

# THE BIRMINGHAM-JEFFERSON COUNTY TRANSIT AUTHORITY

## MANDATORY PRE-PROPOSAL CONFERENCE

### RFP 10-05 JANITORIAL SERVICES

#### Meeting Minutes<sup>1</sup>

#### Vendors Present:

Rod Lemon, AHRMDCO/VIS

Harold Angel, American Building Solutions

Thomas Falls, Jr., Falls Janitorial Service

John Shin, ESC Fine Janitorial

Floyd Thomas, MTTs Enterprises

Bob Etheridge, AHRMDCO/VIS

Jackie Pernel, Jani-King

Douglas Wyatt, International Concepts

Romi White, Southern Mgmt/ABM

William Jordan, National Flex

- I. **Welcome/Sign-in** – The meeting was called to order on July 7, 2010 at approximately 10:00 a.m. (CDST). Greetings were made by Collina Washington, Manager of Procurement. Attendees were reminded to sign-in to ensure that their attendance was properly recorded. It was noted that vendors not attending this meeting would be unable to respond to the RFP.
- II. **Purpose** – The purpose of this meeting is to provide vendors with the opportunity to ask questions first-hand of the staff regarding the scope of work and for staff to clarify its expectations regarding this contract. Introductions were made of the Director of Operations & Maintenance, Mr. William Copling; Facilities Manager, L.A. Moss; and the Grants & Revenue Officer, Chris Leffert who were in attendance to assist with any clarifications. Vendors were advised that BJCTA views the cleanliness of its facilities as an extension of its customer service to its riders. Providing clean, comfortable facilities is the least that BJCTA can do.
- III. **List of Potential Proposers** – Currently, there are only four vendors who have registered and been placed on this list. Completion of this form ensures that registered Proposers will be promptly and immediately notified of any addenda or other changes to the scope of work, deadlines, or other requirements. Note that it is still the primary responsibility of the vendor to check the website for any updates.
- IV. **General Guidelines/Required Forms** – all forms must be properly completed before a proposal can be determined as responsive. **Bids that are non-responsive will not be considered and the vendor will be disqualified from competing for this contract.**
  - a. **DBE Obligation:** We do not have a formal DBE goal, but in conformance to 49 C.F.R. Part 26, and as grantees of the federal government, we want

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<sup>1</sup> Minutes are not verbatim, but are meant to capture the highlights of the meeting. However, all questions and answers posed during the meeting have been included in transcript.

to be certain that we are maximizing our use of disadvantaged business enterprises in as many contracts and as many types of contracts as is possible. We have set an internal “goal” of 15% for each contract. Vendors should be creative and make a genuine “good faith effort” in finding portions of work that may be contracted out to minority businesses. DBE vendors must be certified by the Alabama Department of Transportation (ALDOT) in order to count toward our DBE goals. Vendors participating in the Unified Certification Program (UCP) are also accepted. ALDOT’s list may be downloaded from the following link: <http://www.dot.state.al.us/Bureau/HR/dbe/DBElist/OracleDBE.aspx?search=ViewAll>.

- b. **Notice to Proposers (page 3):** Make sure to read this section in addition to the General Guidelines (page 2). Proposals are due Monday, July 19, 2010, before 12:00 p.m. (CDST). Please note that it is the Proposers’ responsibility to ensure that their packets are delivered before the deadline. Any proposals received after that time will be returned unopened.

Make sure that couriers deliver your packets to the 2<sup>nd</sup> Floor. Even if the packet is delivered prior to the bid deadline, but is not delivered to the 2<sup>nd</sup> Floor, it may be disqualified because there is no mechanism in place at our Ticket Counter to ensure that the package is properly stamped and initialed for receipt. Packages should be clearly marked “Proposal Documents Enclosed.” This indicates to the Receptionist that this is a priority item and that it should not be processed with the regular mail.

Questions/Clarifications are due Friday, July 9, 2010. BJCTA responses will be posted by Tuesday, July 13, 2010.

- c. **Required Certifications/Forms (page 33 – 50):** BJCTA is a public agency funded by the United States Department of Transportation via one of its sub-agencies, the Federal Transit Administration. As such, we require that all forms contained in the solicitation are completed. Forms that do not apply directly to this solicitation may be marked “Not Applicable (N/A)”, signed and dated.
  - i. **Proposal Form** – use this form to indicate proposal amount. If space is insufficient, note that the information has been included and where it may be found in proposal response documents.
  - ii. **Pre-Award Evaluation Date Form** – this form provides general information regarding the Proposer and is a quick “go to” document for the Evaluation Team.
  - iii. **Request for Change/Approved Equal** – this form should be used to ask questions and to gain clarification of the scope of work.

Questions have to be formally submitted in writing. No verbal response is binding. Proposers may feel free to submit their questions via email to [cwashington@bjcta.org](mailto:cwashington@bjcta.org). Note that all questions are due by not later than close of business (5:00 PM CDST), July 9, 2010. BJCTA responses will be provided by not later than close of business on July 13, 2010. You won't need to return this particular attachment. It's mainly a document for you to formally submit your questions.

- iv. **Acknowledgement of Addenda** – should be included in proposal documents. Important to acknowledge receipt of addenda to ensure that everyone received all information and that competition is fair and open.
- v. **Buy America Certificate** – This form is N/A to these services. Write “Not Applicable,” sign and date form.
- vi. **Mfg Self-Certification of Compliance** - This form is N/A to these services. Write “Not Applicable,” sign and date form.
- vii. **DBE Letter of Intent** – certifies that you are using a DBE (or that you are a DBE), who the DBE is, what work will be performed and for how much. If no DBE available, write “Not Applicable,” sign and date form.
- viii. **DBE Affidavit** – The proposed DBE vendor would sign and date this form. Each of your DBE's should complete this form and be included in your submission. If no DBE, write “Not Applicable,” sign and date form.
- ix. **DBE Unavailable Certification** – if no DBE found, need to indicate type of work considered using DBE's for, who was contacted, how they were contacted, etc. This form must be signed and dated.
- x. **Affidavit of Non-Collusion** – follow directions on form. Form must be notarized.
- xi. **Conflict of Interest Statement** – List of Board of Directors; if relationship with any of them, the relationship should be clearly defined and form signed and dated. Please advise us of any peripheral relationships, as well. BJCTA's desire is to avoid any appearance of impropriety. If you are chosen to render these services, the Board Member you have identified would have to be excused from discussion and voting regarding the contract.
- xii. **Lobbying Certification** – certify that you have not attempted to influence this contract in any way. Must be signed and dated.
- xiii. **Debarment & Suspension** – follow directions on form.

- V. **The Process** – Once proposals have been submitted, the first step will be to determine your responsiveness. We assess *responsiveness* – whether you have met the minimum requirements – and *responsibility* – whether you are able to perform the services we have outlined in the solicitation.

The typical process is that an Evaluation Committee will convene to evaluate each of the proposals. The proposals are narrowed down to the top three. A staff summary and recommendation are made to the appropriate committee of the Board of Directors. The committee makes its recommendation to the full Board and authorization is given to the Executive Director to enter into a contract with the winning Proposer. This process may take 30-60; however, Proposer's are requested to stand by their proposals for up to 120 days.

If there is some type of delay, I will keep those who submitted proposals abreast of what is going on. No announcement will be made regarding recommendations or award until approval has been gained from the Board.

BJCTA reserve the right to award separate; however, our goal is to award one contract for both facilities.

- VI. Scope of Services<sup>2</sup>** – Ms. Washington and Mr. Moss explained the scope of services. After award of the contract, Mr. Moss will be the Compliance Officer and contact for service related questions. Contract related questions should be directed to Ms. Washington.

BJCTA is a 24 hour, 7 day operation and our goal is to provide clean, comfortable facilities for both our riders and employees. There are many things that are outside our control i.e. funding structure, age of our vehicles, etc. However, providing clean restrooms and a comfortable waiting area (inside or out) is within our control and is the least we can do for our riding public.

Please note that when bidding, Proposers should make sure that they have taken everything into account i.e. wage increases, market conditions, etc. BJCTA does not look favorably upon change orders.

#### **Central Station (Morris Avenue)**

For this building, the top three areas are the Passenger Loading Area, Rider's Lounge and Restrooms (page 6). High traffic times are 6:00 a.m. – 9:30 a.m. and 2:00 p.m. – 6:30 p.m.

- **Passenger Loading Area:** This is a priority area for us. This area includes the concrete slab, as well as the landscaped areas surrounding the platform.
- **Lobby Area:** This is our Rider's Lounge. Keeping this area clean and free of debris is important.

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<sup>2</sup> This section only addresses those items that were highlighted during the conference. Proposers should be certain that they have thoroughly read and understand the scope of work as outlined within the solicitation.

- **Restrooms:** We are now requiring that a log be placed in each restroom that the cleaning staff would initial each time they clean. Please be sure to remove any graffiti and report any vandalism immediately to Mr. Moss. Note that cleaning personnel are required to plunge the toilets when necessary. If this does not relieve the problem, then they are to contact Mr. Moss.
- **Customer Service Area:** Cleaning personnel are only allowed to enter this area only after 6:00 p.m. Assigned personnel should also be certain to clean the restroom in this area daily.
- **Security Office:** This area will only be cleaned upon request. Please use only clean, soft, dry towels to clean the video equipment.
- **Kitchen Area:** Cleaning personnel should clean the sinks, microwave daily. The refrigerator should be cleaned out at least quarterly.
- **Second Floor Parking Lot:** Sometimes this area is neglected. Be certain to perform quarterly pressure washing and daily removal of debris.
- **Personnel/Staffing:**
  - Hours of operation are Monday – Saturday, 6:00 a.m. – 10:00 p.m. Central Station is closed on Sundays, so this may be an ideal time for “deep cleaning.”
  - BJCTA recommends that you have two people on duty, particularly during high traffic times.
  - A work list should be provided in advance and on a bi-weekly basis showing those personnel who have been assigned to this location and their work schedules.
  - We will no longer operate based upon an “honor system” which allowed cleaning personnel to sign-in with security (#6). All contract employees will be required to use BJCTA’s biometric time and attendance system to clock-in and clock-out. As such, it is suggested that the contractor develop a pool of persons that would be assigned to this location, so that they may be entered into the time system. Fingerprints are not stored in the system – they are changed into an algorithm in order to avoid identity theft or fraud.
  - Please note that BJCTA has quite an extensive video and audio security system installed to monitor its’ employees, as well as its contractors.
  - Make sure personnel are dressed in an easily identifiable uniform, issued by the contractor, which also includes a photo I.D. badge.
  - At this location, there is a supply closet to hold daily supplies, as well as a portion of one of the mechanical rooms which has been designated for storage of supplies.

- Under no circumstances is cleaning personnel allowed to open any electronic doors for anyone, at any time. There are no exceptions to this rule.

### **8<sup>th</sup> Avenue (Operations)**

This facility is a 24/7 operation. It is strongly suggested that much of the work in the office areas be performed after business hours (after 5:00 p.m.) Make sure that mopping, waxing, etc. is performed after hours.

- **Reception Area:** Regarding the trash receptacles, they are to be cleaned weekly to the best of your ability. If there is something that cannot be easily cleaned, please alert Mr. Moss.
- **Elevator/Staircase:** Most of the employees use the staircase in this facility, so this is an area where you should pay particular attention. The elevator should not be blocked because it sounds an alarm that can disturb the employees.
- **Office Area:** Employees will be instructed to clear their desks and remove any sensitive documents when they desire these areas to be dusted and cleaned.
  - Windows: outside windows can be cleaned during the day; inside should be cleaned after hours.
- **Ready Room/Quiet Room:** This is the area where the drivers rest between shifts. You should usually not have any problem cleaning these areas since most drivers should be out on their runs.
  - Nearly 80% of the floors at 8<sup>th</sup> Avenue are tile, as opposed to carpet.
- **Restroom:** These restrooms are just as important as the restrooms at Central Station. There are three (3) shifts in the Maintenance area, so cleaning would take place between shifts. A log should be placed in these restrooms, as well, to track how often it is cleaned.
  - Note that paper products are used much more at 8<sup>th</sup> Avenue than at Central.
  - You will have an area in the Parts Department within which to keep your supplies. Only the contractor and their designated personnel have a key to this area. Mr. Moss maintains a key for emergencies only.
  - Be sure to immediately remove any graffiti and advise Mr. Moss of any vandalism to the facilities.
- At this particular time, the rugs are cleaned by a contractor; however, if we cancel that contract, the cleaning personnel would be expected to clean the rugs.
- The **Foreman's Booth** and **Revenue Room** will be cleaned upon request. The Revenue Room will be cleaned under the supervision of

security or other designated BJCTA staff person. 24-hour notice will be provided when either of these areas needs to be cleaned.

- **Kitchen Area:** This is not really a kitchen, but more of a lunch room. Sinks and microwaves should be cleaned daily.
- **Personnel/Staffing:**
  - Hours of operation: Sunday – Saturday, 6:00 a.m. – 11:00 p.m.
  - A work list should be provided in advance and on a bi-weekly basis showing those personnel who have been assigned to this location and their work schedules.
  - We will no longer operate based upon an “honor system” which allowed cleaning personnel to sign-in with Dispatch. All contract employees will be required to use BJCTA’s biometric time and attendance system to clock-in and clock-out. As such, it is suggested that the contractor develop a pool of persons that would be assigned to this location, so that they may be entered into our system. Fingerprints are not stored in the system – they are changed into an algorithm in order to avoid identity theft or fraud.
  - Please note that BJCTA has quite an extensive video and audio security system installed to monitor its’ employees, as well as its contractors.
    - Managers are encouraged to come at any time to check on their personnel. This is why a badge and key are provided to the Manager, which allows 24 hour access to the general areas of the buildings.
  - Make sure personnel are dressed in an easily identifiable uniform, issued by the contractor, which also includes a photo I.D. badge.
  - Under no circumstances is cleaning personnel allowed to open any electronic doors for anyone, at any time. There are no exceptions to this rule.
- Regarding arrival of supplies (#9), Facilities will, as much as they can, try to assist your personnel in unloading these items. This will not be the standard and cleaning personnel should expect to unload and stock their supplies in the appropriate areas.

#### **Miscellaneous**

- Contractors may not hire an employee who works directly for BJCTA or one of its contractors.
- There will be a \$10 fee per item, per occurrence for lost keys or badges.
  - In the case of a lost badge, please notify Mr. Moss immediately so that he may deactivate it.

### **Responsiveness/Experience**

- Today's tour will acquaint you with BJCTA's facilities. Proposers may contact Mr. Moss to schedule an additional walk-through (205-586-9911).
- An experienced manager should be assigned to oversee the cleaning personnel at both buildings.
- References should consist of the last three contracts your firm has secured. Provide contact name, title, phone number and/or email. If either of these contracts has been terminated, please indicate the reason.

**Section II.2.3 Type of Contract** (page 12) – This is a fixed price contract. Please take into consideration all of the factors that may affect pricing over time i.e. minimum wage increases, changes in the market, etc. BJCTA is seeking the most responsive and responsible bidder, so while cost is a factor that we will pay close attention to, it is not the most important factor to be considered.

**Section II.2.8 Equipment** (page 13) – Contractor is responsible for supplying all labor, supplies, machinery, equipment necessary to service this contract. Please note the bold statements on pages 6 and 9.

**Section II.2.11 Liquidated Damages** (page 14) – Liquidated damages are assessed at no less than \$100/day, except where otherwise designated. Please review this section carefully. Liquidated damages will be deducted from each monthly invoice. The contractor will be advised prior to the issuance of any payment regarding deductions for liquidated damages.

**Section II.2.36 Separate Contracts** (page 19) – BJCTA reserves the right to issue separate contracts.

*[Section II.2.40 Insurance – You are required to have Worker's Compensation, Public Liability and Property Damage, Errors and Omissions Insurance (page 20). A Certificate of Insurance must be furnished showing BJCTA as an additional insured.<sup>3</sup>]*

## **VII. Questions/Answers**

1. **Bob Etheridge (AHRMDCO/VIS) – On additional services, how do you want that broken down? By hours? Or, a list of services themselves?**  
The requirement is for a flat fee per hour, but if you would like to provide a schedule of services and rates, you may.

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<sup>3</sup> This was not stated during the meeting, but should be noted by each potential Proposer.

2. **Rod Lemon (AHRMDCO/VIS) – Can we break that down to what would be most beneficial to the transit agency, instead of just an hourly rate?** Yes.
3. **Bob Etheridge (AHRMDCO/VIS) – Vandalism or marks on the walls or whatever... I know that within reason there are certain things we can remove, but what are the expectations?** For graffiti that you see is not easy to remove, please notify Mr. Moss as soon as possible – that’s for interior and exterior. Facilities will take care of graffiti or vandalism to the exterior surfaces. The restroom walls have been painted black, which has been a deterrent for graffiti.
4. **Rod Lemon (AHRMDCO/VIS) – If you’re a DBE firm, do you also have to have a DBE goal?** No, because you would be considered 100% DBE. You do have to complete the DBE Letter of Intent.

**Where can we find information on the previous budgets of prior contractors?** The previous contractor’s annual contract was \$87,600. This contractor was with us for two (2) years, but the contract terminated early. If the rate we’re paying our temporary contractor were annualized, it would be \$99,888. Both of these include supplies. BJCTA’s independent cost estimate, based upon bringing the services in-house, projected the annual cost for supplies to be approximately \$20,000 per year.<sup>4</sup>

5. **Thomas Falls, Jr. (Falls Janitorial) – On the schematic for 8<sup>th</sup> Avenue, how much of the first floor is cleanable space?** The portion of the schematic that is cleanable space is indicated on the drawing as “Two-Story Finished Area.” The dimensions are 70’x110’. Within the “Unfinished Service/Repair Area” the spaces that the contractor would be responsible for cleaning are as follows:
  - a. Foreman’s Booth – 96 sq. ft. (8’x12’) – cleaned only as requested
  - b. Facilities Office – 384 sq. ft. (16’x24’)
  - c. Maintenance Office – 1080 sq. ft. (36’x30’)
  - d. Parts Clerk Office – 72 sq. ft. (9’x8’)
  - e. Revenue Room – 352 sq. ft. (22’x16’) – cleaned only as requested

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<sup>4</sup> This is only a “guesstimate.”