

Standard Service Agreement

Prepared for:



Solicitation RFP 2019-01 – Janitorial Services

City of University Park

Submitted By:



Regent Services

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May 25, 2019

CITY OF UNIVERSITY PARK

Professional Janitorial Service Proposal

Introduction

Regent Services agrees to provide all labor, supervision, material, and equipment necessary to assure performance of specified cleaning service for the customer. This shall include all services described in the Request for Proposal. Regent Services agrees to furnish such cleaning service for a period of one (1) year, with four (4) optional annual renewals. All information in the provided service proposal is accurate, truthful and factual. All personnel and resources proposed will be made available to fulfill duties and obligations of the contract.

Summary of Charges

Janitorial Summary of Charges are outlined in the Pricing Summary included in the bid presentation. Calculations are based on the Contractor providing all labor, supervision, management, equipment, small tools and insurance required to perform the services and schedules outlined herein.

CITY OF UNIVERSITY PARK will furnish all necessary cleaning supplies and materials.

SQUARE FOOTAGE ADJUSTMENT RATE:

Ten (10) days prior to contract start-up, CITY OF UNIVERSITY PARK will furnish a complete breakdown of cleanable square footage including all common areas, rentable and occupied space. CITY OF UNIVERSITY PARK will be responsible for notifying Regent Services of any changes in occupancy of premises and/or additions and deletions in cleanable square footage. Additions and/or deletions will be calculated from the actual effective date of the change and Regent Services will make corresponding billing adjustments on the next scheduled billing date. However, **no** billing adjustments will be made for deleted square footage for more than 60 days retroactively from the date of notifications.

Qualifications

In Business Since:	1980
Current Cleaning Contracts:	316 Contracts
Current Janitorial Revenue (Monthly):	\$2,076,905.91
Special Services Revenue (Average):	\$ 479,449.50
EVS Medical Cleaning Revenue (Monthly):	\$ 51,662.43
Governmental Cleaning Revenue (Monthly):	\$ 79,056.86
Average Employee Tenure:	11 mos 3 days
Regent Services Employee Turnover Rate:	19%
Quality Assurance & Performance Schedules:	CompuClean Systems Inc

Special Qualifications & Certifications

ISSA – Worldwide Cleaning Industry Association

IICR – Institute of Inspection, Cleaning & Restorations

- License # 140403

IWCA – International Window Cleaning Association

NIDS – National Institute of Decontamination Specialists

- Crime & Trauma Scene Bio-Recovery Technician
- License # R-CTS-101

OSHA – Occupational Safety & Health Administration

- OSHA 1910 Standards Training for General Industry
 - License # 13621518
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References



Michael Cleveland
XTO Energy, Inc
Building Operations Manager
817-205-5120

Michael.Cleveland@xtoenergy.com
702,903 SF



Laura Hagan
Verador Property Management
Property Manager
817-877-3555

laura.hagan@veradorpm.com
275,760 SF



Carma Bohannon
Holts Lunsford
Property Manager
817-338-1200

cbohannon@hlfortworth.com
242,675 SF



Matt Hopwood
TCRG Properties
Leasing Director
817-626-9898

matt@tcrg.com
421,952 SF



Donna Pope
Jones Lang LaSalle
Senior Facilities Manager
682-605-5025

donna.pope.ctr@sabre.com
320,000 SF



Pattie McClean
Hillwood Properties
Senior Property Manager
817-224-6091

pattie.mcclean@hillwood.com
405,192 SF

Service Schedule

Cleaning service operations described in this comprehensive program will be performed 5 nights per week at City Hall, Fred N. Peek Service Center, Sanitation Transfer Station, and UP Public Library. 8 hours of day porter services will also be performed 5 days per week. Services will be performed 7 days per week from the second full week of May through the second full week of September at Holmes Aquatic Center.

The cleaning crew will observe holidays observed by the customer. Regent Services is prepared to adapt this work schedule to coincide with the needs and requests of the customer provided that such requests do not alter the cost of operations.

Invoicing

All invoicing will be itemized according to monthly work or for special tasks. Invoicing will be on the 1st of each month. Payment policy is net 30 days.

Supervision

Adequate personnel and supervision will be furnished to ensure quality service. A start-up team will work with CITY OF UNIVERSITY PARK's designated Facility Manager to implement the transition plan. The team will remain dedicated until your planned level of service is achieved and your objectives are being met.

Supplies

CITY OF UNIVERSITY PARK will furnish plastic trashcan liners, wax bags for soiled sanitary napkins, plastic bags used for the collection of trash, floor pads and manual aids.

CITY OF UNIVERSITY PARK will furnish toilet tissue, paper towels, hand soap, urinal screens and other related items. The City shall also furnish floor finish, strippers, buffing compound for high speed rpm's, conditioners for special type flooring and all related products to maintain all hard and resilient floors in a proper manner.

Equipment

Regent Services will be responsible for the neatness and proper storage of all equipment and chemicals. Regent Services will ensure that the City's equipment is clean and presents a good appearance.

Regent Services will comply with current OSHA regulations and proven procedures pertaining to all work performed at the customer's location.

Insurance

Regent Services will furnish all forms of insurance required by law and shall maintain the same in force.

- Comprehensive General Liability
- Property Damage
- Workers' Compensation

Employee Status

Personnel supplied by Regent Services are deemed employees of Regent Services and will not for any purpose be considered employees or agents of the customer.

Applicants can be screened based on CITY OF UNIVERSITY PARK Job Description:

- Standard background checks (nationwide)
- Criminal/sex offender background checks
- Drug screening
- Certification checks
- Additional reference checks

Equal Opportunity Employer

Regent Services is an equal opportunity employer. All necessary employment forms will be maintained by our office as required by law.

Account Management

One Regent Services Account Manager will be assigned to the City of University Park. The Account Manager will be the City of University Park contact person for any questions, comments, concerns, or after hours emergencies. The Account Manager is responsible for weekly walk throughs of all facilities. At this time, the Account Manager assigned to this account will be Taylor Prescott, but is subject to change.

Taylor Prescott, Account Manager

Cell Phone Number: 936-366-5756

E-mail address: tprescott@regentsvc.com

Office Information

Southlake Leasing and Management dba Regent Services
101 Saint Louis Avenue
Fort Worth, TX 76104

Phone Number: 817-984-1761

Fax Number: 817-984-1297

Term

The term of this agreement shall be for a period of one (1) year with four (4) optional annual renewals.

Cancellation

Either party may cancel this agreement with a thirty (30) day written notification.

Agreement

This Agreement ("this Agreement") is made and entered into as of _____, 20____, by and between Regent Services, with its principal place of business located at 101 St Louis Ave, Fort Worth, Texas 76104 and CITY OF UNIVERSITY PARK.

NOW, THEREFORE, in consideration of the mutual promises and benefits to be derived by the parties they mutually agree to the terms and conditions as outlined above in this agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the date and year first written above.

Regent Services

CITY OF UNIVERSITY PARK

By: _____

By: _____

Name: _____

Name: _____

Date: _____

Date: _____

Title: _____

Title: _____