

CONTRACT FOR INDEPENDENT CONTRACTOR SERVICES
BETWEEN THE
CITY OF RENO
and
J & L
CONTRACTOR

THIS CONTRACT is made and entered into by and between the City of Reno, a Nevada municipal corporation ("City"), and J & L ("Contractor").

WHEREAS, the City deems it advisable to engage the services of the Contractor, and it appears that such services can be performed more economically under a contract; and

WHEREAS, the Contractor has signified a desire to provide services as set forth in the response to the City's Invitation to RFP No.2024-02; and

NOW THEREFORE, in consideration of the premises and of their mutual and dependent agreements, the parties hereto agree as set forth in the following terms and conditions.

1. PROFESSIONAL STANDARDS. The Contractor shall provide the services set forth herein in a workmanlike manner consistent with standards in the trade, profession, or industry; and shall conform to or exceed the specifications set forth in the incorporated attachments; and shall be fit for ordinary use, of good quality, with no material defects.

2. EMPLOYMENT OF CITY EMPLOYEES. The Contractor shall not engage the services of any person or persons now employed by the City, including any department, commission or board thereof, to provide services relating to this Contract.

3. NONDISCRIMINATION. In connection with the performance of work under this Contract, the Contractor shall not discriminate against any employee or applicant for employment because of age, race, creed, religion, color, veteran status, sex, sexual orientation (means having or being perceived as having an orientation for heterosexuality, homosexuality, or bi-sexuality), gender identity or gender expression (means a gender-related identity, appearance, expression, or behavior of a person regardless of the person's assigned sex at birth), physical condition, disability, national origin, or any other protected class status applicable under federal, state or local law, rule or regulation. Race includes traits associated with race, including, without limitation, hair texture and protective hairstyles. Any violation of this provision shall constitute a material breach of contract.

4. CONTRACT TERM. This Contract shall be effective on September 1, 2023 through September 1, 2026, with two one-year options to extend, unless sooner terminated by either party as specified in this Contract.

5. NOTICE. Unless otherwise specified, termination shall not be effective until 30 calendar days after a party has served written notice of default, or without cause upon the other party. All notices or other communications required or permitted to be given under this Contract shall be in writing and shall be deemed to have been duly given if delivered personally in hand, by telephonic facsimile with simultaneous regular mail, or mailed certified mail, return receipt requested, postage prepaid on the date posted, and addressed to the other party at the address specified above.

6. CONSIDERATION. The parties agree that Contractor will provide the services specified in paragraph seven (7) in the not-to-exceed sum of \$875,664.00 for the term of this Contract.

7. INCORPORATED DOCUMENTS – SCOPE OF WORK. The parties agree that the scope of work shall be specifically described in attachments. This Contract incorporates the following attachments in descending order of constructive precedence:

ATTACHMENT A: Contractor's Response to Invitation to RFP No. 2024-02.
Contractor's Attachment(s) shall not contradict or supersede any City specifications, terms or conditions without written evidence of mutual assent to such change appearing in this Contract.

8. ASSENT. The parties agree that the terms and conditions listed on incorporated attachments of this Contract are also specifically a part of this Contract and are limited only by their respective order of precedence and any limitations specified.

9. TIMELINESS OF BILLING SUBMISSIONS. The parties agree that timeliness of billing is of the essence to the contract and recognize that the City is on a fiscal year that ends every June 30th. Invoicing for all work shall be at the rates and intervals as set forth in the incorporated attachments.

10. INSPECTION & AUDIT.

a. Books and Records. Contractor agrees to keep and maintain under generally accepted accounting principles (GAAP) full, true and complete records, contracts, books, and documents as are necessary to fully disclose to the City, or the State or United States Government in the event that they provide any funding, or their authorized representatives, upon audits or reviews, sufficient information to determine compliance with all City ordinances, and state and federal regulations and statutes.

b. Inspection & Audit. Contractor agrees that the relevant books, records (written, electronic, computer related or otherwise), including, without limitation, relevant accounting procedures and practices of Contractor or its subcontractors, financial statements and supporting documentation, and documentation related to the work product shall be subject, at any reasonable time, to inspection, examination, review, audit, and copying at any office or location of Contractor where such records may be found during business hours, with or without notice by the City or its authorized agent (and State or Legislative Auditor when applicable), and with regard to any federal funding, the relevant federal agency, the Comptroller General, the General Accounting Office, the Office of the Inspector General, or any of their authorized representatives.

c. Period of Retention. All books, records, reports, and statements relevant to this Contract must be retained a minimum three (3) years, and for five (5) years if any federal funds are used pursuant to the Contract. The retention period runs from the date of payment for the relevant goods or services by the City, or from the date of termination of the Contract, whichever is later. Retention time shall be extended when an audit is scheduled or in progress for a period reasonably necessary to complete an audit and/or to complete any administrative and judicial litigation which may ensue.

11. CONTRACT TERMINATION AND CANCELLATION.

a. Termination Without Cause. Any discretionary or vested right of renewal notwithstanding, this Contract may be terminated upon thirty (30) days written notice by mutual consent of both parties, or unilaterally by either party without cause.

b. Termination for Non-Appropriation. The continuation of this Contract beyond the fiscal year is subject to and contingent upon sufficient funds being appropriated, budgeted, and otherwise made available by the Reno City Council and/or federal sources. The City may terminate this Contract, and Contractor waives any and all claim(s) for damages, effective immediately upon receipt of written notice (or any date specified therein) if for any reason the City Department/Agency's funding from City and/or federal sources is not appropriated or is withdrawn, limited, or impaired in either a City, State or federal fiscal year.

c. Winding Up Affairs Upon Termination. In the event of termination of this Contract for any reason, the parties agree that the provisions of this paragraph survive termination:

i. The parties shall account for and properly present to each other all claims for fees and expenses and pay those which are undisputed and otherwise not subject to set off under this Contract. Neither party may withhold performance of winding up provisions solely based on nonpayment of fees or expenses accrued up to the time of termination;

ii. Contractor shall satisfactorily complete work in progress at the agreed rate (or a pro rata basis if necessary) if so requested by the City;

iii. Contractor shall preserve, protect and promptly deliver into City possession all property of the City.

d. Cancellation by the City. In accordance with RFP #2024-02.

12. REMEDIES. Except as otherwise provided for by law or this Contract, the rights and remedies of the parties shall not be exclusive and are in addition to any other rights and remedies provided by law or equity, including, without limitation, actual damages, and to a prevailing party reasonable attorneys' fees and costs.

13. LIMITED LIABILITY. The City will not waive and intends to assert available NRS chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Liquidated damages shall not apply unless otherwise specified in the incorporated attachments. Damages for any City breach shall never exceed the amount of funds appropriated and authorized for payment under this Contract, but not yet paid to Contractor, for the fiscal year budget in existence at the time of the breach. Damages for any Contractor breach shall not exceed one hundred and fifty percent (150%) of the contract maximum "not to exceed" value. Contractor's tort liability shall not be limited.

14. FORCE MAJEURE. Neither party shall be deemed to be in violation of this Contract if it is prevented from performing any of its obligations hereunder due to strikes, failure of public transportation, civil or military authority, act of public enemy, accidents, fires, explosions, or acts of God, including without limitation, earthquakes, floods, winds, or storms. In such an event the intervening cause must not be through the fault of the party asserting such an excuse, and the excused party is obligated to promptly perform in accordance with the terms of the Contract after the intervening cause ceases.

15. INDEMNIFICATION & HOLD HARMLESS. To the fullest extent permitted by law Contractor shall indemnify, hold harmless and defend, not excluding the City's right to participate, the City from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents.

16. INDEPENDENT CONTRACTOR. Contractor is associated with the City only for the purposes and to the extent specified in this Contract, and in respect to performance of the contracted services pursuant to this Contract, Contractor is and shall be an independent contractor and, subject only to the terms of this Contract, shall have the sole right to supervise, manage, operate, control, and direct performance of the details incident to its duties under this Contract. Nothing contained in this Contract shall be deemed or construed to create a partnership or joint venture, to create relationships of an employer-employee or principal-agent, or to otherwise create any liability for the City whatsoever with respect to the indebtedness, liabilities, and obligations of Contractor or any other party.

17. INSURANCE AND BONDS. Contractor, as an independent contractor, must carry policies of insurance and pay all taxes and fees incident hereunto. Contractor shall provide, when required by state law, for all workers' compensation coverage for its employees. Policies shall meet the terms and conditions as specified in RFP #2024-02. Contractor must meet the terms and conditions for bonding as specified in RFP #2024-02.

18. COMPLIANCE WITH LEGAL OBLIGATIONS. Contractor shall procure and maintain for the duration of this Contract any state, county, city or federal license, authorization, waiver, permit, qualification or certification required by statute, ordinance, law, or regulation to be held by Contractor to provide the goods or services required by this Contract. Contractor will be responsible to pay all taxes, assessments, fees, premiums, permits, and licenses required by law or ordinance. Real property and personal property taxes are the responsibility of Contractor in accordance with NRS 361.157 and NRS 361.159. Contractor agrees to be responsible for payment of any such government obligations not paid by its subcontractors during performance of this Contract.

19. WAIVER OF BREACH. Failure to declare a breach or the actual waiver of any particular breach of the Contract or its material or nonmaterial terms by either party shall not operate as a waiver by such party of any of its rights or remedies as to any other breach.

20. SEVERABILITY. If any provision contained in this Contract is held to be unenforceable by a court of law or equity, this Contract shall be construed as if such provision did not exist and the non-enforceability of such provision shall not be held to render any other provision or provisions of this Contract unenforceable.

21. ASSIGNMENT/DELEGATION. To the extent that any assignment of any right under this Contract changes the duty of either party, increases the burden or risk involved, impairs the chances of obtaining the performance of this Contract, attempts to operate as a novation, or includes a waiver or abrogation of any defense to payment by City, such offending portion of the assignment shall be void, and shall be a breach of this Contract. Contractor shall neither assign, transfer nor delegate any rights, obligations nor duties under this Contract without the prior written consent of the City.

22. CITY OWNERSHIP OF PROPRIETARY INFORMATION. Any reports, histories, studies, tests, manuals, instructions, photographs, negatives, blue prints, plans, maps, data, system designs, computer code (which is intended to be consideration under the Contract), or any other documents or drawings, prepared or in the course of preparation by Contractor (or its subcontractors) in performance of its obligations under this Contract shall be the exclusive property of the City and all such materials shall be delivered into City possession by Contractor upon completion, termination, or cancellation of this Contract. Notwithstanding the foregoing, the City shall have no proprietary interest in any materials licensed for use by the City that are subject to patent, trademark or copyright protection.

23. PUBLIC RECORDS. Pursuant to NRS 239.010, information or documents received from Contractor may be open to public inspection and copying. The City has a legal obligation to disclose such information unless a particular record is made confidential by law or a common law balancing of interests. Contractor may label specific parts of an individual document as a trade secret or confidential proprietary information in accordance with NRS 332.061, provided that Contractor thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any document that is released by the City shall constitute a complete waiver of any and all claims for damages caused by any release of the records.

24. CONFIDENTIALITY. Contractor shall keep confidential all information, in whatever form, produced, prepared, observed or received by Contractor to the extent that such information is confidential by law or otherwise required by this Contract.

25. FEDERAL FUNDING. In the event federal funds are used for payment of all or part of this Contract:

- a. Contractor certifies, by signing this Contract, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to the regulations implementing Executive Order 12549, Debarment and Suspension, 28 C.F.R. pt. 67, § 67.510, as published as pt. VII of the May 26, 1988, Federal Register (pp. 19160-19211), and any relevant program-specific regulations. This provision shall be required of every subcontractor receiving any payment in whole or in part from federal funds.
- b. Contractor and its subcontractors shall comply with all terms, conditions, and requirements of the Americans with Disabilities Act of 1990 (P.L. 101-136), 42 U.S.C. 12101, as amended, and regulations adopted thereunder contained in 28 C.F.R. 26.101-36.999, inclusive, and any relevant program-specific regulations.
- c. Contractor and its subcontractors shall comply with the requirements of the Civil Rights Act of 1964, as amended, the Rehabilitation Act of 1973, P.L. 93-112, as amended, and any relevant program-specific regulations, and shall not discriminate against any employee or offeror for employment because of race, national origin, creed, color, sex, religion, age, disability or handicap condition (including AIDS and AIDS-related conditions.)

26. LOBBYING. The parties agree where expressly prohibited by law or ordinance, no funding associated with this contract will be used for any purpose associated with or related to lobbying or influencing or attempting to lobby or influence for any purpose the following:

- a. Any federal, state, county or local agency, legislature, commission, counsel or board;
- b. Any federal, state, county or local legislator, commission member, counsel member, board member, or other elected official; or
- c. Any officer or employee of any federal, state, county or local agency; legislature, commission, counsel or board.

27. PROPER AUTHORITY. The parties hereto represent and warrant that the person executing this Contract on behalf of each party has full power and authority to enter into this Contract. Any services performed by Contractor before this Contract is effective, or after it ceases to be effective, or beyond its maximum authorized consideration, shall be performed at the sole risk of Contractor.

28. GOVERNING LAW; JURISDICTION. This Contract and the rights and obligations of the parties hereto shall be governed by, and construed according to, the laws of the State of Nevada and the ordinances of the City of Reno, without giving effect to any principle of conflict-of-law that would require the application of the law of any other jurisdiction. The parties consent to the exclusive jurisdiction of the Second Judicial District Court, Washoe County, Nevada for enforcement of this Contract.

29. ENTIRE CONTRACT AND MODIFICATION. This Contract and its integrated attachment(s) constitute the entire agreement of the parties and as such are intended to be the complete and exclusive statement of the promises, representations, negotiations, discussions, and other agreements that may have been made in connection with the subject matter hereof. Headings are for convenience only and shall not be construed as material. Unless an integrated attachment to this Contract specifically displays a mutual intent to amend a particular part of this Contract, general conflicts in language between any such attachment and this Contract shall be construed consistent with the terms of this Contract. Unless otherwise expressly authorized by the terms of this Contract, no modification or amendment to this Contract shall be binding upon the parties unless the same is in writing and signed and approved by the respective parties hereto. This Contract may be executed in counterparts.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.

J & L

By: _____
Jessica R. Williams, Partner

CITY OF RENO

ATTEST:

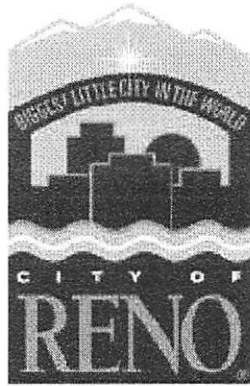
By: _____
Hillary L. Schieve, Mayor

By: _____
Mikki Huntsman, City Clerk

APPROVED AS TO FORM

By: _____
Susan Ball Rothe
Deputy City Attorney

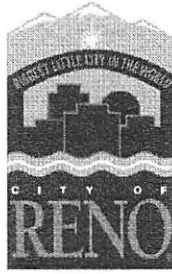
ATTACHMENT A



Cover Sheet for Request for Proposal
RFP #2024-02
Janitorial Services 2023-2026

If you are submitting a Response to a Request for Qualifications, please utilize our online portal.

CITY OF RENO
Purchasing Division
P.O. Box 1900
Reno, NV 89505
(775) 326-6658
(775) 334-2409 fax
woodm@reno.gov

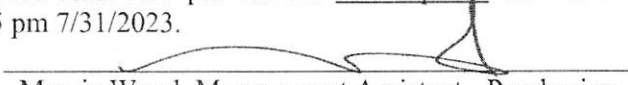


Date: 07/14/2023

Request for Proposal No.
2024-02
THIS IS NOT AN ORDER

INVITATION AND ADVERTISED REQUEST FOR PROPOSAL

Scaled RFPs will be received until 3:00 pm via our online portal on 7/31/2023. Said RFPs shall be opened no earlier than 3:05 pm 7/31/2023.


Marcie Wood, Management Assistant - Purchasing

The City of Reno is currently accepting sealed proposals for **Janitorial Services**. It is the express intent of this RFP solicitation to award to the lowest responsive, responsible Proposer(s) to provide services/equipment to the City of Reno. If the Proposer proposes to provide services/equipment other than specified so as to make it conform to performance standards, a complete and detailed description must be included as part of the RFP showing each proposed modification. All deviations from the specified scope of services must be completely described. Attach more sheets and label appropriately if needed. The City of Reno shall determine if any information submitted shall be deemed necessary to the successful completion of the project within "NO SUBSTITUTIONS" category.

This solicitation is made in compliance with Nevada Revised Statute §332. Any appeal and or protest shall be in conformance with §332.068 and the protest requirements stated in this RFP.

Questions regarding the Request for Proposal shall be submitted via the online portal under the Questions Tab.

Per the attached Terms, Conditions, and Requirements

Firm Name J & L
Address 12955 Thunderbolt Drive
City Reno
State NV Zip 89511-7711
Telephone 775-379-8332
Fax n/a
E-Mail jandnevada@gmail.com

In compliance with this Request for Proposal and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if Proposal is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 33 pages of this Request for Proposal.

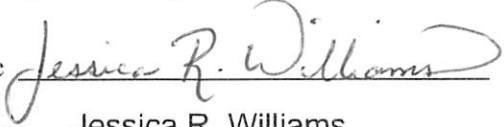
Signature 
Print Name Jessica R. Williams
Print Title Partner

Table of Contents

	Page
Request for Proposal Process and Rules.....	4
1. Request for Proposal Schedule	4
2. Questions/ Clarifications.....	5
3. Addendums	5
4. Exceptions.....	5
5. Request for Proposal Receipt and Opening Time.....	5
6. Preparation of RFP.....	6
7. Submission of Request for Proposal	6
8. Late RFP	7
9. Withdrawal of RFP	7
10. Specifications.....	7
11. Specification Restrictions	7
12. Exceptions to Specifications	7
13. References.....	7
14. Guarantee/Warranty.....	8
15. Tax Exemption.....	8
16. Pricing	8
17. Discount and Payment Terms	8
18. Billing	8
19. RFP Evaluation	9
20. Cancellation	9
21. Termination.....	9
22. Assignment	9
References.....	9
General Terms and Conditions	12
1. Notice of Rights	12
2. Preparation of RFPs	12
3. Award of Contract.....	13
4. Funding Out Clause	14
5. Default of Contract	14
6. Appeal by Unsuccessful Proposer	14
7. Bonds Required.....	16
8. Insurance Requirements.....	16
Exceptions.....	17
Disclosure of Principals	18
Attachment A	20
Project Scope and Requirements	20

REQUEST FOR PROPOSAL PROCESS AND RULES

1. Request for Proposal Schedule

Schedule of Events	Date	
RFP Released	7/14/2023	✓
Mandatory Site Visits	7/20/2023 10:00 am	✓
Last Day to Submit Questions	7/24/2023 3:00 pm	✓
All Addendums to be Posted to reno.gov by	7/26/2023 5:00 pm	✓
Sealed Proposals Due to City of Reno	07/31/2023 3:00 pm	✓
Proposed Award Date by City Council	8/23/2023	✗
Implementation	9/1/2023	✗

The City of Reno reserves the right to modify this schedule at the City's discretion. Notification of changes in the Request for Proposal, due date, and deadline for questions will be posted on the City website at reno.gov and our [online portal](#) or as otherwise stated herein. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the City.

Description of Scheduled Events

Mandatory Pre Bid Meeting - A pre-bid meeting will be held on July 20, 2023. All potential bidders are required to attend this meeting as a walk-thru of major facilities will be done at this time. Your bid will be rejected and returned for failure to attend the pre-bid meeting. Transportation to various locations will be the responsibility of the bidder.

- Meeting will take place at 1640 E. Commercial Row, Learning Center at 10:00 am.
- Bidders will be shown the Corporation Yard, Police Department, City Hall, and EMNECC (approximately 3 hours)
- Meeting will be completed by 1:00 pm.

Deadline For Questions – The deadline for any questions concerning the Request for Proposal is 07/24/2023 at 3:00 pm local time. Any questions submitted after the deadline will not be responded to.

All Addendums to be Posted by – All addendums to the Request for Proposal shall be posted to the City's website at reno.gov and our [online portal](#) no later than 5:00 pm local time on 07/26/2023. All proposals submitted for this Request for Proposal **must** have all addendums attached and acknowledged. Any proposal that does not include the

addendums will be rejected.

Sealed Proposal Due to City – The due date for the sealed Request for Proposal response is 07/31/2023 at 3:00 pm local time. All proposals received after the date and time set for receipt shall be disqualified from consideration and thus deemed rejected.

2. Questions/ Clarifications

Questions regarding the Request for Proposal shall be submitted via the online portal under the Questions Tab. Questions should be submitted in accordance with the Request for Proposal Schedule. If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only. If the solicitation includes a contact person for technical information, any oral or written representations made by this, or any person shall not be relied upon unless subsequently ratified by a written addendum to this solicitation issued by the City. To determine whether any representations made require an addendum be issued, please contact Marcie Wood, Management Assistant - Purchasing, at (775) 326-6658.

It is the City's intent to allow submitters sufficient time to submit questions and seek clarification on the RFP.

All responses to inquiries will be electronic and will be provided to all prospective submitters who have downloaded the RFP from our online portal based on the Proposal Schedule to ensure that the answers can be sent and received by the prospective submitters for their consideration prior to the date submissions are due.

3. Addendums

All addendums to this Request for Proposal shall be issued by the City of Reno in writing. Material changes affecting the material or the Proposer's cost estimate shall have no standing with the City of Reno if not sanctioned by written addendum.

4. Exceptions

A Proposer who believes RFP specifications are unnecessarily restrictive or limit competition may submit such on the Exceptions page of this RFP documents. All Exceptions will be considered in the RFP evaluation.

The City of Reno will promptly respond in writing to each written objection and where appropriate, issue all revisions, substitutions, or clarifications via addenda. Objections of technical or contractual requirements shall include the reason for the objections, supported by documented factual information and any proposed changes to the requirements.

5. Request for Proposal Receipt and Opening Time

The City of Reno is limiting social interactions. Therefore, at this time, this RFP proposal must be received via our online portal no later than 3:00 pm, 7/31/2023.

Late RFPs shall be disqualified from consideration.

6. Preparation of RFP

Proposer shall examine all specifications, specific instructions, and terms and conditions of the Request for Proposal. Failure to do so will be at Proposer's risk.

Any addenda issued shall forthwith become an integral part of the RFP. Proposer shall be required to acknowledge receipt of the same by signing and returning the addenda with the original RFP document.

Proposer shall furnish the required information typed or written in ink.

The person signing the RFP must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the RFP firm shall sign the RFP document.

Proposer shall proofread RFP carefully for errors.

In the event of a difference between a unit price and the extended price, the unit price shall govern.

Technical specifications contained herein shall be considered "optimum". However, a Proposer deviating from the specifications must specify in the exception section any and all exceptions. Failure to note exceptions shall be interpreted to convey that the Proposer shall propose to perform in the manner described and/or specified in this RFP solicitation. Alternate RFP proposals shall be considered provided said alternate (s) are fully described and accompanied by brochures, literature specifications or a combination thereof. The City's decision with respect to equivalents shall be final.

7. Submission of Request for Proposal

Proposer shall sign and return the ENTIRE RFP DOCUMENT.

The City of Reno is limiting social interactions. Therefore, at this time, this RFP proposal must be received via our online portal no later than 3:00 pm, 7/31/2023.

The City will only accept submissions via our online portal.

Prices offered shall **only** be considered if they are provided in the appropriate space(s) on the RFP schedule. For consideration, any additions or deductions to the RFP prices offered must be shown under the exception section of the RFP. Extraneous numbers, prices, comments, etc. appearing elsewhere on their RFP shall be deemed to have no effect on the prices offered in the designated locations.

The City of Reno shall provide a copy of the RFP results to those Proposers requesting such.

8. Late RFP

A RFP received after the receiving time specified shall be rejected.

9. Withdrawal of RFP

A RFP may be withdrawn by written notice, provided such a notice is received prior to the date and time set for the RFP opening.

A request for withdrawal of RFP received after the scheduled RFP opening will not be considered.

10. Specifications

Please see Attachment A, Scope and Requirements Sheet.

11. Specification Restrictions

Offers made as an alternate to those specified shall be given consideration in the RFP evaluation process PROVIDED said alternatives shall be fully described using brochures, specifications, literature, or any combination thereof, accompanying and deemed an integral portion of the Proposer's response.

The City of Reno shall solely determine the acceptability of all offerings.

12. Exceptions to Specifications

Utilizing space provided on the RFP Schedule, Proposers shall note any and all exceptions to the specifications and/or terms and conditions contained herein. Submittal of a specification sheet alone shall not be considered sufficient notification of exceptions.

Failure to note exceptions on the RFP Schedule shall be interpreted that the Proposer will perform in the manner described and /or specified in this Request for Proposal.

The City of Reno reserves the right to accept or reject any and all alternatives or exceptions offered, based solely on the value of said alternatives or exceptions to the City of Reno.

13. References

In the space provided in this RFP, Proposers shall provide verifiable references for **Janitorial Services 2023-2026, RFP # 2024-02** as specified in this Request for Proposal.

For the references listed, please give the following information:

Name of entity

Name, phone number and contact person within the above listed organization

Type of product/service provided

Failure to provide references may result in rejection of the Proposer's response

14. Guarantee/Warranty

The successful Proposer shall agree to redo, at no cost to the City of Reno, any services as a result of award of this Request for Proposal, if that service is deemed unacceptable for any reason resulting from deviations from the specifications contained herein, or as a result of improper procedures, and/or improper work by the successful Proposer.

In the space provided on the RFP Schedule, Proposer shall provide the nature and limitations of the guarantee/warranty that shall apply to **Janitorial Services 2023-2026, RFP # 2024-02**.

15. Tax Exemption

The City of Reno is a tax exempt public entity and is not generally subject to federal excise, state, or local taxes. The City is specifically limited in its payment of sales tax per NRS §372.325. No additional taxes may be added or “passed through” as a result of any agreement.

16. Pricing

In the space provided on the RFP Schedule, Proposers shall provide prices for **Janitorial Services 2023-2026, RFP # 2024-02**.

Pricing shall be inclusive of ALL COSTS such as per diem, travel time, hotel costs and all other expenses relating to the products/service purchased

Prices shall be exclusive of all Federal and State of Nevada sales, use and/or excise taxes.

17. Discount and Payment Terms

Prompt payment discounts and payment terms shall not be considered in recommending the RFP award if less than twenty (20) days.

The City of Reno normal payment terms are “Net 30 days”. If the Proposer wishes to take exception with the terms as stated, an exception must be stated in the Exception Section of the Request for Proposal.

The beginning of the discount and/or payable period will be computed from the date of satisfactory completion of services, and/or the date of receipt of a correct invoice by the City of Reno accounts payable department, whichever is later. Payment is deemed made as of the date on the City of Reno warrant.

18. Billing

The successful Proposer shall invoice the City of Reno and reflect the purchase order number, be itemized and show the name of the authorized individual who placed the order. Original or copy with authorized signature is required.

All original billings should be addressed to:

City of Reno
P.O. Box 1900
Reno, NV 89505
Attention: Accounts Payable

A copy of the billing should also be sent to the ordering department.

19. RFP Evaluation

RFPs shall be evaluated with considerations being price, responses to questions posed within the RFP document related to process, references and on the basis of conformance to specifications, terms and conditions of the Request for Proposal as stated herein. Additionally, further detail relating to the selection of a vendor is in Attachment A.

20. Cancellation

The City of Reno reserves the right to cancel a resultant Agreement upon thirty (30) days written notice.

Cancellation may occur in the event the type, quality and/or work is unsatisfactory to the City of Reno.

In the event successful Proposer does not perform in an acceptable and/or satisfactory manner or is in default for whatever reason, the City of Reno reserves the right to cancel the resultant agreement and to assess cover charges for any difference between the original RFP price and the cost to procure said product/service from an alternate source.

In the event that successful Proposer shall default or is terminated for default, they shall not be considered a responsible Proposer for **Janitorial Services 2023-2026, RFP # 2024-02** and shall be recommended to the Reno City Council, for debarment from doing business with the City of Reno for at least one (1) year after the termination of the term of the defaulted agreement.

21. Termination

The resultant contract may also be terminated upon thirty (30) days written notice by the City of Reno without cause.

22. Assignment

No Assignment of any agreement resulting from this award of this RFP shall be allowed, including the right to receive payment.

REFERENCES

In the space provided below, Proposers shall provide the name, address, telephone number and contact person of the customers for whom they have performed for as described in this Request for Proposal. References cannot be a current or former City of Reno employee or a division of the City of Reno.

Name, Address, Phone #, Contact Person

***Please see the attached reference page located at the end of the RFP**

1. **NDOT** J & L has provided services for NDOT since 2011

Jim Prentice (775) 888-7073 jprentice@dot.nv.gov

J & L provides comprehensive janitorial services, window cleaning, and floor maintenance services for NDOT

2. **TSA** J & L has provided services for the Reno TSA since 2016

Christ Stack (775) 334-7604 chris.stack@tsa.dhs.gov

J & L provides comprehensive janitorial services, pest management, light maintenance, and floor services for TSA

City of Reno Business License Number and Expiration date	Copies of licenses included

City of Reno License #R145766A, exp 8/31/2023. State of NV license #NV2010116972, exp 2/29/24

Reno Municipal Code, Section 4.04.020 requires that any business operating within the City of Reno is required to possess a valid City of Reno business license. Be advised that upon award of a contract/agreement to perform services for the City of Reno, a current business license must be in your possession before commencing business.

Minority Status: Has this firm been certified as a minority, women-owned or disadvantaged business enterprise by any governmental agency? Yes X No if yes, please specify government agency: J & L is in the process of becoming certified as Woman and Minority owned

Date of certification:

The above is for information only. The City of Reno encourages minority business participation; however, no preference shall be given.

Notice to disabled persons: The City of Reno will make reasonable accommodations for disabled persons who wish to submit RFPs or attend a RFP opening by contacting Marcie Wood prior to the RFP opening date.

Debarment and/or Suspension: As required by Executive Order 125.49, Debarment & Suspension, and implemented at 34CFR Part 85, the Proposer certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

NONDISCRIMINATION. In connection with the performance of work under this Contract, the

Contractor shall not discriminate against any employee or applicant for employment because of age, race, creed, religion, color, veteran status, sex, sexual orientation (means having or being perceived as having an orientation for heterosexuality, homosexuality, or bi-sexuality), gender identity or gender expression (means a gender-related identity, appearance, expression, or behavior of a person regardless of the person's assigned sex at birth), physical condition, disability, national origin, or any other protected class status applicable under federal, state or local law, rule or regulation. Race includes traits associated with race, including, without limitation, hair texture and protective hairstyles.

Pursuant to NRS §332.065, this RFP requires that a written certification be included certifying that the proposing company is not currently engaged in, and agrees for the duration of any contract entered into with the City of Reno to not engage in, a boycott of Israel. Accordingly, the proposing company hereby certifies they are not currently engaged in, and agree not to engage in for the duration of this contract entered into with the City of Reno, a boycott of Israel.

✓ Yes No

Jessica R. Williams, Partner

Printed Name & Position


Signature

GENERAL TERMS AND CONDITIONS

1. Notice of Rights

- The City of Reno reserves the right to reject any or all proposals or any part thereof.
- The City of Reno reserves the right to waive any minor informalities or irregularities.
- The City of Reno reserves the right to require such surety as may be deemed necessary for the protection of the City of Reno, or to ensure the satisfactory performance of a contractor in accordance with the specifications and RFP documents.
- The City of Reno reserves the right to withhold award for a period of ninety (90) days from the date of RFP opening.
- The City of Reno reserves the right to award in whole or in part, by item, group of items, or by section where such action would serve the City's best interest. RFPs identified on the basis of "All or Nothing" will be excluded from this provision.
- The City of Reno is a tax exempt public entity and is not subject to federal excise, state, or local taxes. No additional taxes may be added or "passed through".
- The City of Reno may require a full demonstration of any item RFP at vendor's expense.

2. Preparation of RFPs

- RFPs must be submitted in accordance with any document attached hereto and made an integral part hereof.
- Proposers are expected to examine these documents carefully. Failure to do so will be at the Proposer's risk.
- RFPs should be proofread carefully for any errors.
- Any irregularities or lack of clarity in any of the RFP documents attached hereto should be brought to the attention of the Management Assistant - Purchasing as soon as possible so that corrective addenda may be furnished to all Proposers.
- Alterations/erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. Corrections must be initialed in ink by each person signing the RFP.
- In the case of a difference between written words and figures, the amount stated in written words shall govern.
- In the case of a difference between a unit price and the extended price, the unit price shall govern.

All additions, deletions or exceptions are to be listed on the page marked as such. If there are none, print "NONE" and return the page with the submitted RFP. Failure to return or sign the exception page will be presumed as no exceptions are being taken and all terms, conditions, and specifications are being met. **Any pricing information being offered MUST either be submitted on the RFP document cost sheet (if one is provided) or specifically detailed on the "Exception Page". Pricing information offered in other areas of the RFP package WILL NOT be considered.**

Proposers shall note that alterations in the RFP language shall be cause for RFP rejection. If exceptions are taken or alternatives offered, complete descriptions must be shown separately.

Proposers are instructed to use City RFP forms, if provided and complete the requested information fully, i.e., pricing, RFP schedules, specification descriptions, exceptions, disclosure of principals, etc. Failure to do so may be cause for RFP rejection. If additional space is needed, attach additional sheets referencing the appropriate section.

3. Award of Contract

- A. The City of Reno will award the contract on the basis of the RFP or RFPs most advantageous, in addition to price, the City may consider the following;
 - a. The ability, capacity and skill of the Proposer to perform the contract or provide the service required;
 - b. Whether the Proposer can perform the contract or provide the service promptly, and within the time specified without delay or interference;
 - c. The character, integrity, reputation judgment, experience and efficiency of the Proposer;
 - d. The quality of performance on previous contract;
 - e. The previous compliance of laws by the Proposer;
 - f. The financial responsibility of the Proposer to perform the contract or provide the service;
 - g. The limitations of any license the Proposer may be required to possess;
 - h. The quality, availability, and adaptability of the product or service;
 - i. The ability of the Proposer to provide future maintenance and service;
 - j. The number and scope conditions attached to the RFP;
 - k. The life-cycle, maintenance and performance of the equipment or product being offered;
 - l. Or any other basis as allowed by law; and
 - m. The terms of the contract will be for three (3) years with the option for two (2) – one (1) year extensions upon approval;
 - n. The City of Reno reserves the right to reduce frequency, or cancel certain services provided under this contract, which will result in a reduction in the contract amount. City will provide 30 days written notice to the awarded contractor.
- B. A purchase order, mailed or otherwise furnished by the Purchasing Division to the successful Proposer, is a binding contract without further action by either party.
- C. The Purchasing Division will notify all unsuccessful Proposers of the RFP results, and will return with such notice any surety held for bonding.
- D. The resultant contract may not be assigned, transferred or delegated, along with any rights, obligations or duties without prior written consent of the City of Reno.
- E. The specifications contained herein shall be considered "optimum" to the standard material, and is not intended to restrict RFPs, evaluation of RFPs, and recommendation for award of the material to specific manufacturer or from a specific

point of origin. Alternatives and/or exceptions to the specifications shall be given consideration in the resultant RFP evaluation

PROVIDED:

1. Each alternative and/or exception shall be entered on separate sheets stating page number, item, and/or sub-item number and a detailed description of all items offered as alternatives or exceptions.
 2. However, the City of Reno shall reserve the right and privilege to accept or reject any or all RFPs offered, based solely on the judgment of City of Reno staff as to the value of the offers to the City of Reno.
- F. The resultant agreement may be extended at the discretion of the City if determined to be in the best interest of the using agency.
- G. Performance standards shall be construed that Proposer shall be responsible for exercising the degree of skill and care customarily required by accepted professional practices and procedures to perform the contract subject to the City's final approval.

4. Funding Out Clause

In the event the City of Reno fails to obligate requisite funds for the ensuing fiscal year(s) for payment of amounts due against an agreement resulting from this Request for Proposal, necessitating cancellation of the Agreement, the successful Proposer(s) shall agree to hold the City of Reno free from any charge or penalty.

5. Default of Contract

- A. In case of default by the contractor (successful Proposer), the City may procure the product(s) or service from other sources and hold the contractor responsible for any excess cost occasioned thereby.
- B. If necessity requires the use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper adjustment in price.
- C. Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified in the RFP may be considered cause to commence with proceedings against any surety held with the RFP, or assess a penalty equal to five (5) percent of the total RFP price.

6. Appeal by Unsuccessful Proposer

- A. Proposer may appeal a pending RFP award prior to award by the Reno City Council as established in NRS §332.068.
- B. Proposer must submit a written appeal in accordance with the requirements set forth herein to the Management Assistant - Purchasing within five business days from the date of the letter notifying of intent to award the RFP.

- C. The appellant must post a bond with the written appeal with good and solvent surety authorized to do business in the State of Nevada in an amount equal to 25% of the value of the contract with the Purchasing Division in order to have their appeal heard by the City Council. Any and all bonds are subject to the approval of the Reno City Attorney. In the event the appeal is not upheld by the City Council, a claim may be made against the bond in an amount equal to the expenses incurred and other monetary losses suffered by the City because of the unsuccessful appeal.
- D. The route of appeal is the Finance Director and City Manager, or designee, and must be followed sequentially.
- E. No RFP protests will be heard by the Reno City Council unless the Proposer has followed the appeal process route.
- F. Claims Against Protest Bonds:

The City shall not make a claim upon any bond or other security unless and until the basis of that claim is considered and approved by the City Council. The City may:

1. Claim its regular staff time and costs in processing, considering and/or defending against an award protest.
2. Claim any necessary extraordinary staff overtime incurred in processing, considering and/or defending against an award protest.
3. Claim the City Attorney's time and costs in processing, considering and/or defending against an award protest.
4. Claim any resulting fees and costs incurred to any independent contractors, consultants or contracted attorneys utilized in processing, considering and/or defending against an award protest.
5. Claim any lost expenditure savings, lost revenue and other consequential financial damages resulting from the protest's automatic stay of the award of a contract to a selected solicitation response.
6. Claim any lost gifts, lost grants or other lost government or private financial participation resulting from any delay caused by the protest's automatic stay of the award of a contract to a selected solicitation response.

G. Protest Bond Risk Inquiry—Procedure:

As soon as possible after an award protester has posted a protest bond or other security, the soliciting City department or agency shall provide a written non-binding estimate of the basis of potential claims unique to the circumstances of the contract award(s) stayed by the protest, without disclosing any RFP information that must remain confidential until an award decision is final. From this estimate, the protester shall be responsible for calculating the risk(s) of proceeding with a protest to a final decision by the City Council. A protester may withdraw a protest in writing at any time prior to a decision of the City Council, but any withdrawal more than seven (7) calendar days after the issue date of the City's estimate of the basis of potential claims shall, upon City Council's approval of the claims, be subject to claims against the bond or other security of the withdrawing protestor prior to its return to the protester. At a minimum the estimate of the basis of potential claims shall include:

1. If relevant, the date the current contract expires.

2. If relevant, the rate per year paid (or revenue earned) on the current expiring contract.
3. If relevant, the cost per year to complete the solicitation's anticipated work with City staff, equipment and materials.
4. The date the stayed contract award would have begun in the absence of the protest and its anticipated term.
5. The estimated rate per year to be paid (or revenue earned) on the stayed contract award.
6. The rate per hour to be paid to any relevant independent contractors, consultants or contracted attorneys as a result of the protest.
7. An estimate of any anticipated staff time and costs in processing, considering and/or defending against the protest.
8. An estimate of necessary extraordinary employee overtime salary in processing, considering and/or defending against the protest
9. The rate per hour for City Attorney services and any estimated costs in processing, considering and/or defending against the protest.
10. Disclosure of the amounts of any gifts, grants or other government or private financial participation that might be lost due to the protest.
11. Disclosure of any known seasonal, labor, equipment or materials costs that are materially time-sensitive and might result in financial damages to the City due to the protest.
12. Disclosure of any other anticipated consequential financial damages

7. Bonds Required

The successful Proposer will be required to furnish a **performance bond** in the amount of one hundred percent (100%) of the contract insuring faithful performance of all terms of this RFP. All bonds shall be subject to the approval of the Reno City Attorney.

8. Insurance Requirements

Successful Proposer(s) shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence based policy, in a form satisfactory to the City. A certificate of insurance evidencing said coverage shall be supplied by successful Proposer upon request, naming the City as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until at least thirty (30) days prior written notice of cancellation has been received by the City for any reason other than non-payment of premium and for non-payment of premium at least ten (10) days prior written notice of cancellation.

Successful Proposer(s) shall, upon request, deliver to City of Reno evidence of worker's compensation as required by the State of Nevada.

EXCEPTIONS

Does the Proposer take exception to any of the terms or conditions of this Request for Proposal and attachment thereto, or specifications? ☒ Yes ☐ No If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

1.) J & L will provide free transport of supplies from RPD to the smaller substations in Group 2

If awarded Group 3, J & L will provide free transport of supplies from the Corp Yard to the smaller properties

2.) \$150 discount for prompt payment 20 days (\$1,800 annual savings potential)

3.) \$500 discount if steam extraction/carpet bonneting is ordered for 75% of all awarded buildings carpeting, once per year

4.) \$500 discount if hard floor strip/refinish or scrub/wax is ordered for 75% of all awarded buildings hard floors, once per year

5.) After successful completion of the 3 year contract term, J & L respectfully requests the opportunity to

negotiate a reasonable CPI/COL increase for any awarded extension years.

6.) J & L will provide one free spray and buff of hard floors on the 1st and 2nd floor of City Hall

Firm Name J & L

Address 12955 Thunderbolt Drive

City Reno

State NV Zip 89511-7711

Telephone 775-379-8332

Fax n/a

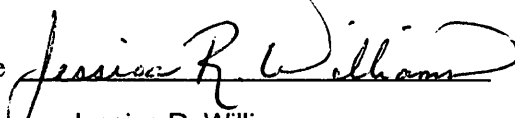
E-Mail jandnevada@gmail.com

Proposers Federal Tax ID # 51-0677778

(May be requested at a later date)

In compliance with this "Request for Proposal" and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods and services described herein at the prices, terms and delivery stated

Signature



Print Name

Jessica R. Williams

Print Title

Partner

If further space is required, please attach additional sheets

DISCLOSURE OF PRINCIPALS

Please print or type

J & L	775-379-8332
Company Name	Telephone Number with area code
12955 Thunderbolt Drive	n/a
Street Address	Fax Number with area code
Reno, Nevada 89511-7711	51-0677778
City, State and Zip Code	Federal Tax Identification Number

Names of Officers or Owners of Concern, Partnership, Etc

Jessica R. Williams	Partner
Name	Official Capacity
12955 Thunderbolt Drive	Reno, Nevada 89511-7711
Street Address	City, State and Zip Code
Luis A. De la Cruz	Partner
Name	Official Capacity
12955 Thunderbolt Drive	Reno, Nevada 89511-7711
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code

I/ we hereby certify the Instructions and Terms and Conditions have been read and agree to:
(Print)

J & L

12955 Thunderbolt Drive, Reno Nevada 89511-7711

Address

775-379-8332

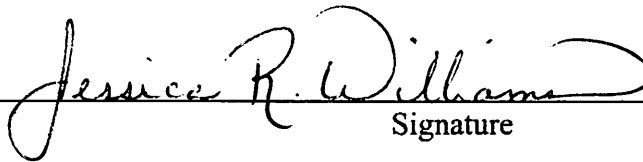
Phone

n/a

Fax

Representative **Jessica R. Williams**

Print Name



Signature

Vendor acknowledges 33 pages of this RFP. Date **7/28/2023**

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ATTACHMENT A

PROJECT SCOPE AND REQUIREMENTS

Janitorial Services 2023-2026, RFP # 2024-02

SCOPE OF WORK AND MINIMUM CLEANING STANDARDS – CITY FACILITIES

It is the intent of the City that all premises be maintained at a high standard of cleanliness. The following standards are therefore intended to be included as the acceptable minimum level of service as directed in the cleaning specifications. Cleaning frequencies set forth in these specifications are meant to be working guidelines for specific areas, dependent upon type and frequency of use. Some areas are cleaned each day the building is open for business, other areas such as City employee office areas will be cleaned either once a week or twice a week.

Some cleaning tasks are to be performed monthly. These cleanings shall be estimated on a square foot cost basis per building.

These standards are not to be construed as complete, and all items not specifically included, but found necessary to properly clean the building, shall be included as though written into these specifications.

CLEAN

The term "clean" as defined generally shall be interpreted to mean the removal of trash, dirt, dust, lint, marks, stains, spots, and streak free. This includes graffiti mitigation on the bathroom stalls and walls. Instances of graffiti shall be reported to the designated City representative.

CLEANING RESTROOMS AND BREAK AREAS

Restroom and break area cleaning is the highest priority to the City's buildings and **must be performed daily**.

The tasks to perform **daily** include the following:

- Floors in these rooms shall be mopped with approved disinfectant/cleaners; be streak-free
- Floor drains treated.
- All plumbing fixtures shall be completely cleaned and sanitized using techniques which will remove and prevent any formation of encrustations or stains under lids, ledges or rims without harming the finish.
- Walls, stall dividers, towel dispenser, soap dispensers, toilet paper holders, seat cover dispensers, and sanitary napkin dispensers shall be cleaned, and serviced during every service.
- Remove graffiti using a process that will not leave an etching on walls, ceramic tiles and counters.
- Trash containers shall be emptied, cleaned, and lined with plastic bags.

- Mirrors shall be cleaned with approved glass cleaner.
- Report any leaks or dispensers needing repair. Also report low batteries in dispensers that need replacement.

CLEANING TENANT OFFICES, CITY OFFICES, AND PUBLIC AREAS INCLUDING EXTERIOR OF THE BUILDING ENTRANCE

Offices and adjacent spaces that are leased to private entities (tenants) shall be cleaned five (5) days a week on a Monday through Friday basis along with the public pathways that serve these areas.

Public entries & hallways shall be cleaned (5) days a week, Monday-Friday.

Offices and program areas occupied by City of Reno employees shall be cleaned a minimum of **one time per week, preferably Fridays.**

The tasks that are to be include are as follows:

- Wastebaskets and trash receptacles shall be emptied, unless otherwise directed, and kept lined with plastic bags in good condition.
- Wastebaskets shall be cleaned as needed, before placing liners.
- Remove all items marked trash or empty boxes left in the hallways.
- Ashtrays /sand urns shall be cleaned and refilled with sand as needed.
- Drinking fountains shall be cleaned, sanitized and polished. Elevator doors, jambs, handles, hardware and doorplates shall be polished.
- Carpeted areas including corridors, pathways, elevators and lobbies shall be vacuumed, including mats. Spot clean areas less than 3 square feet in size.
- Tile floor areas shall be dust mopped and spot damp mopped.
- Upholstered surfaces shall be vacuumed on an as-needed basis.
- Elevators shall be cleaned; remove unsightly marks, fingerprints and soil spots, vacuum elevator door tracks and remove any obstructions.
- All interior glass and glass doors shall be spot cleaned.
- Vacuum the balance of all carpeted areas not vacuumed under the daily cleaning on a weekly basis, including under desks, tables and other furniture.
- Dust and clean fingerprints from all exposed furniture tops, including desks, chairs, tables, lamps, filing cabinets, copiers, shelves, sills and ledges from a height of six feet or below. This task should be completed weekly and accomplished in a manner that does not disturb any of the objects that are on the surface, i.e. feather duster. Regarding desks; cleaning and polishing of the surface shall be done if the surface is clear of work papers.
- Trash and debris in stairwells shall be removed, pan and broom as necessary. Clean handrails and perform complete sweep, mop or vacuum of steps/landings in stairwells weekly.
- Exterior of the building; perform complete sweep of entrance and entryway, spot clean glass doors, remove all trash and debris, handrails, and any webbing that collects on exterior light fixtures.
- Turn on lights in the area of the building being serviced at that time to conserve energy.

- Secure doors and turn off unnecessary lights after completion of work in the immediate area, unless otherwise instructed.

FLOOR CARE

Floors shall be maintained, in such a manner as to promote cleanliness and safety.

The tasks are to include the following:

- A clean, safe condition free of dirt, dust, film, streaks, etc. and shall present a uniform appearance.
- Spot clean all carpeted areas as needed.
- Restore & buff, scrub & wax, strip & wax, steam extraction, and bonnet cleaning shall be completed, only as requested by the Facility Manager or his/her designee. This extra service shall be billed, at a cost per square foot as listed below.

Is there a minimum square footage for an individual floor care request? ☒ Yes ☐ No
If so, please provide the minimum square footage here: Minimum \$150 per order

Please provide your companies costs for these services:

Cost per square foot for steam extraction of carpets	.10
Cost per square foot for bonnet cleaning of carpets	.08
Cost per square foot for restore buffing of hard floors	.10
Cost per square foot for scrub and wax of hard floors	.12
Cost per square foot for strip and wax of hard floors	.15
Cost Per Man Hour (PMH) for additional services	\$17.50

MONTHLY (All spaces)

- All high areas including walls, wall hangings, and ceilings shall be vacuumed, brushed, or dusted.
- Cove base, wall molding, doors and doorjambes shall be dusted, and cleaned.
- Picture frames and wall ornaments shall be dusted.
- Vertical or horizontal blinds shall be dusted and cleaned.
- Wall surfaces and upholstered freestanding space divider walls shall be dusted, and vacuumed.
- Upholstered surfaces shall be vacuumed, and spot cleaned.
- Chairs and cushions in conference rooms, lobbies and waiting rooms shall be vacuumed and/or washed, depending on the type of material being cleaned.

- HVAC vents shall be kept clean and free of dust, webs, and build-up that may detract from the overall appearance.
- All inside windows, entrance windows and door glass are to be kept clean and streak-free.
- Exterior glass on display cases, and partitions spot cleaned as needed.
- Walls shall be kept clean and free from spots, cob webs, and hand prints.

SUPPLIES

City of Reno shall supply paper towels, toilet tissue, toilet seat covers, trash can liners, sand for ash trays, and liquid hand soap.

It will be the responsibility of the Contractor to notify the City of Reno when supplied items require restocking. Use of supplies shall be tracked against past trends and the contractor may be required to credit the City double the purchase price for products or items that cannot be accounted for. Instances such as this will also be grounds for termination of this contract.

RECYCLING

All recycled products shall be collected. Recycle paper is to be bagged, and transported weekly to the Corporation Yard's recycled paper bins located at 1640 East Commercial Row.

Please note: Before dumping recyclable paper into a recycle bin, it MUST be removed from plastic bags.

QUALITY CONTROL

The contractor shall have internal methods of quality control to insure their employees are spending the proper amount of time at each site. The City may request these records and compare them against access system records, video system records, and other methods.

This attendance will be periodically audited and contractor shall provide these records when requested.

Correspondence for complaints and quality control issues may be discussed verbally but shall be documented via email. Failure to correct issues causing complaints may result in termination of the contract.

MISCELLANEOUS

- Contractor shall maintain, update and post complete Material Safety Data Sheets (MSDS) on site for all chemicals and items being utilized.
- All products must be Green Seal Certified unless a variance of written permission via Facility Manager or his/her designee is given.
- Contractor shall forward a copy of the up-to-date inventory and the most current Safety Data Sheets to City of Reno Safety and Training Specialist, Jana Morales at MoralesJ@reno.gov. In the event that new chemicals are brought into the facility, the current SDS will be provided to the Safety and Training Specialist no more than 7 calendar days after introduction of the chemical.

- Quality control inspections may be done by City staff without notice at anytime and findings with related pictures may be documented in email correspondence to the contractor. These correspondence may be used to put contractor on notice for corrections needed, and may be used as documentation for the termination of the contract if two (2) or more complaints are received in a three (3) month period.
- Most work shall be performed after work hours. For security purposes, certain areas will require cleaning service while tenants are present. This service is to be provided at no extra cost. There will also be areas that have late meetings which will require cleaning service after the meetings terminate, i.e. City Council Chambers and Caucus Room. This service shall be provided at no extra cost.
- When a City of Reno property does not have a trash dumpster provided, the trash will need to be transported daily to the Corp Yard 1640 East Commercial Row. Costs associated with this service shall be included with the bid. This includes the large volume of trash removed from City Hall.

DAY PORTER (where requested)

The responsibility of the day porter include:

- Public areas kept presentable & clean at all times
- Miscellaneous emergency items (ie: spills, excessive trash, restroom issues, etc.)
- Restrooms & break areas monitored for cleanliness, functionality and paper products multiple times throughout the day.

GROUP 1
City Hall & Parking Garage

<i>Parking Garage 55 E 1st St.</i>			
Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost
6 stories, 2 Stairwells, 2 City Elevators Clear trash, Spot clean stairwells	159,900	5	\$100.00
Clean & mop elevators (2 City only)		3	\$100.00
Walk each floor & clear debris, full mop & dust stairwells		2	\$100.00
<i>Total monthly cleaning cost</i>			\$300.00

<i>City Hall 1 East 1st St.</i>			
Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost
Basement – Wellness Center & Zen Den	1,932	5	\$100
Lobby, Hallway, & Restrooms	2,208	5	\$100
5 City Elevators		5	\$100
1st Floor – Council Chambers, Mail Room Video Room	4,230	1	\$350
Gallery, Lobby, Breakout room & Restrooms	5,838	5	\$150
2nd Floor – City Clerk & Community Development	9,308	1	\$350
Cashier's floor, Lobby, Breakroom & Restrooms	2,526	5	\$150
3rd Floor offices	11,134	1	\$350
Lobby, Breakroom & Restrooms	700	5	\$150
4th Floor offices	5,851	1	\$350
Lobby, Breakroom & Restrooms	552	5	\$150
5th Floor offices	4,928	1	\$350
Lobby, Breakroom & Restrooms	732	5	\$150
6th Floor offices	4,639	1	\$350
Lobby, Breakroom & Restrooms	1,500	5	\$150
7th Floor offices	2,590	1	\$350

Training, Lobby, Caucus, Breakroom & Restrooms	4,013	5	\$150
8th Floor offices	5,971	1	\$350
Lobby, Breakroom & Restrooms	632	5	\$150
9th Floor offices	6,071	1	\$350
Lobby, Breakroom & Restrooms	532	5	\$150
10th Floor offices	5,994	1	\$350
Lobby, Breakroom & Restrooms	1,102	5	\$150
11th Floor offices	5,981	1	\$350
Lobby, Breakroom & Restrooms	1,192	5	\$150
12th Floor offices	5,971	1	\$350
Lobby, Breakroom & Restrooms	632	5	\$150
14th Floor offices	5,919	1	\$350
Lobby, Breakroom & Restrooms	1,198	5	\$150
15th Floor offices	5,823	5	\$500
Lobby, Breakroom & Restrooms	800	5	\$150
16th Floor offices	6423	1	\$350
Lobby, Breakroom & Restrooms	210	5	\$150
Total monthly cleaning cost			\$7950.00

City Hall and Parking Garage Day porter		
	Frequency	Hourly Rate
Day Porter	8 hours day/ 5 days week (no holidays)	\$17.25 per man per hour

GROUP 2
Reno Police Locations

Please note:

This group requires all contractor employees & supervisors, that service & supervise at the RPD facilities listed in this section, to pass an RPD background check, in addition to the City of Reno background check.

Police Department Main Station
455 E 2nd St.

Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost	Man-hours Per month
Police Main Station (some areas require cleaning during business hours)	53,896	5	\$2,000.00	100
(2) Locker rooms <i>Walk mats & above lockers included</i>		7	\$300.00	46
Lobby, Restrooms & Kitchen Areas		7	\$700.00	85
Elevator & Elevator lobby		7	\$300.00	5
			<i>Total monthly cleaning cost</i>	<i>\$3,300.00</i>

**There will be a new Public Safety Center opening mid-2024. These cleaning services will move to that location, with a 60 written notice to amend the costs and contract.*

Police Department Main Station
Day porter

	Frequency	Hourly Rate
Day Porter	8 hours day/ 7 days week (Including holidays)	\$17.25 per man per hour

Bowling Stadium (Central) Police Sub Station
199 E Plaza Street

Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost	Man-hours Per month
Police Sub Station	3,000	3	\$400.00	25
Restrooms/Breakrooms # Full Kitchens - 1 # Break areas - 1 # Restrooms - 4		5	\$450.00	25
			<i>Total monthly cleaning cost</i>	<i>\$850.00</i>

<i>ROP, Evidence 264 Keystone Ave.</i>				
Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost	Man-hours Per month
Clean office areas/Restrooms	3,500	1	\$300.00	8
			<i>Total monthly cleaning cost</i>	\$300.00

<i>Neil Road Senior Center, Police Sub-Station 3905 & 3925 Neil Road</i>				
Area	SQ. FT.	Cleanings Per Week	Monthly Cleaning Cost	Man-hours Per month
Senior Center	2,844	7	\$1,500.00	90
Gym	9,794	7	\$300.00	75
Police Sub-Station	1,380	3	\$700.00	30
			<i>Total monthly cleaning cost</i>	\$2,500.00

Please note:
This group requires all contractor employees & supervisors, that service & supervise at the RPD facilities listed in this section, to pass an RPD background check, in addition to the City of Reno background check.



City of Reno
Purchasing Division
P.O. Box 1900
Reno, NV 89505

July 26, 2023

Request for Proposal 2024-02 – Janitorial Services– Addendum 1

All potential participants: Please note that for your qualifications to be considered, you must sign and attach this addendum to your response. Failure to do so may be cause for disqualification of your response.

Additional Information

Question #1

Is there a floor plan available for each property? This information is not available.

Question #2

How high do you have to clean interior windows? Regarding the windows in the 1st floor of City Hall, are we expected to clean all the way to the top of the interior windows? The scope of work does not stipulate a maximum height for dusting. The awarded vendor should inform in writing of a location that they are going to be unable to service high dusting due to inability to reach a space. There are companies that will have the necessary equipment available to service all high dusting.

Question #3

Do we have to sweep the service bays in the Fleet department at the Corporation Yard? No, janitorial services stop at the linoleum flooring in that department.

Question #4

How much money is currently being paid for each site? How much is each location being billed monthly? Is there a possibility to have the current cost breakdown for groups 1 & 2?
This information is unavailable.

Question #5

How many employees are currently employed at each site? This information is not available, and it is not relevant to the bidding process as the request is to calculate your bid on a square foot basis. The square footage noted is occupied spaces only.

Question #6

How long does an Awarded Contractor have to prepare the Performance Bond after Notice of Intent? 10 calendar days from the issuance of the Notice of Award.

JW

Question #7

How many visits are on the current contract and how many visits are been removed from the new contract in which we're bidding on? The frequencies of visits only changed in Group 1. The change is from 5 times a week for leased spaces to one time a week on 3 floors.

Question #8

For the companies that showed up late to the walkthrough, will they be disqualified from bidding due to missing important information shared at the beginning? The preference is that you are on time. However, as long as you present for the relevant information, and virtual tour, they would not be disqualified from bidding.

Question #9

Can Contractors expect that City of Reno will return to a once per year schedule of carpet cleaning and hard floor strip/refinish, now that most floors have been renovated or replaced? This is to ensure the new floors life is extended with proper annual maintenance. If floor service work is not completed annually, it increases the cost of service for the Contractor due to years of buildup? There has never been a once per year schedule of carpet cleaning and hard floor strip/refinish. Floor care service and frequency are not relevant to this bid.

Question #10

What time is the Day Porter expected to start/finish at RPD? The hours for the day porter at the Reno Police Department Main station should start no later than 9am and finish no later than 5:30pm.

Question #11

Will any CPI increase requests be allowed during the life of the Contract? Especially for cases of rampant inflation or legislated minimum wage increases that did not exist during bidding? Contract will be for 3 year with the possibility of two (2) one-year extensions. Please provide pricing for the first 3-years and then put a statement of possibly increasing fees by a certain percent, should the contract be extended.

Question #12

Is the Security Office and the Fire Command Office included in the Parking Garage and City Hall square footage? These spaces are to be cleaned by the day porter as they will require them to be cleaned during business hours only.

Question #13

Is it possible to get a breakdown of carpet and VCT square footage for each property? This information is not available, and it is not relevant to the bidding process.

Question #14

Regarding 11th floor Internal Affairs and 15th floor Administration. Will the Day Porter have to service these areas per the prior schedule? The 11th floor Internal Affairs department is required to be cleaned when staff is present so the day porter will need to clean this space. The 15th floor Administration was never been required to be cleaned when staff is present. This space should be cleaned after hours.

Question #15

Is there any cost for background checks and fingerprinting services? No

Question #16

Will the contract be awarded to the lowest bidder for all groups combined, or will it be awarded based on the lowest bidder in each group? The buildings are broken into 3 different groups and awarded in such manner. Award of contracts will be based on scoring of criteria for references, reputation, resources available and price.

Question #17

Who attended the mandatory bid-walk? See attached sign in sheet

Jessica R. Williams of J&L
Print Name Firm Name

acknowledge receipt of Addenda #1 (4 pages) for RFP 2024-02 on 7/28/23
Date

This addendum must be completed and returned with your documents.

Vgonzales
Vickie Gonzales
Management Assistant

Jessica R. Williams

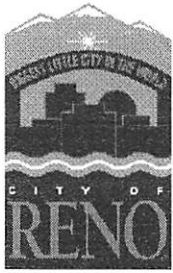
CITY OF RENO

Mandatory Pre-Bid meeting – July 20, 2023 - 10:00am
Contract: RFP 2024-02 – Janitorial Services 2023-2026



Attendee Name (Please print)	Representing (Company name)	Phone #	Email address
Jessica R Williams	J&L	(775) 379-5332	jandlnevada@gmail.com
Luis De la Cruz	J&L	(775) 544-6962	" "
Chad Johnson	CSA	775-412-8344	cjohnson@CSA.Cannon.com
Hans Vargas	one call maintenance	775-229-3113	onecallmaintenance@msn.com
Oscar Vargas	One Call Maintenance	775-915-1432	OneCallMaintenance@msn.com
MATT MATTINGLY	PSM	775-832-0444	Premier Janitorial management & yllavo
LETICIA HARRIS	QUAL-ECON USA	775-722-6096	LHARRIS@QUAL-ECONUSA.COM
Hazel Flores	Qual-Econ USA	775-358-3655	GE@qualeconusa.com
Alma Herrera	Qual-Econ USA	775-358-3655	GE@qualeconusa.com
Michelle Quero	Wow	775-322-4787	michelle@wowcleaningreno.com
Jewellena Gomez	MBJ Building Services	702-955-0699	robertgomez@magwhitejanitorial.com
Dekou Bradie	Coit Reno	775-722-0716	Dekou@coitreno.com
BREANNA HITCHCOCK	Coit Reno	775-710-7330	BREANNA@COITRENO.COM
Jane Belez	COR	775-348-6909	belezj@reno.gov
Vickie Gonzales	COR	775-657-4607	Gonzalesv@reno.gov
Kelsey Meno	Disability Resources	775-359-4498	kelseyM@alphaproductions.org

42



City of Reno
Purchasing Division
P.O. Box 1900
Reno, NV 89505

July 28, 2023

Request for Proposal 2024-02 – Janitorial Services– Addendum 2

All potential participants: Please note that for your qualifications to be considered, you must sign and attach this addendum to your response. Failure to do so may be cause for disqualification of your response.

This amendment is for item “7. Bonds Required” of the General Terms and Conditions on page 16 of 33 of RFP 2024-02.

The bond requirement is amended as follows:

7. Bonds Required

The successful Proposer will be required to furnish a **performance bond** in the amount of one hundred percent (100%) of the contract amount for 1 year insuring faithful performance of all terms of this RFP. Thirty (30) days before the expiration of the first year, a bond renewal for the contract amount for another year must be obtained. Thirty (30) days before the expiration of the second year, a bond renewal for the contract amount for the third year must be obtained. All bonds shall be subject to the approval of the Reno City Attorney. Failure to renew the bond as provided herein will subject the contract to cancellation.

I Jessica R. Williams of J&L
Print Name Firm Name

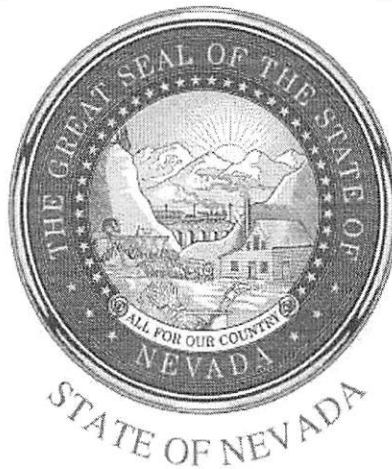
acknowledge receipt of Addenda #2 (1 page) for RFP 2024-02 on 7/28/23.
Date

This addendum must be completed and returned with your documents.

Vickie Gonzales
Management Assistant

Jessica R. Williams

SECRETARY OF STATE



NEVADA STATE BUSINESS LICENSE

J & L

& Luis De la Cruz

J & L Consultation Services

J & L Property Services

J & L Building Management

J & L

Nevada Business Identification # NV20101116972

Expiration Date: 02/29/2024

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.

License must be cancelled on or before its expiration date if business activity ceases. Failure to do so will result in late fees or penalties which, by law, cannot be waived.



Certificate Number: B202301043283775

You may verify this certificate
online at <http://www.nvsos.gov>

IN WITNESS WHEREOF, I have hereunto set my
hand and affixed the Great Seal of State, at my
office on 01/04/2023.

FRANCISCO V. AGUILAR
Secretary of State

THIS LICENSE MUST BE PLACED
IN A CONSPICUOUS PLACE

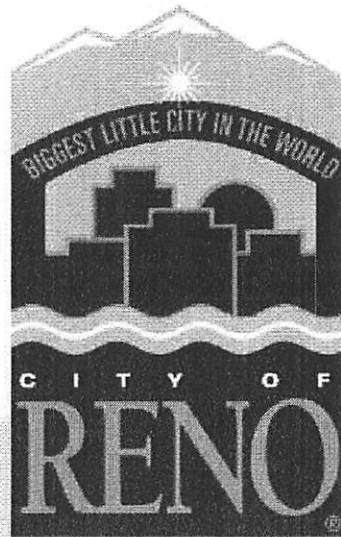
EFFECTIVE DATE: 09/01/2022

BUSINESS CLASSIFICATION: Janitorial Services

BUSINESS LOCATION: 12955 Thunder Bolt DR
Reno, NV 89511

NAME OF BUSINESS: J & L

LICENSEE-NAME AND ADDRESS: Jessica Williams
12955 Thunderbolt Dr
RENO, NV 89511



LICENSE #: R145766A
Annual License
EXPIRATION DATE: 08/31/2023

RENO, WASHOE CO., NEVADA

THIS LICENSE EXPIRES AS SPECIFIED
ABOVE

LICENSED BUSINESS TO BE
CONDUCTED IN CONFORMITY WITH
AND SUBJECT TO THE STATUTES OF
NEVADA AND RENO MUNICIPAL CODE

A handwritten signature in black ink, appearing to read "M. H. Finner", is written over a horizontal line.

CITY CLERK

City of Reno

J & L References

NDOT 1263 South Stewart Street. Carson City, Nevada 89712

- Janitorial services for 12+ facilities, 170,000 sq ft
- Jim Prentice (775) 888-7073
- 2011-present day
- NDOT has a similar SOW to that of City of Reno. They also require cleaning at special hours, to accommodate offices that close before 5pm. We truly enjoy working with Jim and Jim at NDOT!

DWSS, 1470 E College Pkwy, Carson City, NV 89706

- Janitorial service for 1 building 18,000+ sq ft
- Contact: Dara O'Farrell (510) 845-1077
- Period of Performance: 7/2012- Present Day.

We provide the same services that City of Reno requires, for this facility. We also provide light maintenance, plumbing repair, and labor services for this building. J & L was responsible for stopping a major pipe leak flood that would have caused thousands of dollars, had we not intervened.

Reno Tahoe TSA, 2001 E. Plumb Lane Reno NV 89502

- Janitorial service for multiple high security buildings, 20,000+ sq ft
- Contact: Chris Stack (775) 334-7604 Brenda McGranahan 775-334-7614
- Period of Performance: 7/2016- Present Day.

TSA requires high quality janitorial services for the Airport TSA areas. This contract also requires the highest background checks possible, as well as stringent testing for security and safety that must be completed annually.

Toiyabe National Forest Supervisors Office, 1200 Franklin Way, Sparks, NV 89431

- Janitorial services for 1 facility, 17,000+ sq ft cleaned
- Andrea Seiler (775) 355-5305 First POC
- Kari Gasperini (775) 355-5358
- 2009-present day
- We have been working with the Toiyabe/Humboldt Forestry office for close to 14 years! The facility has the same set of services required in the City of Reno SOW, with the exception of high window cleaning.

Coral Academy

- J & L provided janitorial services for 3 separate school facilities for the Coral Academy schools in Reno NV.
- Contact: Tim Riley, (775)391-7413 triley@coralacademy.org
- Period of Performance: 2017—we were bid out of the contract, due to Coral Academy's need to balance their budget

~At Coral Academy, we provided several months of quality janitorial services for their 3 facilities. Their contract specifications are nearly identical to Doral Academy's statement of work. That works well for us, because it means we are highly experienced with the work you are expecting.

At Coral Academy, we had to observe several routines and policies in order to provide the level of cleanliness any school requires. We had to devise wall-cleaning routines, with specialized cleaning pads in order to wash and disinfect walls. Due to limited space, we could not employ autoscrubber machines for the hallway floors, so all floor cleaning had to be accomplished by nightly wet-mopping. We provided free floor buffing services to help maintain the luster of their floors. We had to use specialized equipment for the cleaning of the bathrooms and cafeteria tables. We employed special cleaning chemicals used for hospital disinfection—this was to ensure any Norovirus or Influenza outbreak was controlled. Special care had to be provided for the floors—in order to maintain the life and luster of their existing floor tiles.

We also had to employ special Clock in/Clock out procedures in order to ensure the safety of our employees, as well as the security of the school. This entailed clocking in and out at specified times, with GPS tracking of phones. Doors had to be secured behind anyone entering or exiting. We were sad to have lost this contract during their bidding process, but we do hope to work with them again!

Douglas County, Airport Rd, Minden, NV 89423

- J & L provided countywide janitorial services for multiple facilities,
190,000+ sq ft
- Contact: Glen Radtke (775) 782-9838 gradtke@co.douglas.nv.us
- Period of Performance: 11/2011-12/2015

For this contract, we performed the same services and quantities required in the City of Reno statement of work.

Comprehensive janitorial services, varying from 1 x per day, to 7 days a week. We provided bi-monthly/quarterly/semiannual/ annual services, such as hard floor services, carpet cleaning, and window cleaning, and deep cleaning. We must also undergo multi-tier background checks in order to work with Douglas County.

City of Reno, 1 E1st Street Reno NV 89501

- J & L provided citywide janitorial services for multiple facilities,
200,000+ sq ft
- Contact: Vickie Gonzales (775)657-4607
- Period of Performance: 9/1/2007-present

~City of Reno was our first major contract, which we have been servicing for nearly 14 years!!! We consider City of Reno our flagship client, and take incredible pride in the work we do.

We service many high security facilities, such as RPD or City Hall, and we undergo CJIS certificate training and Homeland Security Checks regularly. We also had to deal with varying schedules, from 1 day a week, to 7 days a week, depending on the needs and traffic of that facility.

We provide several different services, from comprehensive janitorial services, to carpet bonneting, carpet encapsulation, deep extraction, flood cleanup, tile restoration and sealing, hard floor maintenance and floor finishing. We also provide deep cleaning services regularly.

For more details regarding our experience with City of Reno Facilities, staff, routines, and quirks...please see our additional documents attached at the end.

J & L's Background and Qualifications **(Confidential Trade Secrets)**

Presently, J & L is the incumbent Contractor for janitorial services for Groups 1 & 2 at the City of Reno. We have been providing consistent quality services since 2007! For this past contract period, we have dealt with the horrors of COVID, as well as rampant inflation and CPI increases. Despite the significant hardships we endured over the past 3 years, we are determined to continue providing excellent service!

What makes J & L stand apart from the rest? Simply put, J & L has a combined 14yrs of experience working on 90% of the City of Reno properties!

Examples of how our experience benefits City of Reno:

- 1.) **City Hall Garage:** J & L is intimately familiar with the City Hall Garage, stairwells, and the 24/7 traffic that occurs there. On one occasion, we were responsible for notifying the City regarding ongoing damage inside the freshly-remodeled stairwells, due to Fire Dept practicing water drills on the top floor of the garage. Our alerting of our Contract Managers helped prevent further water damage from occurring.

Another example of our experience is how we built in cleaning routines for the Day Porter responsible for those stairwells and elevators. We have carefully scheduled and trained the Day Porters to follow the SOW by doing different duties throughout the week. Because those stairwells are heavily traveled by the Public at all hours, vandalism and biohazard cleanup is a guarantee, at least a couple times a week.

- 2.) **1st Floor 2nd Floor City Hall:** J & L is extremely experienced with the regular traffic that occurs on these floors, as well as the unique issues that comes from the Public being funneled into these areas. Bathrooms must be serviced on the 2nd floor every hour, and the 1st floor sees regular meetings and gatherings both in the Council Chambers and in the sitting areas---all of which must be policed by the Day Porter. The 2nd floor also requires special mopping around the disinfection station, due to alcohol drips etching the floor wax.
- 3.) **Basement, 3rd floor-16th floor:** We are extremely experienced with each and every floor in City Hall, and we are determined to keep the remodeled offices, carpeting, and hard floors at their best shape in order to maintain the overall life of the work. We will be using the floor maintenance guide graciously provided by Vickie Gonzales in order to ensure any floor cleaning aligns with the provided floor maintenance specifications.
- 4.) We will also be leaving a Spot Extraction machine within City Hall, so either the Day Porter or Night shift can handle any new stain or spill once it occurs.
- 5.) J & L has developed a strong relationship with the 15th floor over the past decade. Our Day Porters and Night Shift staff work hard to ensure the 15th floor/1st floor Council areas receive meticulous service and attention, as to ensure the satisfaction of the City Council, City Manager, and the Reno Mayor.
- 6.) J & L has also carefully perfected our daily and weekly schedules to include services for the 11th floor Internal Affairs office, and the Fire Command and Garage Security Office. We also communicate with each floor, and have Day Porters address excessive amounts of trash, especially during fiscal year end/ audits.
- 7.) Due to COVID regularly flaring in our communities, J & L will continue to practice COVID disinfection protocols. Day Porters will continue to disinfect door handles, commonly touched counters and doorways in the Public areas, as well as handrail wiping of stairwells. J & L staff also have years of experience regarding the correct methods of disposing of recyclables and paper.

- 8.) **Main RPD:** J & L not only has years of experience with RPD, we also cleaned the new Safety Center located at 955 Kuenzli St when COVID required the 2 LEO divisions remain apart in order to prevent a major COVID outbreak from affecting the entire Department. We are extremely familiar with the cleaning required for these 24/7 buildings, which see a great deal of mud and scuffing tracked in the stairwells and floors. Our staff are already background checked, and have prior CJIS certification training. We will need to reapply for certification training, if we are honored with the award once again.
- 9.) **Supply delivery:** Due to RPD being the primary supply hub for most supplies going to other Group 2 properties, J & L has faithfully provided transport, delivery, and organization of these necessary supplies for all properties that do not receive supply deliveries. J & L has also maintained a solid communication channel with Vicki Gonzales when supplies begin to run low.
- 10.) **Bowling Stadium/ROP Evidence and Radio Shop:** J & L is experienced with dealing with the high level of traffic, carpet soiling, and LEO use the Bowling Stadium Substation receives. The Bowling stadium requires a great deal of floor maintenance due to the sheer volume of foot traffic. Part of the requirements for the Keystone properties require calling individuals working at these properties to set up service appointments. This is because janitors MUST have an escort to be on these properties. We either contact Jeremy to set up service times, or we call the ladies at the ROP Evidence Office to set up service appointments.
- 11.) **Neil Road Senior Center/Gym/Police Substation:** J & L has perfected our routines for these properties by carefully preparing service schedules based on the Neil Road Senior Centers calendar. Carefully following the calendar of events ensures we know when the later events are scheduled for the Gym or public outreach areas. J & L has also worked closely with Neil Road staff when COVID was in full swing. We worked diligently at removing the excessive disinfectant on dispensers, doors, and handrails. This was to ensure the constant disinfectant use did not cake up or etch permanent fixtures. We have also perfected our cleaning schedule for the Substation, as to not interrupt or hassle the LEO working 24/7.
- 12.) **Group 3 Properties:** J & L is experienced with cleaning 90% of the Group 3 properties. There are only a couple buildings we have not serviced in the past.

If J & L is awarded the contract, what will we do during Contract Start Up?

***Upon Notice of Award, J & L will finalize the Performance Bond process we have already initiated with our Bond Underwriters. We have already provided 5 solid years of Performance Bonding with no issues, and we look forward to providing another 3-5 if we are honored with the award!

- A. We will Deep Clean all areas of the new contract. This will ensure that the entire property meets our quality expectations from start. There are only a few areas/properties that have service reductions. J & L Owners will continue our weekly inspections with our staff, building action plans where needed to bring quality issues back up to standard. The Owners do not delegate these duties to managers or supervisors...we address these problems, personally.
- B. We will provide copies of our Quality Compliance and Daily/Non-Daily Schedule check lists.
- C. We will also provide a once per year floor maintenance schedule for each property, in the case City of Reno wants to order annual floor cleaning services. We can provide floor measurements where necessary.
- D. Provide an updated list of all proposed equipment, and a folder of MSDS sheets. All chemical products will comply with the Green Seal Program.
- E. We will provide a new Acord certificate of insurance outlying all of our present coverage. We are already fully licensed, insured and bonded at the limits required by this SOW.
- F. Provide an updated phone number/email contact list for all staff presently working on the contract.

G. J & L will need to reschedule and retake CJIS certificate training for 2023-2024

- H. J & L's Quality Supervisors Luis and Jessica have worked hard at resolving any quality issues or concerns by gathering information about preferred cleaning times, solving access/security/safety issues, and intercepting missed areas personally. Because we have almost 14 years of experience working on this contract, there will be no learning curve. Because we are so experienced, this will significantly reduce the stress on the Contract Manager responsible for supervising this contract. That is a tangible cost savings for the City of Reno.
- I. All janitor closets/mop closets/storage areas will be recleaned, organized, and staged for all equipment and supplies. MSDS sheets will be audited in each area where chemicals are stored. An additional MSDS folder will be provided to the Contract Supervisor via email.
- J. J & L will continue to provide dispenser audits, which includes checking for malfunctions, breakage, or battery issues. We will also continue to faithfully report any facility issue we discover during the life of the Contract.

We have worked tirelessly in order to provide dedicated cleaning for the City of Reno, and we truly hope to have the honor of working with you again!

Warm Regards,

A handwritten signature in black ink, reading "Jessica R. Williams". The signature is fluid and cursive, with a large, sweeping loop at the end of the last name.

Jessica R. Williams

J & L
(775)379-8332