current status of the dispute: | | |
| If the matter has resulted in a court case: | Court | Case Number |
| | | |
| Status of the litigation: | | |

4.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3256.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

| Yes | ***X*** | No | |
|---|---|---|---|

Any exceptions and/or assumptions to the insurance requirements ***must*** be identified on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.*** Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time

4.1.9 COMPANY BACKGROUND / HISTORY

I come from a large family, I am the baby of 15 children. In our family we were taught the sky is the limit and that we can do anything that we put our minds to. I come from a family of entrepreneurs from brothers who have landscaping and tile businesses to sisters who are seamstresses and own a trucking company. I worked in the public sector but always wanted to own my own business which I started in 1992.

McNeil's Cleaning Services, Inc. is a small minority owned business located in Sparks, Nevada. McNeil's Cleaning Services, Inc. is a full service janitorial company that offers clients a wide variety of cleaning services including commercial, residential, carpet cleaning, blind & window cleaning, move in & move out, floor and tile stripping, waxing and buffing. Our services are offered as a full package or as an individual service depending on the need. The variety and versatility of our services allows us to deliver quality and professional work.

McNeil's Cleaning Services, Inc. opened its doors in the Reno/Sparks area in May 1992. For 24 years, McNeil's Cleaning Services, Inc. has provided janitorial services to numerous businesses and entities: Sprenger Properties, Community Services Agency, Washoe County Library, Action Properties, Nevada Department of Motor Vehicles, Nevada Department of Transportation, Nevada Department of Employment, Training & Rehabilitation in addition to other state and government agencies, non-profit organizations and property management companies.

McNeil's Cleaning Services, Inc. has provided employment to approximately 60 northern Nevadans. Our service area includes Reno, Sparks, Carson City, Fallon, Fernley and Lovelock.

## 4.1.9 COMPANY BACKGROUND / HISTORY

Over the span of 24 years McNeil's Cleaning Services, Inc. has given back to the northern Nevada community by sponsoring goods, services and cash donations because we believe blessings should be passed forward.

McNeil's Cleaning Services, Inc. currently employs 14 staff. Each of our staff receives safety orientation, the topics of which are chemical hazards, electrical hazards and proper lifting technique among other topics. Employees also receive training on the use of job specific equipment including buffers, scrubbers, water trucks, shampooers and vacuum cleaners.

### Staff Training

McNeil's Cleaning Services, Inc. prides itself in educating its staff on the latest cleaning products, techniques and equipment in order to sufficiently tackle any job.
Every contract has a different set of cleaning specifications. All employees are trained on the proper technique of cleaning the building they are assigned to. McNeil's also trains our employees on what cleaning product to use on wood, glass, mirrors, floors; what products to use for cleaning the restrooms; how to operate floor machines, buffers, burnishers and carpet cleaning equipment as well as vacuum cleaners. When a new contract is awarded to McNeil's Cleaning Services, Inc. works alongside the employees for the first two weeks so that the company knows exactly what is required of the employees to make sure the building is cleaned as outlined in the contract specifications. It is the Policy of McNeil's Cleaning Services, Inc. to provide and maintain a safe and healthy workplace for all employees. Our employees are trained in the use of the all cleaning products. Container labeling is high priority. McNeil's is an earth conscious company therefore the products used will not harm the environment. Eco-friendly products are water soluble and are formulated for safe disposal. The employees of McNeil's Cleaning Services, Inc. are trained on proper disposal of cleaning products and hazardous waste. A few of the cleaning products used by McNeil's Cleaning Services, Inc. are:

4.1.9 COMPANY BACKGROUND / HISTORY

Ajax powdered cleanser (toilets), Hillyard Lemon Disinfectant (toilets), Symphony Lemon Disinfectant Cleaner (floors), Hillyard Nutra Rinse (carpet care), Windex. Lemon Furniture Polish.

Equipment

McNeil's Cleaning Services, Inc. uses Sanitaire Upright HEPA vacuum cleaners, Pro Team HEPA Back Pack vacuum cleaner, Tennant Square Scrubbing Machine and Windsor Lighting Propane Burnisher.

Employees

All employees are identified by a shirt bearing the McNeil's Cleaning Services, Inc. logo and a badge. This is mandatory. McNeil's Cleaning Services, Inc. employees must also be literate in reading and writing of the English language and must be able to communicate verbally.

McNeil's Cleaning Services, Inc. has a policy in place on building security that addresses alarm codes, keys and if there is a breach of security. McNeil's Cleaning Services, Inc. respects the privacy and personal space of our clients. Our employees are instructed not to read documents on desk, not to rearrange items on desks, not to take anything from a desk. A breach of security is grounds for immediate termination.

Qualifications

McNeil's Cleaning Services, Inc. is bonded, licensed and insured. We assure that the employees we a hire have had a local, state or federal background check and make sure that the employees hired by McNeil's Cleaning Services, Inc. are authorized to work in this country. We do not discriminate based on race, national origin, physical condition or religion, sex or sexual orientation, disability or handicap and we are a drug free workplace.

4.1.9 COMPANY BACKGROUND / HISTORY

Our goal is to always offer the highest level of service. McNeil's Cleaning Services, Inc. is THE company that can provide the quality of cleaning required for the Nevada State Library and Archives Building in Carson City.

**4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.**

***McNeil's Cleaning Services, Inc. is a minority owned full service janitorial company that offers our clients a wide variety of cleaning services. Our professional cleaning staff has experience and knowledge in the field. Our clients include state and government agencies, non-profit organizations and property management companies ranging from small to mid-size.***

***McNeil's Cleaning Services, Inc. has been proudly serving the Reno, Sparks and surrounding areas for 24 years. Our goal is to always offer the highest level of service and complete satisfaction. We take pride in providing excellent service in meeting the needs of our clients and we are not satisfied unless the client is satisfied.***

4.1.11

McNeil's Cleaning Services, Inc. does not have a

Dun & Bradstreet number.

Federal Tax Identification Number

(see confidential information section)

of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3256.***

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

4.1.11 Financial information and documentation to be included in ***Part III, Confidential Financial Information*** of vendor's response in accordance with ***Section 9.5, Part III – Confidential Financial Information***.

4.1.11.1 Dun and Bradstreet Number
4.1.11.2 Federal Tax Identification Number

## 4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

| Yes | | No | ***X*** |
|---|---|---|---|

If "Yes," vendor must:

4.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

4.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

A. Describe the relevant contractual arrangements;

B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

C. Describe your previous experience with subcontractor(s).

4.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

A. Selecting and qualifying appropriate subcontractors for the project/contract;

B. Ensuring subcontractor compliance with the overall performance objectives for the project;

C. Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and

D. Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State's request, the State will be notified of such payments.

4.2.1.4 Provide the same information for any proposed subcontractors as requested in ***Section 4.1, Vendor Information***.

4.2.1.5 Business references as specified in ***Section 4.3, Business References*** must be provided for any proposed subcontractors.

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

4.2.1.7 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 4.2, Subcontractor Information***. The vendor must receive agency approval prior to subcontractor commencing work.

## 4.3 BUSINESS REFERENCES

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last five (5) years.

4.3.2 Vendors must provide the following information for ***every*** business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

| **Reference #:** | | | |
|---|---|---|---|
| **Company Name:** | | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| | ***VENDOR*** | | ***SUBCONTRACTOR*** |
| Project Name: | | | |
| **Primary Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |

4.3 BUSINESS REFERENCES

| | | | |
|---|---|---|---|
| **Reference #:** | *3256* | | |
| **Company Name:** | *McNeil's Cleaning Services, Inc.* | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| *x* | *VENDOR* | | *SUBCONTRACTOR* |
| Project Name: | *State of Nevada P.O.S.T.* | | |
| **Primary Contact Information** | | | |
| Name: | *Doyle Smith* | | |
| Street Address: | *5587 Wa Pai Shone Ave.* | | |
| City, State, Zip: | *Carson City, NV 89701* | | |
| Phone, including area code: | *775-687-3314* | | |
| Facsimile, including area code: | *775-687-4911* | | |
| Email address: | *dbsmith@post.state.nv.us* | | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | ***General cleaning of the P.O.S.T. classrooms and building per the scope of work set forth in the contract. The building is cleaned Monday-Thursday after 5:00 p.m. The carpet and blinds are cleaned annually.*** | | |
| Original Project/Contract Start Date: | *2012* | | |
| Original Project/Contract End Date: | ***McNeil's Cleaning Services, Inc. was awarded the new contract for this building which commences on October 1, 2016 – September 31, 2018*** | | |
| Original Project/Contract Value: | ***$11,460.00 / $955.00 month current*** | | |
| Final Project/Contract Date: | *N/A* | | |
| Was project/contract completed in time originally allotted, and if not, why not? | *N/A* | | |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | *N/A* | | |

4.3 BUSINESS REFERENCES

| | | | |
|---|---|---|---|
| **Reference #:** | *3256* | | |
| **Company Name:** | *McNeil's Cleaning Services, Inc.* | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| *x* | *VENDOR* | | *SUBCONTRACTOR* |
| Project Name: | *Community Services Agency (CSA)* | | |
| **Primary Contact Information** | | | |
| Name: | *Gary Jansen* | | |
| Street Address: | *1090 E. 8th St.* | | |
| City, State, Zip: | *Reno, NV 89512* | | |
| Phone, including area code: | *775-786-6023* | | |
| Facsimile, including area code: | *775-525-9325* | | |
| Email address: | *gjansen@csa.reno.org* | | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | ***Provide general janitorial service for seven Head Start buildings in the Reno / Sparks area as well as the three offices located on East 8th Street, Reno. The carpet cleaning and stripping & waxing of the hard surface floors is done twice a year during the winter & summer breaks. Special cleaning for carpet, floors and chairs are done as needed. Since the facilities main occupants are children there may be call backs for rugs & chairs due to a sick child. Also because of the type of occupants toys, chairs, desks, etc. have to be cleaned thoroughly on a regular basis to cut down on cross contamination for colds, flus, viruses.*** | | |
| Original Project/Contract Start Date: | ***2004-Present*** | | |
| Original Project/Contract End Date: | ***April 2017***<br>***This contract is renewed annually*** | | |

4.3 BUSINESS REFERENCES

| | |
|---|---|
| | ***based on the company's performance.*** |
| Original Project/Contract Value: | ***$6300 / month*** |
| Final Project/Contract Date: | ***On Contract*** |
| Was project/contract completed in time originally allotted, and if not, why not? | ***N/A*** |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | ***N/A*** |

4.3 BUSINESS REFERENCES

| | | | |
|---|---|---|---|
| **Reference #:** | *3256* | | |
| **Company Name:** | *McNeil's Cleaning Services, Inc.* | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| *x* | *VENDOR* | | *SUBCONTRACTOR* |
| Project Name: | *Department of Motor Vehicles – Carson City* | | |
| **Primary Contact Information** | | | |
| Name: | *Randy Hobdy* | | |
| Street Address: | *555 Wright Street* | | |
| City, State, Zip: | *Carson City, NV 89701* | | |
| Phone, including area code: | *775-684-4804* | | |
| Facsimile, including area code: | *775-684-4724* | | |
| Email address: | *rhobdy@dmv.nv.gov* | | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | *McNeil's Cleaning Services, Inc. is responsible for the day to day cleaning of the DMV building in Carson City. The cleaning is done during the hours of 5am to 2pm with the vacuuming and main cleaning done by 8am in time for the building to be open to the public. The carpet cleaning and floors are done annually during the month of January. This is a large building with 500+ employees plus high public traffic.* | | |
| Original Project/Contract Start Date: | *2014-present* | | |
| Original Project/Contract End Date: | *2018* | | |
| Original Project/Contract Value: | *$158,736.00 /yr - $13,228.00 / mo Plus annual floor cleaning* | | |
| Final Project/Contract Date: | *N/A* | | |
| Was project/contract completed in time originally allotted, and if not, why not? | *N/A* | | |

4.3 BUSINESS REFERENCES

| | |
|---|---|
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | ***N/A*** |

| Alternate Contact Information | |
|---|---|
| Name: | |
| Street Address: | |
| City, State, Zip: | |
| Phone, including area code: | |
| Facsimile, including area code: | |
| Email address: | |
| **Project Information** | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | |
| Original Project/Contract Start Date: | |
| Original Project/Contract End Date: | |
| Original Project/Contract Value: | |
| Final Project/Contract Date: | |
| Was project/contract completed in time originally allotted, and if not, why not? | |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | |

4.3.3 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2***.

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 8, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

## 4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per ***Attachment G, Proposed Staff Resume.***

Part I A – Technical Proposal

Janitorial Services for Nevada State Library and Archives

RFP: 3256

McNeil's Cleaning Services, Inc.

PO Box 40916, Reno, NV 89504

Opening Date: August 11, 2016

Opening Time: 2:00 p.m.

Tab VIII

Attachment G – Proposed Staff Resume(s)

## PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all proposed prime contractor key staff and proposed subcontractor key staff.***

| **Company Name Submitting Proposal:** | ***McNeil's Cleaning Services, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | ***X*** | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Charles McNeil*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | | | | |
| **# of Years in Classification:** | ***24*** | **# of Years with Firm:** | | ***24*** |

### BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

***I started my business, McNeil's Cleaning Service, in May 1992. During this time I have worked, personally, every job / site that I have been awarded. You have to work the job in order for you to know what your staff is required to do. Most people feel that anyone can clean but that is not the case. The janitorial business is a tough one. Most of the time you are trying to meet expectation of the meaning of clean. What clean is to one person is not the case with the next person so the company and the cleaning technicians are always under scrutiny. It is imperative that you do a good (great) job all the time. It is a direct reflection on you as the business owner if you don't. The best form of advertising is word of mouth. Websites are good, business cards are good, but nothing can beat good word of mouth advertising. I pride myself in having been able to keep the business going through the peaks and valleys.***

### RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

***McNeil's Cleaning Services, Inc. has had numerous contracts with State of Nevada entities, Washoe County and private industry. Our services include all the facets of cleaning and are offered as a full package or as an individual service depending on the need. The variety and versatility of our services allows us to deliver quality and professional work. In November 2014 we were awarded the Department of Motor Vehicles building in Carson City which to date is one of the largest buildings we have provided service. When McNeil's was awarded the DMV contract on the emergency hire we knew we had to hire 5 individuals immediately. We not only hired the individuals but utilized family and friends during the interim and there was not a gap or lapse in our service. We currently clean 7 Head Start schools in Washoe County as well as the executive offices for the Community Services Agency. We provide service to a property management company for move-ins and move-outs. I am a proud business owner. Having my own business is a dream come true even during the peaks and valleys.***

### EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

***Natchez High School, Natchez, MS***

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## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

N/A

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

***Gary Jansen, Finance Director, Community Services Agency, 775-786-6203, 775-525-9325 fax, gjansen@csareno.org***

***Doyle Smith, Program Officer, Peace Officers Standards & Training (POST), 775-687-7678, 775-687-4911, dbsmith@post.state.nv.us***

***Randy Hobdy, Facility Supervisor, Department of Motor Vehicles, 775-684-4804, 775-684-4992, rhobdy@dmv.nv.gov***

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all proposed prime contractor key staff and proposed subcontractor key staff.***

| **Company Name Submitting Proposal:** | ***McNeil's Cleaning Services, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | ***X*** | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Dinora Carpio*** | **Key Personnel: (Yes/No)** | ***No*** |
|---|---|---|---|
| **Individual's Title:** | ***Cleaning Tech*** | | |
| **# of Years in Classification:** | ***10*** | **# of Years with Firm:** | ***6*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

***Dinora Carpio has worked for several janitorial services in the Reno/Sparks/Carson City area. She is thorough in her work and desires to be the best she can be. She is a professional when it comes to cleaning and it shows in her work.***

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

***Dinora Carpio's last position was with Extra Clean before coming to McNeil's Cleaning Services, Inc. She started with McNeil's in 2010 cleaning a small building that required 2 hours a night. Due to her work ethic, cleaning style and desire to please she acquired a larger building. Both buildings are cleaned per specifications and there are no complaints from the contracting agency. She takes pride in her work.***

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

***Formal education in Guatemala***

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

***N/A***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

***Jose Mendez, 775-225-4443***
***Ingrid Carpio, 775-842-8585***
***Byron Mendez, 775-815-0984***

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# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all proposed prime contractor key staff and proposed subcontractor key staff.***

| **Company Name Submitting Proposal:** | ***McNeil's Cleaning Services, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | ***X*** | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Ingrid Carpio*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Cleaning Tech*** | | | |
| **# of Years in Classification:** | ***10*** | **# of Years with Firm:** | | ***9*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

***Ingrid Carpio worked for Extra Clean prior to working for McNeil's Cleaning Services, Inc. She worked at Extra Clean for one year and has been working for McNeil's for nine years and is responsible for cleaning a large building that requires extra cleaning due to the fact that a majority of the tenants in the building are children. Ms. Carpio's buildings are squeaky clean. She is an asset to McNeil's.***

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

***Ingrid Carpio has been cleaning for 10+ years, one year with Extra Clean, nine with McNeil's. Ingrid has the ability to perform general cleaning as specified.***

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

***Formal education in Guatemala***

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

***N/A***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

***Dennis Guerra – 775-351-8150***
***Jose Mendez – 775-225-4443***
***Byron Mendez – 775-815-0984***

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# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all proposed prime contractor key staff and proposed subcontractor key staff.***

| **Company Name Submitting Proposal:** | ***McNeil's Cleaning Services, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | ***X*** | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Javier Barajas*** | | **Key Personnel: (Yes/No)** | ***No*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Cleaning Tech*** | | | |
| **# of Years in Classification:** | ***7*** | **# of Years with Firm:** | | ***.5*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

***Javier Barajas has been employed with McNeil's Cleaning Services, Inc. since October 2015. During this time he has proven to be a trustworthy, conscientious and loyal employee. He possesses the work ethic that employers wish all employees possessed. He is an asset to McNeil's Cleaning Services, Inc.***

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

**Mr. Barajas worked as a porter at Carson Station before coming to McNeil's Cleaning Services, Inc. At Carson Station he was responsible for general cleaning. He prides himself in the fact that he loves to clean and loves for spaces to be clean.**

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

**Formal public education in Mexico**

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

***N/A***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

***Valerie Marzquez, 775-230-4284***
***Leticia Santa Cruz, 775-400-3243***
***Xavier Santa Cruz, 775-230-5028***
****** other information requested not available***

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# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all proposed prime contractor key staff and proposed subcontractor key staff.***

| **Company Name Submitting Proposal:** | ***McNeil's Cleaning Services, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | ***X*** | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Pearl Watson*** | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|
| **Individual's Title:** | ***Cleaning Tech*** | | |
| **# of Years in Classification:** | ***20*** | **# of Years with Firm:** | ***8*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

***Pearl Watson has worked in the field of cleaning for over 20 years. She came to McNeil's Cleaning Services, Inc. in 2002. She is high productive and conscientious. She is able to maintain a focus on the job at hand and will go above and beyond if she sees something that needs to be done. Pearl Watson has worked for McNeil's Cleaning Services, Inc. on two contracts. Her employment folder remains active even if a contract ends. She is one of those employees you are willing to hire over and over. She gets the job done.***

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

***Pearl Watson has worked for several agencies where she was employed in a janitorial position. Pearl is a professional when it comes to general cleaning and a great helper with windows, blinds, carpet cleaning and stripping and waxing of floors. She is an asset.***

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

***Formal education – Churchill County High School, Fallon, Nevada***

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

***N/A***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

***Shirley Hardin, Eagle Valley Children's Home, 2300 Eagle Valley Ranch Road, Carson City, 775-882-1188***
***Paula Hennifer, Austin's Home Children's Shelter, PO Box 784, Minden, 775-790-0070***

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