INFORMAL REQUEST FOR PROPOSAL
Services
R17-159 AF

Date issued: 10/6/2017

JANITORIAL SERVICES GOLF DIVISION

THE CITY OF COLORADO SPRINGS
The City of Colorado Springs requests Fixed Unit Price proposals, as detailed in this Request for Proposal (RFP), for Janitorial Services for the City of Colorado Springs Golf Division.

The City is seeking competitive proposals from firms interested in providing janitorial services in accordance with the specifications for the City of Colorado Springs Golf Division, located at the following:

Patty Jewett Municipal Golf Course: 900 E. Espanola St, Colorado Springs CO, 80907
Valley High Golf Course: 610 Chelton Rd, Colorado Springs, CO 80910
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SECTION I – PROPOSAL INFORMATION

1.0 PROPOSAL INFORMATION

Section I provides general information to potential Offerors, such as proposal submission instructions and other similar administrative elements. This RFP is available on Bidnet Direct (www.bidnetdirect.com). All addenda or amendments shall be issued through the Bidnet Direct System and may not be available through any other source.

1.1 RFP SCHEDULE OF EVENTS

The upcoming schedule of events is as follows:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Request for Proposal</td>
<td>October 6, 2017</td>
</tr>
<tr>
<td>Cut Off Date for Questions</td>
<td>October 19, 2017</td>
</tr>
</tbody>
</table>

Questions about the RFP must be emailed in writing and directed to Lynn Butterfield, at the following email address: lbutterfield@springsgov.com. A written response to any inquiry may be provided in the form of an Amendment to the solicitation. See 1.7 Amendments. Questions must be received no later than October 19, 2017.

The only acceptable method of submitting questions is by email to the Project Manager. Faxes or physical mail delivery are not acceptable.

Proposal Due Date: October 23, 2017

1.2 SUBMISSION OF PROPOSAL

Faxed or e-mailed proposals will be accepted, but it is the responsibility of the respondent to call or e-mail to confirm receipt.

Email: afix@springsgov.com

Fax: 719-475-8477

***********************NO LATE OFFERS WILL BE ACCEPTED***********************

Date/Time: Proposals shall be received on or before 3:00 PM MST, October 23,
Identification of Proposal:

Proposals submitted through email should contain the RFP number in the subject line and your company name (R17-159 AF, Company Name).

Proposals submitted through fax should include a cover sheet with the RFP number on it and your company name (R17-159 AF, Company Name).

1.3 SPECIAL TERMS

Please note the following definitions of terms as used herein:

The term “City” means the City of Colorado Springs.

The term “Contractor” or “Consultant” means the Offeror whose offer is accepted and is awarded the contract to provide the products or services specified in the RFP.

The term “Offer” means the proposal.

The term “Offeror” means the person, firm, or corporation that submits a formal proposal or offer and that may or may not be successful in being awarded the contract.

The term “Project” refers to Janitorial services for the Parks, Recreation & Cultural Services, Golf Division.

The term “Request for Proposal” or “RFP” means this solicitation of a formal, negotiable proposal/offer. Any offer that is accepted will be the offer that is deemed by the City of Colorado Springs to be most advantageous in terms of the criteria designated in the RFP.

1.4 RFP OBJECTIVE

The objective of this RFP is to provide sufficient information to enable qualified Offerors to submit written proposals to the City of Colorado Springs. The RFP is not a contractual offer or commitment to purchase products or services. The Offeror may present options and variables to the scope while still meeting the minimum requirements of this solicitation. Innovative proposals/solutions are encouraged and considered in the selection and/or award.

All information included in proposals must be legible. Any and all corrections and or erasures must be initialed by Offeror. Each proposal shall be accompanied by
a cover letter signed by an authorized representative of the Offeror. The contents of the proposal submitted by the successful Offeror may become part of any contract awarded as a result of this solicitation.

1.6 CONFIDENTIAL OR PROPRIETARY INFORMATION

If an Offeror believes that parts of an offer are confidential, then the Offeror must so specify. The Offeror must include in bold letters the term “CONFIDENTIAL” on that part of the offer which the Offeror believes to be confidential. The Offeror must submit in writing specific detailed reasons, including any relevant legal authority, stating why the Offeror believes the material to be confidential. Vague and general claims as to confidentiality will not be accepted. The City of Colorado Springs will be the sole judge as to whether a claim is acceptable. Decisions regarding the confidentiality of information will be made when requests are made to make the information public. All offers and parts of offers, which are not marked as confidential, will automatically be considered public information after the contract is awarded. The successful offer may be considered public information even though parts are marked confidential.

1.7 AMENDMENTS

Amendments to this RFP may be issued at any time prior to the time set for receipt of proposals. Offerors are required to acknowledge receipt of any amendments issued to this RFP by returning a signed copy of each amendment issued. Signed copies of each amendment must be received on or before the time set for receipt of offers.

The City of Colorado Springs will post all amendments on the Rocky Mountain E-Purchasing System (www.rockymountainbidsystem.com). It is the Offeror's responsibility to check the website for posted amendments or contact the Contracts Specialist listed to confirm the number of amendments which have been issued.

1.8 WITHDRAWAL OR MODIFICATION OF OFFERS

Any Offeror may modify or withdraw an offer in writing at any time prior to the deadline for submission of an offer.

1.9 ACCEPTANCE

Any offer received and not withdrawn shall be considered an offer, which may be accepted by the City of Colorado Springs based on initial submission without discussions or negotiations.

By submitting an offer in response to this solicitation, the Offeror agrees that any offer it submits may be accepted by the City of Colorado Springs at any time
within 90 calendar days from the date of submission deadline.

The City of Colorado Springs reserves the right (a) to reject any or all offers, (b) to waive informalities and minor irregularities in offers received, and/or (c) to accept any portion of an offer if deemed in the best interest of the City of Colorado Springs. Failure of the Offeror to provide in its offer any information requested in the RFP may result in rejection of the offer for non-responsiveness.

1.10 PROPOSAL PREPARATION COST

The cost of proposal preparation is not a reimbursable cost. Proposal preparation shall be at the Offeror’s sole expense and is the Offeror’s total and sole responsibility.

1.11 AWARD

The City of Colorado Springs intends to make an award using the evaluation criteria listed in this RFP to determine the best value, considering all factors and criteria in the proposals submitted. Best value means the expected outcome of an acquisition that, in the City’s estimation, provides the greatest overall benefit in response to the requirements detailed in the RFP. The City of Colorado Springs reserves the right to reject any or all offers and to not make an award.

1.12 PERFORMANCE PERIOD

The performance period any contract awarded as a result of this RFP is anticipated to be as follows.

Base Year: December 1, 2017 – November 31, 2018
Option Year 1: December 1, 2018 – November 31, 2019
Option Year 2: December 1, 2019 – November 31, 2020
Option Year 3: December 1, 2020 – November 31, 2021
Option Year 4: December 1, 2021 – November 31, 2022

1.13 DEBRIEFING

Offerors not selected may request a debriefing on the selection process as well as discussion of the strengths and weaknesses of their proposal upon receipt of notification that their offer was not selected.

A debriefing may be scheduled by contacting the Contracts Specialist listed above. The Contracts Specialist must receive a written request for debriefing no later than ten (10) calendar days after issuance of a notification that the Offeror’s offer was not selected.
1.14 SUBSTANTIVE PROPOSALS

By responding to this RFP, the Offeror certifies (a) that Offeror's proposal is genuine and is not made in the interest of, or on behalf of, an undisclosed person, firm, or corporation; (b) that Offeror has not directly or indirectly induced or solicited any other offerors to put in a false or sham proposal; (c) that Offeror has not solicited or induced any other person, firm, or corporation to refrain or abstain from proposing an offer or proposal; (d) that Offeror has not sought by collusion to obtain for themselves any advantage over any other offerors or over the City of Colorado Springs; and (e) that Offeror has not violated or caused any person to violate, and shall not violate or cause any person to violate, the City's Code of Ethics contained in Article 3, of Chapter 1 of the City Code and in the City's Procurement Rules and Regulations.

1.15 OFFEROR'S QUALIFICATIONS

Each Offeror must complete Exhibit 6 – Qualification Statement.

No contract will be awarded to any Offeror who is in arrears to the City, upon any debt or contract, or who is in default, in any capacity, upon any obligation to the City or is deemed to be irresponsible or unreliable by the City based on past performance.

1.16 NON-COLORADO ENTITIES

If Offeror is a foreign entity, Offeror shall comply with C.R.S. section 7-90-801, “Authority to transact business or conduct activities required,” and section 7-90-802, “Consequences of transacting business or conducting activities without authority.”

Before or at the time that the contract is awarded to an entity organized or operating outside the State of Colorado, such entity shall obtain authorization to do business in the State of Colorado, designate a place of business herein, and appoint an agent for service of process.

Such entity must furnish the City of Colorado Springs with a certificate from the Secretary of the State of Colorado to the effect that a certificate of authority to do business in the State of Colorado has been issued by that office and is still valid. The entity shall also provide the a certified copy of the designation of place of business and appointment of agent for service of process from the Colorado Secretary of State, or a letter from the Colorado Secretary of State that such designation of place of business and agent for service of process has been made.

1.17 PROCUREMENT RULES AND REGULATIONS
All projects advertised by the City of Colorado Springs are solicited in accordance with the City's Procurement Rules and Regulations. The City's Procurement Rules and Regulations can be reviewed and/or downloaded from the City website www.coloradosprings.gov. The Contracts Specialist may also provide a softcopy of the Rules and Regulations upon request. Any discrepancies regarding conflicting statements, decisions, irregularities, clauses, or specifications will be rectified utilizing the City’s Procurement Rules and Regulations, when applicable. It is the Offeror’s responsibility to advise the Contracts Specialist listed in this RFP of any perceived discrepancies prior to the date and time the offer is due.

1.18 FAIR TREATMENT OF OFFERORS

The City Procurement Services Division shall be responsible for ensuring the procurement of products, commodities, and services are in a manner that affords all responsible businesses a fair and equal opportunity to compete. If an Offeror believes that a procurement is not conducted in a fair and equitable manner, the Offeror is encouraged to inform the City Procurement Services Manager as soon as possible.

1.19 ORDER OF PRECEDENCE

Any inconsistency in this solicitation shall be resolved by giving precedence in the following order:

(a) Sections I-IV of this Solicitation
(b) Statement of Work
(c) Other Appendices, Schedules, Exhibits, or Attachments

1.20 SALES TAX

The successful Offeror, if awarded a contract, shall apply to the Colorado Department of Revenue for a tax-exempt certificate for this project. The certificate does not apply to City of Colorado Springs Sales and Use Tax which shall be applicable and should be included in all proposals. The tax exempt project number and the exemption certificate only apply to County, PPRTA (Pikes Peak Rural Transportation Authority), and State taxes when purchasing construction and building materials to be incorporated into this project.

Furthermore, the exemption does not include or apply to the purchase or rental of equipment, supplies or materials that do not become a part of the completed project or structure. In these instances, the purchase or rental is subject to full taxation at the current taxation rate.
The Offeror and all subcontractors shall include in their Offer City of Colorado Springs Sales and Use Tax on the work covered by the offer, and all other applicable taxes.

Forms and instructions can be downloaded at https://coloradosprings.gov/cat/government/tax-information/sales-tax. Questions can be directed to the City Sales Tax Division at (719) 385-5903.

Our Registration Numbers are as follows:
City of Colorado Springs
Federal I.D.: 84-6000573
Federal Excise: A-138557
State Sales Tax: 98-03479

1.21 INTERPRETATION OF PLANS AND SPECIFICATIONS

Any change to proposal forms, plans, or specifications prior to the opening of proposals will be issued by the City in the form of an Amendment. Certain individuals may be named in the RFP that have authority to provide information, clarification or interpretation to Offerors prior to opening of proposals. Information obtained from persons other than those named individuals is invalid and shall not be used for proposal purposes.

1.22 COMBINATION OR CONDITIONAL PROPOSALS

If an RFP is issued for projects in combination and separately, the Offeror may submit proposals either on the combination or on separate units of the combination. The City reserves the right to make awards on combination or separate proposals to the advantage of the City. Combination proposals will be considered, only when specified.

1.23 ANTI-COLLUSION AFFIDAVIT

The Offeror by signing their proposal submitted to the City is certifying that the Offeror has not participated in any collusion or taken any action in restraint of free competitive bidding. This statement may also be in the form of an affidavit provided by the City and signed by the Offeror. The original of the signed anti-collusion affidavit, if separately required and provided with the RFP, shall be submitted with the proposal. The proposal will be rejected if it does not contain the completed anti-collusion affidavit.
SECTION II – PROPOSAL CONTENT

2.0 PROPOSAL CONTENT

Section II provides instructions regarding the format and content required for proposals submitted in response to this solicitation.

2.1 PROPOSAL FORMAT

Offeror’s electronic or faxed proposal should include concise, but complete, information, emphasizing why the Offeror is best or best qualified to provide the required services. The Offeror’s written proposal should include the information in the format outlined below and must be limited to no more than twenty-five (25) pages. Each section of the proposal should be labeled to clearly follow the requirements sections identified in this section of the RFP. The following listed Exhibits must be filled out and returned with the proposal and are not counted against the page limit:

Exhibit 1 Proposal Certification
Exhibit 2 Sample Contract
Exhibit 3 Exceptions
Exhibit 4 Minimum Insurance Requirements
Exhibit 5 Patty Jewett Scope of Work
Exhibit 6 Valley High Scope of Work
Exhibit 7 Carpet Cleaning Scope of Work
Exhibit 8 Cost Proposal
Exhibit 9 Qualification Statement
Exhibit 10 Evaluation Scoresheet

2.2 COVER LETTER

The cover letter shall be no more than three pages. The cover letter shall contain at least the following information.

A. RFP Number and Project Name.
B. Statement that the Offeror is qualified to perform the work.
C. Certification Statement that the information and data submitted are true and complete to the best knowledge of the individual signing the letter.
D. Name, telephone number, email address, and physical address of the individual to contact regarding the proposal.
E. The signature of an authorized principal, partner, or officer of the Offeror.

2.3 PROPOSAL CERTIFICATION

The Offeror must fill out and submit Exhibit 1 with its Proposal.
2.4 ORGANIZATIONAL BACKGROUND AND OVERVIEW

The Offeror must provide a brief history and overview of its company and its organizational structure, with special emphasis on how this project will fit within that structure. Also include principal place of business location(s), office locations, size of firm, and financial stability (annual public reports or private financial statements shall be included in an appendix or under separate cover; private financial information will be kept confidential by the City).

2.5 PROPOSAL NARRATIVE/TECHNICAL AND MANAGEMENT APPROACH

In the proposal narrative/technical and management approach section, the Offeror should explain what the Offeror will do and how it will perform if awarded a contract.

2.5.1 TECHNICAL AREA

The Offeror must explain its overall solution, considering the scope of work or statement of work provided. The content must include, but not necessarily be limited to, the following information.

A. Understanding of and Compliance with Technical Requirements

In the Technical Area, the Offeror should address each work area in sufficient detail to demonstrate a clear and full understanding of the work necessary to complete the project. The proposal should not merely parrot the requirements of the RFP. Further, the Offeror should provide evidence of sufficient planning to ensure the work is completed on schedule and within budget. It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions:

1. Does the proposal demonstrate a firm understanding of the requirements and goals of the Statement of Work, as well as industry standards and reasonable expectations for a company in the industry?
2. Does the proposal fully and completely address each requirement and goal of the Statement of Work?
3. Does the proposal provide solutions to indicate that requirements and goals will be met on schedule?
4. Does the technical solution seem realistic?
5. Does it generally appear that the Offeror knows and thoroughly understands the business and the RFP requirements?

B. Project Approach
In the Technical Area, the Offeror should clearly present proposed solutions and indicate that it has performed adequate planning to accomplish project tasks as defined in the Statement of Work. Innovations, efficiencies, and detailed specifics are all encouraged.

The Offeror must at least address the following areas:

1. Schedule Management. Discuss Offeror’s approach to schedule management including updating and reporting progress of the work.
2. Quality Control. Discuss Offeror’s quality control plan, processes and approach to ensure that the City receives a quality product.
3. Safety. Discuss Offeror’s approach and commitment to safety for its workers, the public, and City employees, if services are accomplished on a City site.
4. Potential issues that Offeror foresees with this project and how Offeror would make adjustments if encountered.

It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions.

1. Does the proposal include a complete plan to accomplish each requirement, including subcontracting (if applicable)?
2. Does the proposal demonstrate that appropriate and qualified personnel and equipment will be provided to carry out the requirement?
3. Is the proper level of effort directed toward each requirement? Does the level of effort look unrealistically low or unreasonably high?

2.5.2 MANAGEMENT AREA

The Offeror must explain its method of managing the work to be performed. The content must include, but no necessarily be limited to, the following information.

A. Program Management Controls

In the Management Area, the Offeror should provide:

1. A plan of operation, to include management of personnel, workload, schedule, and budget
2. An organization chart which demonstrates clear and effective lines of authority, responsibility, and communication for management, supervisory, and technical personnel. The plan should address which job classification or personnel will be assigned to each task and how that determination is made. Basic human resource management concepts should be addressed, including hiring, firing, discipline, incentive plans, etc.
3. If the Offeror plans to subcontract more than 10% of the work, include information on how the Offeror plans to manage its subcontractors.
4. A detailed schedule for the project showing the key activities and how they will meet or improve the City’s timeframe and maximize efficiency to provide the best value to the City and minimize impacts to the public. The schedule shall be based on the Offeror’s understanding and approach to the work as addressed above. Schedules should address controls to ensure the project will remain on schedule and on budget. Schedules submitted for this project shall assume a start date of 1 December 2017.

It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions.

1. Does the proposal address the issues above in sufficient detail to demonstrate a sophisticated and mature management control system?
2. Are program management controls consistent with the technical portion of the proposal, especially regarding schedule and level of effort?
3. Do the plan and controls indicate that the Offeror will obtain, keep, and efficiently utilize high-quality personnel?
4. Does the proposal explain how the Offeror will address corrective actions in case of delays (e.g. expediting materials, additional resources, etc.)?
5. Does the proposal explain how the Offeror will remain within schedule and budget?

B. Past Performance/Relevant Experience and Key Personnel

In the Management Area, the Offeror should provide at least three references or name contracts demonstrating that it successfully provided services/products that are the same or similar to those required in the RFP. The proposal should adequately explain how the projects were completed on schedule and within budget. It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions.

1. Does the proposal include at least three references or past performance citations?
2. Are the references or past performance citations relevant to the requirements of the Statement of Work of the RFP?
3. Does the Offeror explain how they were successful on the projects provided as past performance?
4. Does the Offeror apply the past performance to the City requirement in such a way as to demonstrate added value due to experience?

Key Personnel

In the Management Area, resumes must be provided for all personnel considered key, as required by the RFP. Resumes do not count toward the page limit. It is highly recommended that the Offeror provide sufficient content and detail to
answer completely the following questions. Explain how the key personnel were related to the projects cited as relevant past performance.

1. Does the Offeror provide complete resumes, including education, experience, background information, accomplishments, and other pertinent information?
2. Does the Offeror provide resumes for all key personnel, as required by the RFP?
3. Do the resumes demonstrate adequate professional, technical, and management levels to accomplish the work effectively and efficiently?

2.6 PRICE AREA

In the Price Area, the Offeror should provide a detailed breakdown of the price for each year of performance. The price must be all-inclusive and include all unit costs for material, labor, other direct costs (e.g. travel), indirect costs (i.e. overhead and general and administrative costs), and profit/fee. Offers must include sufficient detail to allow insight into the fairness and reasonableness of the price. If the contract type will be Time and Material (T&M) labor categories, labor rates, separated profit, and estimated material costs must be included in detail.

In addition, although price may not be the most important factor, it is still very important to the City of Colorado Springs. The Offeror’s pricing must be competitive as compared to the budget amount, market pricing in the industry, and the pricing of other Offerors. It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions.

1. How does the price compare to the industry competition?
2. If low, is it unrealistically low?
3. If high, is there demonstrated added value for the additional cost?
4. Is the price itemized, so that it is clear how the cost was built? If so, do the costs look appropriate for the task?
5. Does the Offeror leave applicable costs out of the calculations? For instance, some will say travel is not included and will be an extra cost. This should be considered when comparing to other Offerors.
6. Are there additional costs not addressed that the City would incur if the Offeror were awarded the contract? If so, include those costs when comparing to the budget amount and the competition.

2.7 PROPOSAL PRESENTATION

Presentation is an important factor. Offerors should provide a highly professional product, which is complete, accurate, easily understood, and effectively presented.
2.8 EXCEPTIONS

All Offerors must complete Exhibit 3, Exceptions Form and return it with their proposal. Some terms and conditions are not negotiable. Exceptions may be grounds for rendering the proposal unacceptable without further discussions.

2.9 INSURANCE REQUIREMENTS

All Offerors must complete Exhibit 4, Minimum Insurance Requirements and return with their proposal. Lack of responsiveness in this area may be grounds for rendering the proposal unacceptable without further discussions.
SECTION III – EVALUATION FACTORS

3.0 EVALUATION AND AWARD

Section III provides information regarding evaluation criteria and scoring. It also includes information regarding proposal selection and award of the resultant contract.

3.1 EVALUATION CRITERIA

3.1.1 TECHNICAL AREA -- UNDERSTANDING OF AND COMPLIANCE WITH TECHNICAL REQUIREMENTS
See Section II - Item 2.5.1A

3.1.2 TECHNICAL AREA -- PROJECT APPROACH
See Section II - Item 2.5.1B

3.1.3 MANAGEMENT AREA -- PROGRAM MANAGEMENT CONTROLS
See Section II - Item 2.5.2A

3.1.4 MANAGEMENT AREA -- PAST PERFORMANCE/RELEVANT EXPERIENCE/KEY PERSONNEL
See Section II – Item 2.5.2B

3.1.5 PRICE/COST AREA -- PRICE/COST
See Section II – Item 2.6

3.1.6 PROPOSAL PRESENTATION AREA – PROPOSAL PRESENTATION
See Section II – Item 2.7

3.1.7 EXCEPTIONS AND INSURANCE
See Section II – Items 2.8 and 2.9

3.2 RANKING

A. The order of ranking or importance in the evaluation shall be as follows:

   First:  Price/Cost Area
   Second: Technical Area
   Third:  Management Area
   Fourth: Proposal Presentation Area

B. Possible scores for each criterion shall be as follows:

   5 – Exceptional
4 – Very Good  
3 – Satisfactory  
2 – Marginal  
1 – Unacceptable

C. Definitions for scoring are as follows:

1. **The following apply to the Technical and Management Areas:**

   Exceptional – The proposal meets all and exceeds many of the requirements of the RFP to the benefit of the City, and the information provided is of such a nature as to answer all questions without need for further inquiry. There are no corrective actions required, and no compromise of requirements is needed.

   Very Good -- The proposal meets all and exceeds some of the requirements of the RFP to the benefit of the City, and the information provided is of such a nature as to answer most questions without need for further inquiry. There are no corrective actions required, and no compromise of requirements is needed.

   Satisfactory -- The proposal meets the requirements of the RFP, and the information provided is of such a nature as to answer many questions without need for further inquiry. There are very few corrective actions required, and no substantive compromise of requirements is needed.

   Marginal -- The proposal does not meet some of the requirements of the RFP, and the information provided is of such a nature as to require some clarification. There are some corrective actions required, and some non-substantive compromise of requirements is needed.

   Unacceptable -- The proposal does not meet many of the requirements of the RFP, and the information provided is of such a nature as to require much clarification. There are many corrective actions required, and substantive compromise of requirements is needed.

2. **The following apply to the Price Area:**

   Exceptional – The proposal meets all and exceeds many of the requirements of the RFP to the benefit of the City, and the information provided is of such a nature as to answer all questions without need for further inquiry. There are no corrective actions required, and no compromise of requirements is needed. The price is lower than the budget amount and/or the average price of the competition.

   Very Good -- The proposal meets all and exceeds some of the requirements of the RFP to the benefit of the City, and the information provided is of such a nature as to answer most questions without need for further inquiry. There are no corrective actions required, and no compromise of requirements is needed.
The price is lower than the budget amount and/or the average price of the competition.

Satisfactory -- The proposal meets the requirements of the RFP, and the information provided is of such a nature as to answer many questions without need for further inquiry. There are very few corrective actions required, and no substantive compromise of requirements is needed. The price is very close to the budget amount and/or the average price of the competition.

Marginal -- The proposal does not meet some of the requirements of the RFP, and the information provided is of such a nature as to require some clarification. There are some corrective actions required, and some non-substantive compromise of requirements is needed. The price exceeds the budget amount and/or the average price of the competition.

Unacceptable -- The proposal does not meet many of the requirements of the RFP, and the information provided is of such a nature as to require much clarification. There are many corrective actions required, and substantive compromise of requirements is needed. The price significantly exceeds the budget amount and/or the average price of the competition.

3. The following apply to the Proposal Presentation Area:

Exceptional – The proposal is professionally communicated, complete in all areas, provides sufficient detail, and is presented in a clear and effective manner. The quality far exceeds that of the competition, industry standard, or reasonable expectation.

Good -- The proposal is professionally communicated, complete in all areas, provides sufficient detail, and is presented in a clear and effective manner. The quality exceeds that of the competition, industry standard, or reasonable expectation.

Satisfactory -- The proposal is professionally communicated, complete in all areas, provides sufficient detail, and is presented in a clear and effective manner. The quality is equal to that of the competition, industry standard, or reasonable expectation.

Marginal -- The proposal is not professionally communicated and is incomplete in some areas, provides insufficient detail, and is not presented in a clear and effective manner. The quality is below that of the competition, industry standard, or reasonable expectation.

Unacceptable -- The proposal is not professionally communicated and is incomplete in many areas, provides insufficient detail, and is not presented in a clear and effective manner. The quality is far below that of the competition,
industry standard, or reasonable expectation.

D. Area Scoring

The score for each area will be determined by multiplying the sum of the criteria in each area by the area evaluation factor. The area evaluation factors are as follows:

- Price/Cost Area: .35
- Technical Area: .30
- Management Area: .25
- Proposal Presentation Area: .10

E. Final/Overall Scoring

The final proposal score will be determined by adding the area scoring. The sum of the area scores will be the final/overall score.

3.3 SELECTION COMMITTEE

A selection committee will review all proposals. Through this process, the City will determine which proposals are acceptable or unacceptable. The City will notify, in writing, the Offerors whose proposals are deemed to be unacceptable. Those Offerors offering proposals deemed to be acceptable by the City will be evaluated and scored by the selection committee. This scoring will determine which Offerors are considered to be in the competitive range and may be the basis for an award decision without further steps.

If the selection committee elects not to award based upon evaluation scoring, it may engage in a forced elimination process. To inform this process, it may require oral presentations or interviews with the Offerors considered to be in the competitive range. If oral presentations or interviews are conducted, they may also be scored, or they may simply be considered as information supporting the forced elimination process. The selection committee may request revisions to the proposal from each of the Offerors at the conclusion of the interviews. The intent of the forced elimination process is to reach consensus. The decision will be based on all relevant factors, and based upon perception of best value. The final decision may or may not exactly reflect scoring ranking.

The City also reserves the right to request best and final offers from all Offerors at any point in the proposal evaluation process.

3.4 AWARD OF CONTRACT

It is anticipated that there will be negotiations or discussions with Offerors. However, the City reserves the right to award without negotiations or discussions. The City also reserves the right to award a contract not necessarily
or merely to the Offeror with the most advantageous price. The City intends to award to the Offeror that demonstrates the best value to the City and the most substantiated ability to fulfill the requirements contained in this Request for Proposal. A contract prepared by the City will be finalized and/or negotiated with the successful Offeror. In the event a contract cannot be negotiated with the top ranked Offeror, the City may enter into negotiations with the second highest ranked Offeror, or the City may decide to call for new proposals. Immediately after the notice of award, the successful Offeror will begin planning in conjunction with the City of Colorado Springs staff (to be designated by the City) to ensure fulfillment of all its obligations. The successful Offeror may be expected to attend regular meetings as required by the City to assist in the preparation for startup.
SECTION V – EXHIBITS

5.0 EXHIBITS

Exhibit 1  Proposal Certification
Exhibit 2  Sample Contract
Exhibit 3  Exceptions
Exhibit 4  Minimum Insurance Requirements
Exhibit 5  Patty Jewett Scope of Work
Exhibit 6  Valley High Scope of Work
Exhibit 7  Carpet Cleaning Scope of Work
Exhibit 8  Cost Proposal
Exhibit 9  Qualification Statement
Exhibit 10 Evaluation Scoresheet
EXHIBIT 1 PROPOSAL CERTIFICATION

Check or Mark the space after each number to indicate compliance.

1. ______ Address of Offeror’s Principal Place of Business:

______________________________________________

______________________________________________

______________________________________________

Does Offeror have an established office or facility in Colorado Springs?

Yes _____ No _____

If yes, indicate address below if different than Principal Place of Business.

Colorado Springs Facility - Year established __________

Address of Colorado Springs Facility:

______________________________________________

______________________________________________

______________________________________________

Percent of Work to be Performed from Principal Place of Business? ______

Percent of Work to be Performed from Colorado Springs Facility? ______

2. ______ Indicate your ability to provide a certificate of insurance evidencing the required coverage types and limits specified in Minimum Insurance Requirements Exhibit. (The certificate of insurance must reflect the City of Colorado Springs as an Additional Insured, as applicable.)

Indicate your ability to comply with the following requirements:

The City shall be added as an Additional Insured to all liability policies:

Yes _____ No _____

Your property and liability insurance company is licensed to do business in Colorado:

Yes _____ No _____
Provide the name of your property and liability insurance company here:

Name: ____________________________________________________________________

Your property and liability insurance company has an AM best rating of not less than B+ and/or VII:

Yes _____  No _____

Worker’s Compensation Insurance is carried for all employees and covers work done in Colorado.

Yes _____  No _____

3. ______ Provide one (1) copy of current financial statements (if required). Enclose financial information in a separate envelope; do not bind with the other proposal copies. If review of the information is to be restricted to the City’s financial officer, it must be marked accordingly.

4. ______ Provide the completed and signed proposal. (Proposals must be identified as specified in this RFP document). All required Exhibits are attached.

By signing below, the Offeror certifies that no person or firm other than the Offeror or as otherwise indicated has any interest whatsoever in this offer or any Contract that may be entered into as a result of this offer and that in all respects the offer is legal and firm, submitted in good faith without collusion or fraud.

Offeror has appointed ______________________ as the Offeror’s representative and contact for all questions or clarifications in regard to this Offeror.

Telephone: (___) ____________

Email: __________________

The undersigned acknowledges and understands the terms, conditions, Specifications and all Requirements contained and/or referenced and are legally authorized by the Offeror to make the above statements or representations.

__________________________________________________________________________

(Name of Company)  (Signature)

__________________________________________________________________________

(Address)  Date

__________________________________________________________________________

(City, State and Zip)  (Telephone Number)
(Name typed/Printed) ________________________________ (Title) ________________________________

(E-Mail Address) ________________________________

FEDERAL TAX ID # ________________________________

This Company Is: Corporation____ Individual____ Partnership____
LLC____

Offeror hereby acknowledges receipt of the following amendments, if applicable. Offeror agrees that it is bound by all Amendments identified herein.

AMENDMENT #1_________ DATED: ________________
AMENDMENT #2_________ DATED: ________________
AMENDMENT #3_________ DATED: ________________

Please Note the attached Representations and Certifications must be initialed by Offeror in the spaces provided and returned with this certification.
REPRESENTATIONS AND CERTIFICATIONS
Exhibit 1 Continued

1. INSURANCE REQUIREMENTS

Offeror shall comply with all insurance requirements and will submit the Insurance Certificates prior to performance start date. If limits are different from the stated amounts, Offeror shall explain variance. Certain endorsements and "additionally insured" statements may require further clarification and specific statements on a project specific basis and should have been described in the Offeror’s proposal.

Initials for 1

2. ETHICS VIOLATIONS

a) The Offeror shall have in place and follow reasonable procedures designed to prevent and detect possible violations described in this clause in its own operations and direct business relationships.

b) Offeror certifies the Offeror has not violated or caused any person to violate, and shall not violate or cause any person to violate, the City’s Code of Ethics contained in Article 3, of Chapter 1 of the City Code and in the City's Procurement Rules and Regulations.

c) When the Offeror has reasonable grounds to believe that a violation described in this clause may have occurred, the Offeror shall promptly report the possible violation to the City Contracts Specialist in writing.

c) The Offeror must disclose with the signing of this proposal, the name of any officer, director, or agent who is also an employee of the City and any City employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Offeror’s firm or any of its branches.

d) In addition, the Offeror must report any conflict or apparent conflict, current or discovered during the performance of the Contract, to the City Contracts Specialist.

e) The Offeror shall not engage in providing gifts, meals or other amenities to City employees. The right of the Offeror to proceed may be terminated by written notice issued by City Contracts Specialist if Offeror offered or gave a gratuity to an officer, official, or employee of the City and intended by the gratuity to obtain a contract or favorable treatment under a contract.

f) The Offeror shall cooperate fully with the City or any agency investigating a possible violation on behalf of the City. If any violation is determined, the Offeror will properly compensate the City.

g) The Offeror agrees to incorporate the substance of this clause (after substituting “Contractor” for “Offeror”) in all subcontracts under this offer.

Initials for 2
3. ILLEGAL ALIENS

If Offeror has any employees or subcontractors, Offeror shall comply with § 8-17.5-101, et seq., C.R.S. regarding Illegal Aliens – Public Contracts for Services, and this section of this Agreement. 8-17.5-102 includes, in part, that:

1. Offeror shall not:
   a. Knowingly employ or contract with an illegal alien to perform work under this Agreement; or
   b. Enter into a contract with a subcontractor that fails to certify to Offeror that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Agreement.

2. Offeror has verified or attempted to verify that Offeror does not employ any illegal aliens and, will participate in the E-Verify Program or State Department program in order to confirm eligibility of all employees who are newly hired to perform work under public contract for services.

3. Offeror will not use E-Verify Program or State Department program procedures to undertake pre-employment screening of job applicants while the public contract for services is being performed.

4. If Offeror obtains actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien, Provider shall:
   a. Notify the subcontractor and the City within three days that Offeror has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and
   b. Terminate the subcontract with the subcontractor if within three days of receiving such notice, the subcontractor does not stop employing or contracting with the illegal alien. However, the Offeror shall not terminate the contract with the subcontractor if during this three day period:
      i. The subcontractor provides information which establishes that the subcontractor has not knowingly employed or contracted with an illegal alien, and
      ii. The Offeror will not employ the illegal aliens in the performance of any City contract.

5. Offeror shall comply with any reasonable request by the Department of Labor and Employment made in the course of an investigation that the Department is undertaking pursuant to the authority established in §8-17.5-102(5), C.R.S.

6. If Offeror violates this provision, the City may terminate the contract for a breach of contract. If the Agreement is terminated, the Offeror shall be liable for actual and consequential damages.

Initials for 3

4. COOPERATION WITH OTHER CONTRACTORS

Other City activities/contracts may be in progress or start during the performance of this
contract. The Offeror shall coordinate the work harmoniously with the other contractors or City personnel, if applicable.

___________

Initials for 4

5. INTERNET USE

Should the Offeror require access to City Internet resources in the performance of this requirement, a “Contractor’s Internet Use Agreement” form must be separately signed by each individual having access to the City Network. The completed Contractor’s Internet Use Agreement will be maintained with this agreement. Inappropriate use of the City Network will be grounds for immediate termination of any awarded contact.

___________

Initials for 5

6. LITIGATION

If awarded a contract, Offeror shall notify the City within five (5) calendar days after being served with a summons, complaint, or other pleading in any matter which has been filed in any federal or state court or administrative agency. The Offeror shall deliver copies of such document(s) to the City’s Procurement Services Manager. The term "litigation" includes an assignment for the benefit of creditors, and filings of bankruptcy, reorganization and/or foreclosure.

___________

Initials for 6

7. CONTRACTOR’S REGISTRATION INFORMATION

Offeror’s firm verifies and states that they are (check all that apply):

_______ Large Business (i.e. do not qualify as a small business or non-profit)
_______ Nonprofit
_______ Small Business
_______ Minority Owned Business/Small Disadvantaged Business
_______ Woman Owned Business
_______  Veteran Owned Business
_______  Service-Disabled Veteran Owned Business
_______  HUBZone Business

Note: The City accepts self-certification for these categories in accordance with Small Business Administration (SBA) standards. The SBA size standards are found on the SBA website https://www.sba.gov/content/am-i-small-business-concern.

Initials for 7

8. CONTRACTOR PERSONNEL

a) The Offeror shall appoint one of its key personnel as the “Authorized Representative” who shall have the power and authority to interface with the City and represent the Offeror in all administrative matters concerning this proposal and any awarded contract, including without limitation such administrative matters as correction of problems modifications, and reduction of costs.

b) The Authorized Representative shall be the person identified in the Offeror’s proposal, unless the Offeror provides written notice to the City naming another person to serve as its Authorized Representative. Communications received by the City Contracts Specialist from the Authorized Representative shall be deemed to have been received from the Offeror.

The individual, ____________________________ (Name)
with position, ________________________________ (Title)
Can be reached at
Work telephone number: ______________________
Home telephone number: ______________________
Cellular telephone number: ____________________
E-mail address: ______________________________

Initials for 8

9. OFFEROR’S CERTIFICATION

The undersigned hereby affirms that:

a) He/She is a duly authorized agent of the Offeror;
b) He/She has read and agrees to the City’s standard terms and conditions attached.
c) The offer is presented in full compliance with the collusive prohibitions of the City of Colorado Springs. The Offeror certifies that no employee of its firm has discussed, or
compared the offer with any other offeror or City employee and has not colluded with any other offeror or City employee.

d) The Offeror certifies that it has checked all of its figures, and understands that the City will not be responsible for any errors or omissions on the part of the Offeror in preparing its proposal.

e) By submitting an offer the Offeror certifies that it has complied and will comply with all requirements of local, state, and federal laws, and that no legal requirements have been or will be violated in making or accepting this solicitation.

I hereby certify that I am submitting the proposal based on my company's capabilities to provide quality products and/or services on time.

_________________

Initials for 9

10. OFFEROR CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS:

1. The Offeror certifies to the best of its knowledge and belief, that (i) the Offeror and/or any of its Principals
   a. Are ( ), Are not ( ) presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;
   b. Have ( ), Have not ( ), within a three year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, local) contract or subcontract; violation of Federal or state antitrust statutes relation to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, tax evasion, or receiving stolen property; and
   c. Are ( ), Are not ( ) presently indicated for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in any paragraphs above.

2. The Offeror shall provide immediate written notice to the City Contracts Specialist if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reasons of changed circumstances.

3. The certification in paragraph 1. above, is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the City, the City Contracts Specialist may terminate the contract resulting from this solicitation for default. Termination for default may result in additional charges being levied for the costs incurred by the City to initiate activities to replace the awarded Contractor.
11. ACCEPTANCE OF CITY CONTRACTS SPECIALIST’S SOLE AUTHORITY FOR CHANGES

Unless otherwise specified in the Contract, the Offeror hereby agrees that any changes to the scope of work, subsequent to the original contract signing, shall be generated in writing and an approval signature shall be obtained from the City Contracts Specialist prior to additional work performance.

12. CITY CONTRACTOR SAFETY PROGRAM

The Offeror hereby agrees to adhere to a worker safety program for contractor employees on a City job site or location. By initialing below, the Offeror has reviewed the information and will abide by the City Policy which is available for review:


13. ACCEPTANCE OF CITY ENVIRONMENTALLY PREFERRED PURCHASING (EPP) POLICY

The City of Colorado Springs is committed to buying more environmentally preferable goods and services, as long as they meet performance needs, are available within a reasonable time and at a reasonable cost. The Offeror hereby acknowledges review of this policy by initialing below.


14. FRAUD, WASTE, AND ABUSE

Everyone has a duty to report any suspected unlawful act impacting the City of Colorado Springs operations and its enterprises. Anyone who becomes aware of the existence or apparent existence of fraud, waste, and abuse in City of Colorado Springs
is encouraged to report such matters to the City Auditor's Office in writing or on the telephone hotline 385-2387 (ADTR). Written correspondence can be mailed to:

City Auditor  
P.O. Box 2241  
Colorado Springs CO 80901  

Or via email CityAuditManagement@springsgov.com. Any of these mechanisms allow for anonymous reporting. For more information, please go to the website https://coloradosprings.gov/cityfraud.

____________________
Initials for 14

Name of Company:

Federal Tax ID Number:

DUNS Number:

Principle Place of Business:

____________________________
Signature of Authorized Representative

Printed Name:

Title:

Date:
EXHIBIT 2  SAMPLE CONTRACT

The Services Sample Contract Template, Version 112316 may be found on the City website, at the following address:


Exceptions to the Services Sample Contract Template terms and conditions must be submitted in writing with the Offeror’s proposal, per Exhibit 3.
EXHIBIT 3  EXCEPTIONS

Print the words "no exceptions"(here)___________________________ if there are no exceptions taken to any of the terms, conditions, or specifications of these proposal documents or contract.

If there are exceptions taken to any of the terms, conditions, or specifications of the proposal document or contract, they must be clearly stated on a separate sheet of paper attached to this sheet and returned with your proposal.

**Note:** All potential Offerors are hereby advised that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals. Offerors stipulating that the City must use their contract or agreement may be determined non-responsive and their Proposal determined unacceptable.

Company Name:  ________________________________________________
Address:    ________________________________________________
            (City, State and Zip Code)
Authorized Signature:  ________________________________________________
Date:     ________________
Printed Name/Title:   _______________________________________________

Return this form with your Proposal.
EXHIBIT 4  MINIMUM INSURANCE REQUIREMENTS

The following listed minimum insurance requirements shall be carried by all contractors and consultants unless otherwise specified in the City’s solicitation package, Special Provisions or Standard Specifications.

1. **X** Workers’ Compensation and Employers Liability as required by statute. Employers Liability coverage is to be carried for a minimum limit of $100,000.

2. **X** Automobile Liability for limits not less than $1,000,000 combined single limit for bodily injury and property damage for each occurrence. Coverage shall include owned, non-owned and hired automobiles.

3. **X** Commercial General Liability for limits not less than $1,000,000 combined single limit for bodily injury and property damage for each occurrence and not less than $2,000,000 aggregate. Coverage shall include premises and operations liability, blanket contractual, broad form property damage, products and completed operations and personal injury endorsements.

4. _____ Builders Risk or Installation Floater Insurance will be provided by the Owner (excluding earthquake or flood). This insurance shall insure and protect from all insurable risks of physical loss or damage. Contractors and subcontractors will be covered, excluding their own machinery, tools and equipment. The deductible under The Builders Risk or Installation Floater shall be sustained and borne by the Contractor. Losses will be adjusted with and made payable to the Owner and others as their interests may appear.

5. **X** Professional Liability Insurance providing coverage for acts, errors or omissions committed or alleged to have been committed by architects and engineers arising out of the conduct of their professional practice. The coverage shall carry a project limit of $500,000. The coverage shall have an extended reporting period of 2 years following the date of substantial completion of the project for reporting of claims.

6. _____ Pollution Legal Liability Insurance for limits not less than $1,000,000 per occurrence (or claims made) and not less than $1,000,000 aggregate for bodily Injury, Personal Injury and property Damage. This coverage must include any losses arising from transit exposures and also include all costs associated with clean-up, containment, and disposal of any hazardous liquids or materials.

7. **X** Except for workers compensation, employer’s liability insurance, and Professional Liability Insurance, the City of Colorado Springs and the Pikes Peak Rural Transportation Authority (when applicable) must be named as an additional insured. Certificates of Insurance must be submitted before commencing the work and provide 30 days’ notice prior to any cancellation except for 10 day notice with respect to non-payment of premium.

8. _____ Medical Malpractice Liability Insurance for limits not less than $1,000,000 per occurrence.

9. **X** All coverage furnished by contractor is primary, and that any insurance held by the City of Colorado Springs Colorado Springs is excess and non-contributory.

The undersigned certifies and agrees to carry and maintain the insurance requirements indicated above throughout the contract Period of Performance

(Name of Company)

(Signature)    (Date)
**Background reports for all janitorial employees and a list of janitorial staff should be provided to the Golf Administration office**

### SECTION A

<table>
<thead>
<tr>
<th>Building</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sweep/dust and wet mop, as applicable, all non-carpeted floors.</td>
<td>DAILY</td>
</tr>
<tr>
<td>2. Vacuum all carpeted floors. Spot clean as needed. Refer to Carpet Maintenance Requirements.</td>
<td>DAILY</td>
</tr>
<tr>
<td>3. Empty trash and wipe down all waste receptacles. Replace waste receptacle plastic liners as needed.</td>
<td>DAILY</td>
</tr>
<tr>
<td>4. Spot clean glass, lobby windows and sanitize walls, switch plates, door jams, etc. as needed. (Use a disinfecting agent)</td>
<td>DAILY</td>
</tr>
<tr>
<td>5. Remove all trash from building to designated disposal area. NO TRASH IS TO BE LEFT IN JANITORAL CLOSETS OR OTHER AREAS.</td>
<td>DAILY</td>
</tr>
<tr>
<td>6. Clean, dust and sanitize all horizontal surfaces, including but not limited to handrails, desks, tables, chairs, end tables, banquet room book cases, partitions, window sills, baseboard heaters, pictures frames, exposed utility pipes, top of lockers, etc.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>7. Clean all non-finished surfaces. I.e. baseboards, kick plates, adjoining carpet, fireplace tiles, etc.</td>
<td>2 X MONTHLY</td>
</tr>
<tr>
<td>8. Clean and polish all metal trim. (To include brass on kick plates, door knobs and door knob plates).</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>9. Clean all light fixtures and exit lights.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>10. Vacuum and spot clean all upholstered furniture.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>11. Clean UN-upholstered furniture to include tables &amp; chairs in lobby area.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>12. Detail vacuum all carpet edges adjacent to baseboards, table legs, and any other item that cannot be easily moved.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>13. Detail clean all hard surfaced floors in all corners, door frames next to base molding, and any other surface that cannot be easily moved.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>14. Dry chemical carpet extraction according to manufacturer specifications will be required on most needed carpeted areas to keep all areas clean. This will be accomplished by a rotating schedule of all high traffic or highly soiled areas within the clubhouse. Refer to Carpet Maintenance Requirements.</td>
<td>1 X MONTHLY</td>
</tr>
</tbody>
</table>

### SECTION B

<table>
<thead>
<tr>
<th>JANITORIAL &amp; MOP CLOSETS</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Janitorial closets shall be kept clean and orderly at all times to include disinfect mops after each use.</td>
<td>DAILY</td>
</tr>
<tr>
<td>2. Thoroughly clean floors walls sinks and storage shelves.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>3. Janitorial closet will be stocked by our maintenance shop each Friday. A list of any additional supplies need to be emailed to course superintendent, Jeff Wichman, <a href="mailto:jwichman@springsgov.com">jwichman@springsgov.com</a> with a 2 business day notice.</td>
<td>1 X WEEKLY</td>
</tr>
</tbody>
</table>
## SECTION C

### LOCKER & RESTROOM AREAS

Perform all tasks as defined in Section A, as applicable.

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clean and sanitize all surfaces of toilets, urinals, lavatories, countertops, back splashes, door knobs.</td>
<td>DAILY</td>
</tr>
<tr>
<td>2. Clean and polish all bright work and mirrors.</td>
<td>DAILY</td>
</tr>
<tr>
<td>3. Clean and sanitize external surfaces of plumbing supply lines and exposed waste lines.</td>
<td>DAILY</td>
</tr>
<tr>
<td>4. Replenish soap, hand sanitizer, paper towels, toilet tissue, and napkin dispensers, as needed to minimize waste.</td>
<td>DAILY</td>
</tr>
<tr>
<td>5. Empty trash, wipe down and sanitize all waste and sanitary napkin disposal receptacles. Replace liners.</td>
<td>DAILY</td>
</tr>
<tr>
<td>6. Clean and sanitize walls and stall partitions adjacent to restroom fixtures.</td>
<td>DAILY</td>
</tr>
<tr>
<td>7. Wet mop and sanitize floors and baseboards.</td>
<td>DAILY</td>
</tr>
<tr>
<td>8. Operate all flush valves, water valves, soap &amp; hand sanitizer dispensers, paper towels, toilet tissue dispensers and sanitary napkin dispenser to make sure they are working properly. Advise City Rep of any leaks or malfunctions in writing.</td>
<td>DAILY</td>
</tr>
<tr>
<td>9. Machine scrub all restroom floors using Germicidal detergent. Grout must be kept clean and free of debris.</td>
<td>2 X MONTHLY</td>
</tr>
<tr>
<td>10. Fully clean and sanitize all showers.</td>
<td>DAILY</td>
</tr>
<tr>
<td>11. Replace burned out lamp &amp; wall sconce bulbs as needed.</td>
<td>DAILY</td>
</tr>
</tbody>
</table>

### SECTION D

### SPECIAL INFORMATION

1. The janitor does not have cleaning responsibility in the **Pro Shop, Kitchen** or **Banquet Coordinator’s Office**.

2. The main gate is to be locked upon arrival and departure.

3. This contract requires an individual to be in the premises between 10:00pm to 6:00am, 7 days per week. In the event the janitor notices any unusual or suspicious activity in or around the premises after closing hours, he or she is to immediately contact the Colorado Springs Security Office to dispatch a Security Guard at 668-STOP (668-7867). If you feel threatened call Police Dispatcher at 911. Shelter in Place and contact your supervisor.

### SECTION E

### GENERAL OFFICE AREA (2ND Floor)

Perform all tasks as defined in Section A, as applicable.

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clean and sanitize telephones.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>2. Clean desk chair mats.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>3. Polish or oil designated wood desks. Special care should be taken not to disturb contents on desk tops which include computer equipment.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>4. Dusting in this area must be done according to Section A, #6.</td>
<td>2 X WEEKLY</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>5.</td>
<td>Dust blinds.</td>
</tr>
<tr>
<td></td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SECTION F</strong></td>
<td></td>
</tr>
<tr>
<td><strong>BANQUET ROOM (MAIN FLOOR)</strong></td>
<td></td>
</tr>
<tr>
<td>Perform all tasks defined in Section A, as applicable.</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Vacuum as needed by moving tables and chairs to ensure all debris is picked up.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>2.</td>
<td>Sweep/dust and wet mop fireplace tiles as needed.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>3.</td>
<td>Clean carpet according to manufacturer’s specifications. Refer to Carpet Maintenance document. Must be scheduled with Banquet Coordinator.</td>
</tr>
<tr>
<td></td>
<td>4 X YEARLY</td>
</tr>
<tr>
<td>4.</td>
<td>Dusting in this area must be done according to Section A, #6.</td>
</tr>
<tr>
<td></td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td><strong>SECTION G</strong></td>
<td></td>
</tr>
<tr>
<td><strong>BASEMENT BANQUET &amp; POOL ROOMS.</strong></td>
<td></td>
</tr>
<tr>
<td>Perform all tasks defined in Section A, as applicable.</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Sweep/dust and wet mop as applicable, all non-carpeted floors as needed.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>2.</td>
<td>Dusting in this area must be done according to Section A, #6.</td>
</tr>
<tr>
<td></td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td><strong>Note: Banquet &amp; Basement Rooms</strong></td>
<td></td>
</tr>
<tr>
<td>Contractor will be required to schedule periodic work around any special events which is provided by the Banquet Coordinator.</td>
<td></td>
</tr>
<tr>
<td>At no time is janitorial contractor allowed to interrupt or interfere with concessionaire or special event activities.</td>
<td></td>
</tr>
<tr>
<td><strong>SECTION H</strong></td>
<td></td>
</tr>
<tr>
<td><strong>CLUBHOUSE LOBBY</strong></td>
<td></td>
</tr>
<tr>
<td>Perform all tasks defined in Section A, as applicable.</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Replace burned out lamp &amp; wall sconce bulbs as needed.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>2.</td>
<td>Arrange furniture in an orderly fashion.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>3.</td>
<td>Vacuum and spot clean all upholstered furniture.</td>
</tr>
<tr>
<td></td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>4.</td>
<td>Clean UN-upholstered furniture to include chairs, tables (including bases) as needed in lobby area.</td>
</tr>
<tr>
<td></td>
<td>DAILY</td>
</tr>
<tr>
<td>5.</td>
<td>Dust and clean all trophies and shelves in the upstairs trophy cabinet. This work must schedule during normal business hours (8:00am to 5:00pm) so that keys can be provided to the cleaning crew.</td>
</tr>
<tr>
<td></td>
<td>4 X YEARLY</td>
</tr>
<tr>
<td>6.</td>
<td>Sweep/dust and wet mop as applicable, all non-carpeted floors. To include the fireplace tiles.</td>
</tr>
<tr>
<td></td>
<td>1 X WEEKLY</td>
</tr>
</tbody>
</table>
### SECTION I

#### DAY PORTING

1. Restock paper products in restrooms & locker rooms. Check and restock all soap & hand sanitizers as needed. **DAILY**

2. Empty trash and replace liners in clubhouse and 3 outdoor entryway receptacles as needed. **DAILY**

3. Clean and disinfect lavatories and counter tops in locker rooms. **DAILY**

4. Inspect and spot clean entrances to facility including entrance off of lobby area. **DAILY**

5. Arrange furniture in orderly fashion in lobby. Organize TV trays & high chairs (provided these items are not in use.) **DAILY**

6. Spot clean door glass. **DAILY**

7. Spot sweep carpet throughout clubhouse with hand sweeper. **DAILY**

**Note:**
Day support services will be required Thursday, Friday, Saturday and Sunday during the months of June, July, August and September. Said service shall be performed during the hours of 1:00pm and 4:00pm. Contractor’s staff is not to interrupt or interfere with guests of the facility.

### SECTION J

**ENTRANCES, STAIRWAYS, HALLWAYS AND CORRIDORS**

Perform all tasks defined in Section A, as applicable. **DAILY**

1. Clean both sides of door glass. To include all 4 outside doors. **DAILY**

2. Clean, polish, and sanitize all drinking fountains. **DAILY**

3. Sweep all entrances to clubhouse. **DAILY**

4. Wet clean entrances to clubhouse. (OUT TO AND INCLUDE STEPS) **1 X WEEKLY**

**NOTE:**
All entrances include both front doors, side door off lobby, back entrance leading into men’s restroom. (Restaurant patio doors and steps are excluded).

Entrances to clubhouse will require daily sweeping and weekly wet cleaning. Extreme care should be taken to avoid water on carpeting at entrances. (To Include Pro Shop)

Wet cleaning should not be performed when temperature is below 38F degrees, to prevent icing up of entry surfaces.

### SECTION K

**RESTAURANT**

1. Full carpet extraction according to Manufacturer’s Specifications, moving tables & chairs prior to cleaning. See Carpet Maintenance Requirements. **1 X MONTHLY**

2. Schedule cleaning with the restaurant manager to arrange best time to clean while restaurant staff is present. Contact Michael at 719-385-6908.
**Background reports for all janitorial employees and a list of janitorial staff should be provided to the Golf Administration office**

### SECTION A

<table>
<thead>
<tr>
<th>Building</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sweep/dust and wet mop, as applicable, all non-carpeted floors.</td>
<td>DAILY</td>
</tr>
<tr>
<td>2. Vacuum all carpeted floors. Spot clean as needed. Refer to Carpet Maintenance Requirements.</td>
<td>DAILY</td>
</tr>
<tr>
<td>3. Empty trash and wipe down all waste receptacles. Replace waste receptacle plastic liners as needed.</td>
<td>DAILY</td>
</tr>
<tr>
<td>4. Spot clean walls, switch plates, glass, door jambs, doors, etc. as needed.</td>
<td>DAILY</td>
</tr>
<tr>
<td>5. Remove all trash from building to designated disposal area. NO TRASH IS TO BE LEFT IN JANITORIAL CLOSETS OR OTHER AREAS.</td>
<td>DAILY</td>
</tr>
<tr>
<td>6. Clean, dust and sanitize all horizontal surfaces, including but not limited to handrails, desks, tables, chairs, end tables, partitions, window sills, baseboard heaters, pictures frames, exposed utility pipes, etc.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>7. Clean handrails and other horizontal surfaces which do not get acceptable cleaning by dusting only.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>8. Clean internal glass, clocks, display cases, door jams, &amp; doors.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>9. Clean and polish all metal trim.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>10. Spot clean all composition boards.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>11. Dust draperies and blinds.</td>
<td>4 X YEARLY</td>
</tr>
<tr>
<td>12. Arrange tables &amp; chairs in restaurant in an orderly fashion.</td>
<td>DAILY</td>
</tr>
<tr>
<td>13. Clean all light fixtures and exit lights.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>14. Vacuum and spot clean all upholstered furniture. Clean un-upholstered furniture.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>15. Disinfect all telephones, including ear and mouth pieces.</td>
<td>1 X MONTHLY</td>
</tr>
<tr>
<td>16. Vacuum all carpet. (edges adjacent to baseboards, desk legs, table legs, and any other item that cannot be easily moved.)</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>17. Detail clean all hard surfaced floors in all corners, door frames next to base molding.</td>
<td>1 X WEEKLY</td>
</tr>
<tr>
<td>18. Machine scrub hard surfaced floors.</td>
<td>1 X WEEKLY</td>
</tr>
</tbody>
</table>
### SECTION B

#### JANITORIAL & MOP CLOSETS

1. Janitorial closets shall be kept clean and orderly at all times to include disinfect mops after each use.  
   **DAILY**

2. Thoroughly clean floors, walls, sinks, and storage shelves.  
   **1 X WEEKLY**

3. Janitorial closet will be stocked by our maintenance shop each Friday. A list of any additional supplies need to be emailed to course superintendent, Brian Fox, bfox@springsgov.com with a 2 business day notice.  
   **1 X WEEKLY**

**Notes:**

Dust rags and other oily cleaning materials shall be kept in approved fire proof containers. Dust mops shall be washed no less than weekly and no excessively oily mop heads shall be stored. No flammable cleaning materials shall be stored unless contain in approved containers and cabinets.

All products must be in approved, labeled containers.

No trash shall be stored in closets.

SDS forms must be in each janitorial closet.

If any products are used which carry a registered EPA# - the appropriate storage of these products require area being labeled as “Pesticide Storage”

### SECTION C

#### LOCKER & RESTROOM AREAS

Perform all tasks as defined in Section A, as applicable.

1. Clean and sanitize all surfaces of toilets, urinals, lavatories, countertops, back splashes, door knobs, and shower stalls.  
   **DAILY**

2. Clean and sanitize external surfaces of plumbing supply lines and exposed waste lines.  
   **DAILY**

3. Clean and polish all bright work and mirrors.  
   **DAILY**

4. Replenish soap, hand sanitizer, paper towels, toilet tissue, and napkin dispensers, as needed to minimize waste.  
   **DAILY**

5. Empty trash, wipe down and sanitize all waste and sanitary napkin disposal receptacles. Replace liners.  
   **DAILY**

6. Clean and sanitize walls, lockers and stall partitions adjacent to restroom fixtures.  
   **DAILY**

7. Wet mop and sanitize floors and baseboards.  
   **DAILY**

8. Spot clean door jambs, doors, door hardware, switch plates and walls as needed.  
   **DAILY**

9. Operate all flush valves, water valves, soap & hand sanitizer dispensers, paper towels, toilet tissue dispensers and sanitary napkin dispenser to make sure they are working properly. Advise City Rep of any leaks or malfunctions in writing.  
   **DAILY**

10. Clean and sanitize all walls, baseboards, and partitions, floor to ceiling.  
    **1 X WEEKLY**

11. Machine scrub all restroom floors using Germicidal detergent. Grout must be kept clean and free of debris.  
    **1 X WEEKLY**

12. Fully clean and sanitize all showers.  
    **DAILY**

13. Wet extraction all carpeted  
    **4 X yearly**
### SECTION D

**SPECIAL INFORMATION**

1. The janitor does not have cleaning responsibility in the **Pro Shop, Kitchen** or **Kitchen Office**.

2. This contract requires an individual to be in the premises between 10:00pm to 6:00am, 7 days per week. In the event the janitor notices any unusual or suspicious activity in or around the premises after closing hours, he or she is to immediately contact the Colorado Springs Security Office to dispatch a Security Guard at 668-STOP (668-7867). If you feel threatened call Police Dispatcher at 911. Shelter in Place and contact your supervisor.

### SECTION E

**BANQUET ROOM**

Perform all tasks defined in Section A, as applicable.

| 1. | Sweep or vacuum as needed by moving tables and chairs to ensure all debris is picked up. | DAILY |
| 2. | Sweep/dust and wet mop as applicable, all non-carpeted floors as needed. | DAILY |
| 3. | Wet Extract carpet according to manufacturer's specifications. Refer to Carpet Maintenance Requirements. | 4 x yearly |
| 4. | Dusting in this area must be done according to Section A, #6. | 1 X WEEKLY |

### SECTION F

**GAME ROOM**

Perform all tasks defined in Section A, as applicable.

| 1. | Sweep/dust and wet mop as applicable, all non-carpeted floors as needed. | DAILY |
| 2. | Dusting in this area must be done according to Section A, #7. | 1 X WEEKLY |
| 3. | Strip hard surfaced floor and refinish with three coats of floor finish. | 2 X YEARLY |

### SECTION G

**ENTRANCES, STAIRWAYS, HALLWAYS AND CORRIDORS**

Perform all tasks defined in Section A, as applicable.

| 1. | Clean both sides of door glass. | DAILY |
| 2. | Full carpet wet extraction according to Manufacturer's Specifications. See Carpet Maintenance document. | 4X YEARLY |
| 3. | Clean, polish, and sanitize all drinking fountains. | DAILY |
| 4. | Sweep all entrances to clubhouse. | DAILY |
| 5. | Wet clean entrances to clubhouse. (OUT TO AND INCLUDE STEPS) | 1 X MONTHLY |
| 6. | Mop black rubber flooring in hall by locker rooms. | DAILY |

**Notes:**

Entrances to clubhouse will require daily sweeping and weekly wet cleaning. Extreme care should be taken to avoid water on carpeting at entrances. Wet cleaning should not be performed when temperature is below 38F degrees, to prevent icing up of entry surfaces.
## SECTION H

### RESTAURANT

Perform all tasks defined in Section A, as applicable.

Full carpet wet extraction according to Manufacturer’s Specifications, moving tables & chairs prior to cleaning. See Carpet Maintenance Requirements.

1. Clean and disinfect all tables and chairs (including bases).
   - 1 X MONTHLY
2. Clean and dust copper cover over the fireplace.
   - DAILY
3. Clean and dust all areas within the restaurant. (Exclude behind the bar)
   - 1X WEEKLY
4. Polish copper cover over fireplace.
   - 4 X YEARLY
5. Clean brick around fireplace.
   - 1 X WEEKLY
**Vacuum Cleaning (Daily)**

A good vacuuming program is essential to the success of your carpet maintenance efforts. Effective daily vacuuming reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile particularly for cut pile carpet. Proper equipment and technique are critical to the success of a vacuuming program. A CRI approved, dual motor commercial upright machine with cylindrical brushes should be used and set so that brushes are in contact with pile surfaces. Dual motor machines with independent motors for suction and brushing are preferred for this task. In most cases upright vacuum cleaners are advised. Dual motor vacuums with top loading soil bags and HEPA filters are also highly recommended. The Carpet and Rug Institute has a Seal of Approval program that grades various maintenance equipment including vacuum cleaners. For a list of certified dual motor upright vacuum cleaners see the CRI website at [www.carpet-rug.org](http://www.carpet-rug.org).

**Canister, back pack type machines without brushes and riding sweepers with rotary brushes are not recommended.**

The frequency of needed vacuuming is determined by your comprehensive maintenance plan, but should be done daily. Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming. Vacuuming these areas more than once a day will help prevent soil from being tracked into other areas. The procedure for thorough vacuuming involves using slow overlapping strokes to make sure that the entire carpet surface is covered. Strokes should be no longer than 2 - 3 feet in length to avoid constant bending. Vacuum bags should be replaced when they are no more than 2/3 full.

**Spot Cleaning (Daily – As Needed)**

Daily removal of spots and spills helps maintain the carpet’s appearance between scheduled cleanings. Immediate action against spots and spills also reduces the probability of a permanent stain. It is important to use solutions that are appropriate for the specific type of spot or spill – water based, oil based, or solids (including gum). Use spotting solutions sparingly and always try to remove the spot with water only before using a spotting solution. If available, using a portable extractor will significantly improve the ability to remove spots.

**Treating Water-Based Spots**

For liquid spills, start by blotting up as much of the liquid as possible with a clean white cloth. If the spill is semisolid or has hardened, gently scrape it with a spoon or spatula and then blot the spot with a damp cloth. Always work from the edge of the spot towards the center. Never rub across a wet spill in a manner that causes the stain or contamination to be spread from the original area. If spot remains after using water, refer to our spotting guide and choose the appropriate solution. Apply a minimal amount of solution to a clean white cloth and blot the solution. Rinse with water and allow the area to dry about 1 hour and then vacuum. Repeat the application if necessary. Protect the freshly cleaned area until the carpet is completely dry. Do not brush aggressively on the spot.

**Treating Oil-Based Spots**

When removing oily stains such as paint, grease, tar, asphalt, always check for color fastness by applying your cleaning solution to an inconspicuous area of the carpet. Spray or pour the solvent onto a white cloth and press / blot it onto the carpet. Check the cloth for any evidence of dye transfer to the cloth. If color transfer is evident, do not use the solution. If colorfastness is not a problem, apply your solution sparingly to a clean white cloth and press the cloth onto the spot. Again, do not rub across the stain, but blot gently from the outer edge toward the center of the spot. Repeat the procedure until the spot has been removed. Rinse with water and allow the area to dry about 1 hour and then vacuum. Protect the freshly cleaned area until the carpet is completely dry.

NOTE: IF AVAILABLE, A SMALL PORTABLE EXTRACTOR MAKES THE TASK OF FLUSHING SPOTS AND REMOVING EXCESS MOISTURE MUCH EASIER. IF STAIN CANNOT BE REMOVED PLEASE CONTACT AN INTERFACE CONSULTANT.
Interim Cleaning (Quarterly – Lobby, hallways, stairs, men’s and ladies locker rooms, banquet room) (Bi-
Annual- upstairs office)

Crystallizing Application (Encapsulation) and or Dry Extraction
The crystallizing method of maintenance is a low moisture procedure similar in some respects to the dry extraction method but instead of using the powder, a liquid encapsulation solution is used. Benefits include immediate access to the area without the necessity of extended drying time. We recommend XL North’s GRAB® Fortify LMC.

Follow this procedure for crystallizing application: Thoroughly vacuum the carpet. Apply the encapsulation solution using an electric sprayer or a simple pump-up garden type sprayer. Agitate the carpet pile using a low moisture applicator with counter rotating brushes* to gently brush the solution into the fiber, is lodging and dispersing accumulated soil. Allow time for the solution to dry. Drying time will vary accordingly to several factors including humidity, air flow and air temperature but can normally be expected to be 30 - 60 minutes. When dry, thoroughly vacuum again.

Bonnet Cleaning

NOTE: USE OF A ROTARY BONNET OR ANY OTHER TYPE OF ROTARY MACHINE
FOR CLEANING OR DRYING IS NOT RECOMMENDED AND MAY VOID ALL INTERFACE
WARRANTIES

This method has low soil removal efficacy and may significantly change the appearance of the fiber over time, including luster and color changes.

*ONLY counter rotating brushes are acceptable for this application.

Rotary machines move the carpet fibers in one direction. Counter rotating brush machines have multiple heads that agitate the carpet fibers in different directions at once for deeper cleaning without damaging the carpet pile.

Hot Water Extraction (Monthly – Restaurant ONLY)

Hot water extraction is an effective method for removing heavy soil and residue from carpeting. The hot water extraction method injects a solution into the carpet. The injected solution suspends the soil and contaminants in the solution for easy removal by the built-in vacuum system. It is important that all vacuum extraction machines are in motion when the solution spray head is activated to prevent flooding the surface.

The recommended technique: Prepare the carpet by vacuuming. Start by applying a pre-spray appropriate for carpet using an electric or pump type sprayer. Research by Interface has found that Artemis Bio-Oxygen Carpet Cleaner is an effective product for this step. The pre-spray application should be over the entire carpeted surface, not just the traffic lanes. Agitate the pre-spray with a dual brush counter-rotating low moisture applicator. Allow 15 minutes of dwell time. Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately three to five feet (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution.

One also may use the Artemis Bio Oxygen Carpet Cleaner in the hot water extractor to thoroughly clean and deodorize the carpet. Cover the same area two or three times both with solution and without solution (suction only) to remove as much soil and moisture from the carpet as possible. Overlap each stroke approximately two inches on the area already cleaned and proceed as described above. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet. For heavily soiled high-traffic areas this procedure can be repeated until the extracted water is relatively clear. Make sure HVAC system is on and use drying fans (air movers) on wet areas during and after cleaning to allow the carpet to dry completely. Complete the procedure with a thorough vacuuming.

NOTE: ALTHOUGH IT IS RECOMMENDED THAT WATER TEMPERATURE RANGE BETWEEN
110° AND 130° F, USING WATER WITH TEMPERATURES ABOVE THAT RANGE WILL NOT
CAUSE ANY DAMAGE TO INTERFACE PRODUCTS. LIKewise, COLD WATER CAN ALSO
BE USED, BUT WARM OR HOT WATER WILL BE MORE EFFECTIVE.
NOTE: DRYING TIMES WILL VARY BASED ON INTERNAL AND EXTERNAL
ENVIRONMENTAL CONDITIONS. PLAN ON A MINIMUM OF 3 HOURS UNDER
NORMAL CONDITIONS. DO NOT ALLOW FOOT TRAFFIC ON THE CARPET UNTIL IT IS
DRY. ALLOWING FOOT TRAFFIC BEFORE CARPET IS DRY CAN CAUSE FIBER DAMAGE AND RAPID RE-SOILING.
Cleaning Solutions

Always follow the manufacturer’s recommended guidelines for using any cleaning solution. Some carpet cleaning solutions are very harsh and can damage the carpet fiber. It is important to select solutions that meet the basic standards outlined here and to evaluate each product before using it. Interface brand carpets can be maintained using a number of widely recognized and readily available carpet cleaning agents. Interface highly recommends and uses XL North GRAB Fortify LMC for Interim/Low Moisture Cleaning and Artemis Bio-Oxygen for any extraction. We’ve listed additional preferences below. The Carpet & Rug Institute also has granted a Seal of Approval for some other carpet cleaners as well. For a list of these certified cleaning solutions see the CRI website at [www.carpet-rug.org](http://www.carpet-rug.org).

Avoid products with pH levels over 9.5 and products that contain toxic or flammable solvents. Do not use oil-based defoamers of any kind. Detergents designed for use in hot water extraction equipment should not contain an oil-based defoamer and caution should be used with the amount of detergent added. Oil based defoamers have the potential to leave oily residues and adding too much detergent could leave excess detergent on the carpet. Both scenarios will lead to rapid re-soiling and the need for more frequent cleanings. In addition, cleaning solutions containing optical brighteners should not be used. Optical brighteners can adversely affect the coloration of carpet and lead to premature aging or yellowing of the carpet.

Cleaning solutions used for Interim and/or Restorative cleaning should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount in a clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterized as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky, or in waxy flakes, the solution is not acceptable since it would likely contribute to rapid re-soiling.

Spotting solutions should be used as needed and should be flushed out with clean water after the spot has been treated.

Interface Recommended Cleaning Agents

**Extraction Treatment - Artemis Bio-Oxygen Carpet Cleaner**

**Low Moisture Treatment – XL North GRAB Fortify LMC**

**Enzyme Treatment – Chemspe Enz-ALL**

**Urine Treatment – urine OFF**
Maintenance Equipment

Using the right equipment is as important as using the right cleaning solutions and techniques. These guidelines provide the basic technical specifications you need for key pieces of carpet maintenance equipment.

CRI Approved Commercial Vacuum
(For dual motor uprights)
Power • 8 amp
Filtration • Down to .3 microns or over
Vacuum • 60" waterlift-motor or better @ 90+ cfm
Brush • Toothed belt drive preferred
• Brush speed 2,500 - 5000 rpm
• Brush diameter 2" - 3½"
• Brush height adjustment essential; self-adjusting design preferred
Working Width • 15" – 30" Dust Bag
Capacity • 300 - 400 cubic inches
NOTE: VACUUM CLEANER SHOULD HAVE THE CARPET AND RUG INSTITUTE’S SEAL OF APPROVAL THROUGH THEIR GREEN LABEL CERTIFICATION PROGRAM. DUAL MOTOR UPRIGHT VACUUMS WITH TOP-LOADING DUST BAGS WITH HEPA FILTERS ARE STRONGLY RECOMMENDED. BATTERY POWERED VACUUM CLEANERS ARE NOT RECOMMENDED.

Low Moisture Applicator
Power • 2-8 amp
Width • 12 " - 22"
Brushes (2) • 10 " - 20 " Counter-rotating
Brush speed • 400 rpm
Hot Water Extractor
Power • 10 - 15 amp
Fluid Delivery • (minimum) ½ gallons/minute - 50-100 psi
Tanks • 8-20 gallon solution
• 8-20 gallon recovery
Vacuum • 100 " - 140 " water lift at around 90-100 cfm
Vacuum Shoe • 11 " - 18 " wide
Wheels • Non-marking 4 " - 10 " diameter
NOTE: WHILE TRUCK-MOUNTED UNITS GENERALLY GIVE OPTIMAL PERFORMANCE, HIGH QUALITY SELF-CONTAINED UNITS ARE EQUALLY EFFECTIVE AND ARE THE PREFERRED METHOD FOR MOST COMMERCIAL ACCOUNTS.

Spot Removal Guide

The chart below is a guideline for spot removal. Follow each step in order, proceeding to the next step only if the previous step failed to remove the stain. The use of a portable extractor with water is highly recommended for a first attempt at spot removal and can be used after each step to flush solution. For unknown spots use water first then try dry cleaning solvent, followed by detergent solution.

If you cannot remove the spot following these guidelines, call Interface maintenance support at 1.800.336.0225, ext. 54401 in the U.S. or ext. 52117 in Canada.
Spotting Solutions

Interface offers a maintenance kit with our recommended chemicals and usage instructions, but below are some general guidelines:

1. Detergent Solution - Mix 1/4 teaspoon colorless mild detergent in 1 cup water.
2. Ammonia Solution - Mix 1 tablespoon clear household ammonia in ½ cup water.
3. Vinegar Solution - Mix 1/3 cup white household vinegar in 2/3 cup water.
4. Dry Cleaning Solvent – Apply isopropyl alcohol (standard rubbing alcohol) to clean cloth and blot.

DO NOT apply directly on carpet.

<table>
<thead>
<tr>
<th>Type of Stain or Spill</th>
<th>First Cleaning Option</th>
<th>Second Cleaning Option</th>
<th>Third Cleaning Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beer</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Blood</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Butter &amp; Margarine</td>
<td>4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Candle Wax</td>
<td>Scrape away as much as possible</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Catsup/ Tomato Sauce</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Chewing Gum</td>
<td>Harden gum with ice until brittle enough to scrape away</td>
<td>4 or use a commercial Chewing gum remover</td>
<td></td>
</tr>
<tr>
<td>Chocolate</td>
<td>Scrape away as much as possible</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Cocktails</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Coffee</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Cough Syrup</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Crayons</td>
<td>Scrape away as much as possible</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Egg (raw)</td>
<td>Blot up as much as possible</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Food Coloring</td>
<td>1, until color no longer visible</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Fruit Juice</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Furniture Stain</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glue</td>
<td>1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Grass</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gravy</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Type of Stain or Spill</td>
<td>First Cleaning Option</td>
<td>Second Cleaning Option</td>
<td>Third Cleaning Option</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------------------------------</td>
<td>------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Greases</td>
<td>Scrape away as much as possible</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Ice Cream</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Ink (Ballpoint)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jam and Jelly</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Lipstick</td>
<td>Scrape away as much as possible</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Merthiolate &amp; Mercurochrom</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Mildew</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Milk</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Mucilage</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Mud</td>
<td>Scrape away as much as possible</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Mustard</td>
<td>1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Nail Polish</td>
<td>4</td>
<td>acetate or nonacetone</td>
<td></td>
</tr>
<tr>
<td>Paint (Oil-Based)</td>
<td>4</td>
<td>based nail polish remover to cloth and blot.</td>
<td></td>
</tr>
<tr>
<td>Paint (Water-Based)</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Rubber Cement</td>
<td>Roll the glue off</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Rust</td>
<td>Apply rust remover or warm oxalic acid</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Shoe Polish</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Drinks</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Soot</td>
<td>1</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Tar &amp; Asphalt</td>
<td>Scrape away as much as possible</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Toothpaste</td>
<td>1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Urine</td>
<td>Blot up as much as possible</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Vomit</td>
<td>Blot up as much as possible</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Wine</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
COST PROPOSAL

The undersigned declares that it has carefully examined the RFP information and complete solicitation, (The term solicitation means the complete request for proposal) in submitting a COST PROPOSAL for “R17-159 AF JANITORIAL SERVICES GOLF DIVISION”.

<table>
<thead>
<tr>
<th>Item #</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Monthly Cleaning Fee</td>
</tr>
<tr>
<td></td>
<td>Includes all labor, materials, supplies, equipment and services required to include vacuuming and spot cleaning for all services defined in scope of work. No additional costs or hourly rates will be paid.</td>
</tr>
<tr>
<td></td>
<td>$________/month</td>
</tr>
<tr>
<td>2.</td>
<td>Emergency Services</td>
</tr>
<tr>
<td></td>
<td>$________/hour</td>
</tr>
<tr>
<td>3.</td>
<td>Extra Requested Labor/Hour</td>
</tr>
<tr>
<td></td>
<td>$________/hour</td>
</tr>
</tbody>
</table>
EXHIBIT 9 – QUALIFICATION STATEMENT

CITY OF COLORADO SPRINGS
QUALIFICATION STATEMENT

This statement will provide information which will enable the City to evaluate the qualifications of your firm and staff with regard to the requirements of this Request for Proposal. Please complete this form in its entirety and submit it (in the number of copies requested) along with the other required proposal documents. If a request in the Qualification Statement is contained in the proposal, indicate the section in the proposal where that information can be found.

(PRINT)
FIRM NAME: ________________________________
ADDRESS: ____________________________________________________________
CITY STATE ZIP: _________________________________________________________
AUTHORIZED REPRESENTATIVE: ___________________________________________
TITLE: _________________________________________________________________
AUTHORIZED SIGNATURE: ____________________ FAX: _________________________
PHONE: ___________________________ E-MAIL ADDRESS: ______________________

1. TYPE OF BUSINESS

CORPORATION [ ] INDIVIDUAL [ ]
PARTNERSHIP [ ] JOINT VENTURE [ ]
OTHER: ____________________________

2. TYPE OF LICENSE & LOCATION


3. TYPE OF SERVICE TO BE PROVIDED FOR RFP: ______________________________

4. NUMBER OF YEARS IN BUSINESS: __________________________________________

5. ON A SEPARATE SHEET PROVIDE A BRIEF HISTORY OF YOUR FIRM, STAFF SIZE AND EXPERIENCE. SUBMIT A RESUME FOR THE PROJECT MANAGER AND EACH KEY PERSONNEL ASSIGNED TO THIS PROJECT.

6. WHAT OTHER NAME(S) HAS YOUR COMPANY OPERATED UNDER: ________________

7. HAVE YOU OR YOUR FIRM EVER FAILED TO COMPLETE ANY WORK AWARDED TO YOU? YES [ ] NO [ ] IF “YES”, EXPLAIN:
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

8. HAS ANY OFFICER OR PARTNER OF YOUR ORGANIZATION EVER BEEN AN OFFICER OR PARTNER OF ANOTHER ORGANIZATION THAT FAILED TO COMPLETE A CONTRACT WITHIN THE LAST FIVE (5) YEARS? YES [ ] NO [ ] IF “YES”, EXPLAIN:
______________________________________________________________________________
______________________________________________________________________________
9. HAS YOUR FIRM OR ANY PARTNERS OR OFFICERS EVER BEEN INVOLVED IN ANY BANKRUPTCY ACTION? YES ☐ NO ☐ IF “YES”, EXPLAIN:


10. ARE YOU PRESENTLY INVOLVED IN ANY LITIGATION WITH ANY GOVERNMENT AGENCY? YES ☐ NO ☐ IF “YES”, EXPLAIN TYPE, KIND, PLAINTIFF, DEFENDANT, ETC., AND STATE THE CURRENT STATUS:


11. BANK REFERENCE: ________________________________
ADDRESS: ________________________________________
CONTACT: ______________________________ PHONE: ______

12. LIST THREE (3) SIMILAR PROJECTS (LOCAL OR STATE-WIDE) FROM LAST FIVE (5) YEARS-INCLUDE LOCATION OF PROJECT, SIZE OF PROJECT (CONTRACT AMOUNT), CONTACT NAME, ADDRESS, TELEPHONE NUMBERS
NOTE: DETAILED INFORMATION ON THESE PROJECTS MAY ALSO BE REQUESTED IN THE RFP PACKAGE.
1. Location of Project: ______________________________
   Size of Project: ______________________________
   Contract Amount: ______________________________
   Contact Name and Title: __________________________
   Contract Address: ______________________________
   Contact telephone and FAX Numbers: ______________________________

2. Location of Project: ______________________________
   Size of Project: ______________________________
   Contract Amount: ______________________________
   Contact Name: ______________________________
   Contact Address: ______________________________
   Contact telephone and FAX Numbers: ______________________________

3. Location of Project: ______________________________
   Size of Project: ______________________________
   Contract Amount: ______________________________
   Contact Name: ______________________________
   Contact Address: ______________________________
   Contact telephone and FAX Numbers: ______________________________

13. LIST CURRENT SIMILAR PROJECTS (LOCAL OR STATE-WIDE) UNDER CONTRACT-INCLUDE LOCATION OF PROJECT, SIZE OF PROJECT (CONTRACT AMOUNT) CONTACT NAME, ADDRESS, TELEPHONE NUMBERS.
NOTE: DETAILED INFORMATION ON THESE PROJECTS MAY ALSO BE REQUESTED IN THE RFP PACKAGE.
1. Location of Project: ______________________________
   Size of Project: ______________________________
   Contract Amount: ______________________________
Contact Name and Title:
Contact Address:
Contact telephone and FAX Numbers:

2. Location of Project:
Size of Project:
Contract Amount:
Contact Name and Title:
Contact Address:
Contact telephone and FAX Numbers:

3. Location of Project:
Size of Project:
Contract Amount:
Contact Name and Title:
Contact Address:
Contact telephone and FAX Numbers:

14. LIST OF SUB-CONTRACTORS TO BE USED FOR THIS PROJECT:
(INCLUDE NAME, ADDRESS, TELEPHONE NUMBER, TYPE OF WORK)
1. Name:
   Address:
   Telephone Number:
   Type of Work:
2. Name:
   Address:
   Telephone Number:
   Type of Work:
3. Name:
   Address:
   Telephone Number:
   Type of Work:

IF ADDITIONAL INFORMATION IS PROVIDED ON A SEPARATE SHEET FOR ANY OF THE ITEMS, CLEARLY SPECIFY WHERE IT CAN BE LOCATED IN YOUR PROPOSAL PACKAGE.
EXHIBIT 10 – EVALUATION SCORESHEET

PROPOSAL EVALUATION SCORE SHEET
SOLICITATION NUMBER AND TITLE:

Proposer’s Name: ________________________________
Evaluator’s Name: ________________________________

RFP EVALUATION CRITERIA DESCRIPTION

<table>
<thead>
<tr>
<th>RFP EVALUATION CRITERIA DESCRIPTION</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. TECHNICAL AREA</td>
<td></td>
</tr>
<tr>
<td>The Offeror must explain its overall solution, considering the scope of work or statement of work provided. The content must include, but not necessarily be limited to, the following information.</td>
<td></td>
</tr>
<tr>
<td><strong>A. Understanding of and compliance with technical requirements</strong></td>
<td></td>
</tr>
<tr>
<td>In the Technical Area, the Offeror should address each work area in sufficient detail to demonstrate a clear and full understanding of the work. The proposal should not merely parrot the requirements of the RFP. Further, the Offeror should provide evidence of sufficient planning to ensure the work is completed on schedule and within budget. Consider the following questions.</td>
<td></td>
</tr>
<tr>
<td>1. Does the proposal demonstrate a firm understanding of the requirements and goals of the Statement of Work, as well as industry standards and reasonable expectations for a company in the industry?</td>
<td>5 – Exceptional</td>
</tr>
<tr>
<td>2. Does the proposal fully and completely address each requirement and goal of the Statement of Work?</td>
<td>4 – Very Good</td>
</tr>
<tr>
<td>3. Does the proposal provide solutions to indicate that requirements and goals will be met on schedule?</td>
<td>3 – Satisfactory</td>
</tr>
<tr>
<td>4. Does the technical solution seem realistic?</td>
<td>2 – Marginal</td>
</tr>
<tr>
<td>5. Does it generally appear that the Offeror knows and thoroughly understands the business and requirement?</td>
<td>1 – Unacceptable</td>
</tr>
<tr>
<td><strong>COMMENTS:</strong></td>
<td></td>
</tr>
</tbody>
</table>

| B. Project Approach |       |
| In the Technical Area, the Offeror should clearly present proposed | 5 – Exceptional |
| | 4 – Very Good |
solutions and indicate that it has performed adequate planning to accomplish tasks as defined in the Statement of Work. Innovations, efficiencies, and detailed specifics are all encouraged.

The Offeror must at least address the following areas:

1. Schedule Management. Offeror must approach to schedule management including updating and reporting progress of the work.
2. Quality Control. Offeror must discuss quality control plan, processes and approach to ensure that the City receives a quality product.
3. Safety. Offeror must discuss approach and commitment to safety for its workers, the public, and City employees, if services are accomplished on a City site.
4. Offeror must discuss potential issues it foresees with this project and how Offeror would make adjustments if encountered.

Consider the following questions.

1. Does the proposal include a complete plan to accomplish each requirement, including subcontracting (if applicable)?
2. Does the proposal demonstrate that appropriate and qualified personnel and equipment will be provided to carry out the requirement?
3. Is the proper level of effort directed toward each requirement? Does the level of effort look unrealistically low or unreasonably high?

COMMENTS:

Sum of Ratings in Technical Area (Add numbers in Section 1.A. and 1.B):

<table>
<thead>
<tr>
<th>Evaluation Factor:</th>
<th>.30</th>
</tr>
</thead>
</table>

Technical Area Evaluation Score (Multiply the sum of ratings in Technical Area by the evaluation factor):

2. MANAGEMENT AREA

The Offeror must explain its method of managing the work to be performed. The content must include, but not necessarily be limited to, the following information.

A. Program Management Controls
In the Management Area, the Offeror should provide a plan of operation, to include management of personnel, workload, schedule, and budget. It should also include an organization chart which demonstrates clear and effective lines of authority, responsibility, and communication for management, supervisory, and technical personnel. The plan should address which job classification or personnel will be assigned to each task and how that determination is made. Basic human resource management concepts should be addressed, including hiring, firing, discipline, incentive plans, etc. If the Offeror plans to subcontract more than 10% of the work, include information on how the Offeror plans to manage its subcontractors.

The Offeror shall provide a detailed schedule for the project showing the key activities and how they will meet or better the County’s timeframe and maximize efficiency to provide the best value to the City and minimize impacts to the public. The schedule shall be based on the Offeror’s understanding and approach to the work as addressed above. Schedules submitted for this proposal shall assume a start date of XXXXXXXXXXX.

Consider the following questions.

1. Does the proposal address the issues above in sufficient detail to demonstrate a sophisticated and mature management control system?
2. Are program management controls consistent with the technical portion of the proposal, especially regarding schedule and level of effort?
3. Does the plan and controls indicate that the Offeror will obtain, keep, and efficiently utilize high quality personnel?
4. Does the offer address corrective actions?
5. Does the proposal explain how the Offeror will remain within schedule and budget?

**COMMENTS:**

| Rating: ____ |

**B. Past Performance/Relevant Experience and Key Personnel**

In the Management Area, the Offeror should provide at least three references or contracts demonstrating that it successfully provided services/products same or similar to those required in the RFP. The proposal should adequately explain how the projects were completed on schedule and within budget.

Consider the following questions.

| Rating: ____ |
1. Does the proposal include at least three references or past performance citations?
2. Are the references or past performance citations relevant to the requirements of the Statement of Work of the RFP?
3. Does the Offeror explain how they were successful on the projects provided as past performance?
4. Does the Offeror apply the past performance to the City requirement in such a way as to demonstrate added value due to experience?

In the Management Area, resumes must be provided for all personnel considered key, as required by the RFP. It is highly recommended that the Offeror provide sufficient content and detail to answer completely the following questions. Resumes do not count toward the page limitation. Explain how the key personnel were related to the projects cited as relevant past performance.

Consider the following questions.

1. Does the Offeror provide complete resumes, including education, experience, background information, accomplishments, and other pertinent information?
2. Does the Offeror provide resumes for all key personnel, as required by the RFP?
3. Do the resumes demonstrate adequate professional, technical, and management levels to accomplish the work effectively and efficiently?

**COMMENTS:**

<table>
<thead>
<tr>
<th>Sum of Ratings in Management Area (Add numbers in Sections 2.A. and 2. B.)</th>
<th></th>
</tr>
</thead>
</table>

**Evaluation Factor:** .25

<table>
<thead>
<tr>
<th>Management Area Evaluation Score (Multiply the sum of ratings in Management Area by the evaluation factor):</th>
<th></th>
</tr>
</thead>
</table>

### 3. PRICE/COST AREA

In the Price Area, the Offeror should provide a detailed breakdown of the price for each year of performance. The price must be fully loaded/all-inclusive and include unit cost for material, labor, other direct costs (e.g. travel), indirect costs (i.e. overhead and general and administrative costs), and profit/fee. Offers must include sufficient detail to allow insight into the

5 – Exceptional
4 – Very Good
3 – Satisfactory
2 – Marginal
1 – Unacceptable
fairness and reasonableness of the price. If the contract type will be T&M, labor categories, labor rates, separated profit, and estimated material costs must be included in detail.

In addition, although price may not be the most important factor, it is still very important to the City of Colorado Springs. The Offeror’s pricing must be competitive as compared to the budget amount, market pricing in the industry, and the pricing of the other Offerors.

Consider the following questions:

1. How does the price compare to the industry competition?
2. If low, is it unrealistically low?
3. If high, is there demonstrated added value for the additional cost?
4. Can you see how the price was built? If so, do the costs look appropriate for the task?
5. Does the Offeror leave applicable costs out of the calculations? For instance, some will say travel is not included and will be an extra cost. This should be considered when comparing to other Offerors.
6. Are there additional costs not addressed that the City would incur if the Offeror were awarded the contract? If so, include those costs when comparing to the budget amount and the competition.

| COMMENTS: |
|-----------------|-----------------|
| Total Price/Cost Area (Insert number from Section 3 evaluation above): | |
| Evaluation Factor: | .35 |
| Price/Cost Area Evaluation Score (Multiply the Total Price/Cost Area by the evaluation factor): | |

### 4. PROPOSAL PRESENTATION

Presentation is an important factor. Offerors should provide a highly professional product, which is complete, accurate, easily understood, and effectively presented.

| COMMENTS: |
|-----------------|-----------------|
| Total Proposal Presentation Area (Insert number from Section 4 evaluation above): | |
| Rating: | ______ |

5 – Exceptional
4 – Very Good
3 – Satisfactory
2 – Marginal
1 – Unacceptable
<table>
<thead>
<tr>
<th>Evaluation Factor:</th>
<th>.10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposal Presentation Area Evaluation Score (Multiply the Total Proposal Presentation Area score by the evaluation factor):</td>
<td></td>
</tr>
<tr>
<td>LOCATION BONUS (IF APPLICABLE)</td>
<td></td>
</tr>
<tr>
<td>Total Bonus Points for location:</td>
<td></td>
</tr>
<tr>
<td>EXCEPTIONS PROPOSED</td>
<td></td>
</tr>
<tr>
<td>What (if any) exceptions (redlines to our terms and conditions) were proposed? Are they acceptable?</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>COMMENTS:</td>
<td></td>
</tr>
<tr>
<td>TOTAL SCORE — Add Evaluation Scores from Sections 1-4 and location bonus (if applicable). The sum is the total score.</td>
<td>Total Score:</td>
</tr>
</tbody>
</table>

Overall Proposal **Strengths:**

Overall Proposal **Weaknesses:**