



Request for Proposal for Janitorial Services 10-18 BC

Date of Release: October 19, 2018

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1. General Information

1.1. Request for Proposal (RFP) Objective

The objective of ERCOT in this procurement is to identify and contract with a qualified vendor to provide various cleaning services including basic janitorial services, dedicated “Day Porters”, carpet cleaning and desk chair cleaning.

1.2. ERCOT Background

1.2.1. Overview of Electric Reliability Council of Texas, Inc.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to 24 million Texas customers, representing about 90 percent of the state’s electric load. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and 570+ generation units. ERCOT also performs financial settlement for the competitive wholesale bulk-power market and administers retail switching for 7 million premises in competitive choice areas. ERCOT is a membership-based 501(c)(4) nonprofit corporation, governed by a board of directors and subject to oversight by the Public Utility Commission of Texas and the Texas Legislature. Additional information about ERCOT can be found at <http://www.ercot.com/>.

1.3. Strategic Elements

1.3.1. Contract Term

ERCOT intends to award a contract resulting from this solicitation for an initial term from date of award for a three (3) to five (5) year term.

Any contract issued as a result of this solicitation is subject to cancellation, without penalty, either in whole or in part, for breach of contract. Such a contract may also be canceled by ERCOT for convenience upon a thirty- (30) day written notice.

1.3.2. Contract Elements

The term “contract” means the contract was awarded as a result of this RFP and all exhibits attached hereto. At a minimum, the following documents will be incorporated into the contract: this RFP and all attachments and exhibits; any modifications, addendum, or amendments issued in conjunction with this RFP; and the successful Respondent’s proposal. The Respondent, if selected, must execute ERCOT’s Master Agreement. The actual work to be performed and the compensation for such work will be documented in a Statement of Work. If the Respondent currently has an active Master Agreement with ERCOT, only a new Statement of Work will be required.

1.4. Basic Philosophy: Contracting for Results

ERCOT'S fundamental commitment is to contract for value and successful results. A successful result is denoted as the generation of defined, measurable, and beneficial outcomes that support ERCOT's missions, objectives, and goals, and satisfies all defined contract requirements.

1.5. Legal and Regulatory Constraints

1.5.1. Conflicts of Interest

ERCOT seeks to ensure a level playing field in the award of the contract. ERCOT has implemented an aggressive policy concerning actual or potential conflicts of interest to ensure fair and open competition, and has included language concerning actual and potential conflicts of interest in Section 8 of the Master Agreement. Respondents must carefully review and understand this language when developing proposals.

1.5.2. Former Employees of ERCOT

The Respondent must disclose any past employment of its employees and agents, or its Subcontractors' employees and agents, by ERCOT, including the individual's name and the date such individual's employment at ERCOT ended.

1.5.3. Interpretive Conventions

Whenever the terms "shall," "must," "or "is required" are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory for the potential vendor. ERCOT may, at its sole discretion, reject any proposal that fails to address or meet any mandatory requirement set forth herein.

Whenever the terms "can," "may," or "should" are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement.

1.6. ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Britney Chapman
2705 West Lake Drive
Taylor, Texas 76574
(512) 248-4248
Britney.Chapman@ercot.com

All communications relating to this RFP must be directed to the specified ERCOT contact person. All other communications between a Respondent and ERCOT staff concerning this RFP are prohibited. Failure to comply with this section may result in ERCOT's disqualification of the proposal.

1.7. Procurement Timeline

Procurement Timeline	
RFP Release Date	October 19, 2018
Optional Notice of Intent to Propose Due	October 31, 2018
Mandatory Site Walk	November 06, 2018
Vendor Questions Due	November 08, 2018
Response to Vendor Questions Sent	November 12, 2018
Vendor Proposals Due	November 29, 2018
Vendor Presentations (if needed)	TBD
Anticipated Contract Award	TBD
Anticipated Contract Start Date	February, 2019

1.8. Communications Regarding This Procurement

ERCOT reserves the right to amend this RFP at any time prior to the proposal submission deadline. Any changes, amendments, or clarifications will be made in the form of responses to vendor questions, amendments, or addendum issued by ERCOT and sent to the point of contact listed on the Notice of Intent to Propose. Vendors not submitting the Notice of Intent to Propose will not receive changes, amendments, or answers to questions regarding this RFP.

1.9. RFP Cancellation/Non-Award

ERCOT reserves the right to cancel this RFP or to make no award of a contract pursuant to this RFP.

1.10. Right to Reject Proposals

ERCOT may, in its discretion, reject any and all proposals submitted in response to this RFP.

1.11. No Reimbursement for Costs of Proposals

ERCOT will not reimburse any Respondent for costs of developing a proposal in response to this RFP.

2. Scope and Requirements

2.1. Project Scope Overview

ERCOT contracts for Janitorial Services at all its facilities. Our current practice is to engage the vendor community approximately every three (3) to five (5) years for this service. ERCOT is seeking to partner and contract with a qualified supplier who can meet all the requirements of this RFP.

2.1.1. The Table below contains information about the specific buildings that require janitorial services, their location, and square footage:

Janitorial Services – services to begin after 6PM		
Location	Building Name	Size (Sq. Ft)
Taylor, TX	Blue Building	10,786
Taylor, TX	TCC1 1st Floor	41,140
Taylor, TX	TCC1 2nd Floor	41,572
Taylor, TX	TCC2 1st Floor	38,285
Taylor, TX	TCC2 2nd Floor	38,488
Taylor, TX	Taylor Training Center	21,280
Austin, TX	Met Center 1st Floor	5,266
Austin, TX	Met Center 2nd Floor	12,280
	Total	209,097
Day porter Services at the following locations (below)		
Bastrop, TX	Bastrop	N/A
Taylor, TX	TCC1 and TCC2	N/A
Taylor, TX	TCC3 and Blue Building	N/A
Taylor, TX	Taylor Training Center	N/A
Austin, TX	Met Center	N/A

2.1.2. Except for Day Porter services, cleaning should begin at 6:00PM.

2.1.3. ERCOT may require as many as six (6) Day Porters; four (4) in Taylor, one (1) in Austin and one (1) in Bastrop. Hours at Taylor and Austin will be Monday through Friday 8:00AM to 5:00PM. Hours at Bastrop will be Monday through Friday six hours a day

sometime between the hours of 8 AM and 5 PM, schedule determined by vendor but must be same schedule each day.

2.1.4. ERCOT will require one (1) Day Porter in the Taylor control room for one (1) day over the weekends (preferably Sunday) for 1 – 3 hours total.

2.1.5. ERCOT will require one (1) Day Porter in the Taylor control room on observed holidays for approximately 3-4 hours total. ERCOT observes the following Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day
- One day in December (determined annually by the Company)

2.1.6. Day Porter uniforms shall consist of vendor polo shirt and jeans or vendor polo shirt and khaki pants.

2.1.7. Cleaning All Offices, Conference Rooms and Common Areas consists of but not limited to the following tasks and should be completed per schedule:

Nightly and as needed throughout each work day:

- Sweep, dry/wet mop all hard floors, vacuum traffic areas to remove all dirt, dust and debris
- Empty all garbage/trash cans including recycling bins. Install new liners. Dispose of trash in designated areas, including Staff trash cans
- Arrange furniture in conference rooms so that the rooms appear neat and orderly with chairs pushed in and the seats under the table. Clean conference tables to remove any food/drink, dust, stains, etc.
- Spot clean all carpets. Spot or stain removal on carpet will be done in such a way as not to damage carpets
- Clean and disinfect drinking fountains

Weekly: Includes all nightly cleaning and adds the following:

- Fully vacuum all carpets and rugs in all buildings
- Spot clean light switches and doors
- Wipe hand/chair rails and glass partitions
- Dust wall hangings, i.e. fire extinguishers, a/c control covers, pictures
- Sweep, dust, vacuum and or wash stairways and hand rails
- Clean conference room white boards unless noted on board; approximately 22 – 30 whiteboards

Semi-Monthly: Includes nightly and weekly cleaning and adds the following:

- Clean chair bases and switch plates
- Spot clean walls. Spot cleaning walls should be done in such a way as to not damage wall finish
- Dust all horizontal surfaces that are clear of items including file cabinets, office furniture, fixtures, windowsills, desks, partition storage cabinet tops, sliding doors and partition wall top edges. DO NOT move any papers or personal items to accomplish the dusting task
- File cabinets will be checked for marks and cleaned as needed

Monthly and Quarterly:

- Ceiling vents to be cleaned monthly
- High dusting should be done quarterly to include HVAC registers & returns, exhaust fans, ceiling fans. Remove all debris from light fixture diffusers and corners of high ceilings

2.1.8. Optional cleaning of Interior Windows and stairwell glass which consists of but not limited to the following tasks:

Clean glass with glass cleaner leaving it streak free and clean surrounding enclosures with appropriate cleaner to remove all debris, dust, cobwebs, etc. This includes any window coverings, including but not limited to, mini-blinds and/or curtains. Completion of task per outlined schedule.

2.1.9. Cleaning Restrooms which consists of but not limited to the following tasks:

Nightly and as needed throughout each work day:

- Clean and disinfect all urinals and toilets including both sides of the toilet seats to remove all residue
- Clean and Disinfect sinks, countertops, and mirrors leaving them dry and streak free
- Clean with disinfectant and restock all tissue, hand towel, hand soap, air freshener and toilet seat cover dispensers
- Sweep and wet mop (with disinfectant) entire floor
- Empty all trash cans and sanitary napkin receptacles and install new liners
- Disinfect and spot clean all partitions Including wiping hand/chair rails and light switch plate covers as applicable
- Clean interior and exterior of restroom entrance door(s) leaving them free of any finger prints or streaks

Semi-monthly: Includes nightly cleaning and adds the following:

- Dust high and low areas including: tops of stalls, mirrors, light fixtures and high corners where cobwebs may be present

Monthly: Includes nightly and semi-monthly cleaning and adds the following:

- Clean air vents

Bi-annually:

- Strip/Wax/Buff floors per instructions in 2.1.16 and 2.1.17

2.1.10. Cleaning Entry/Lobby Areas which consists of but not limited to the following tasks:

Nightly and as needed throughout each work day:

- Sweep, dry/wet mop hard floors, wipe down furniture and/or tables, vacuum carpets and rugs to remove all dirt, dust and debris
- Dust file cabinets, desks, partition storage cabinet tops, sliding doors and partition wall top edges. DO NOT move any papers or personal items to accomplish the dusting task
- Empty all garbage/trash cans, including recycling bins, and install new liners. Day Porters shall wipe off the tops and sides of trash cans to remove any stains, food particles, etc. as needed, daily
- Spot clean all carpets. Spot or stain removal on carpet will be done in such a way as not to damage carpets
- Clean and disinfect water fountains

- Spot clean glass entrance doors, side lights, light switches and all other doors leaving them streak free

Weekly: Includes all nightly cleaning and adds the following:

- Wipe hand/chair rails to remove any residue or prints
- Clean ceiling vents
- Dust wall hangings, ie fire extinguishers, a/c control covers, pictures including the top, sides and front of the object

Monthly: Includes nightly and weekly cleaning and adds the following:

- Clean chair bases and switch plates
- Spot clean walls. Spot cleaning walls should be done in such a way as to not damage wall finish
- Dust/Wipe office furniture, fixtures and windows including windowsills
- High dusting to include HVAC registers & returns, exhaust fans, ceiling fans. Cove/Wall bases will be checked and cleaned as needed. Remove all debris from light fixture diffusers
- File cabinets will be checked for marks and cleaned as needed

Bi-annually:

- Strip/Wax/Buff floors per instructions in 2.1.16 and 2.1.17

2.1.11. Cleaning of Hallways, Walkways and Elevator Common Areas consisting of but not limited to the following tasks:

Nightly and as needed throughout each work day:

- Sweep/wet mop hard surface floors and/or vacuum carpets and floors in elevator cabs
- Spot clean all carpets including stains in elevator cab. Spot or stain removal on carpet will be done in such a way as not to damage carpets
- Spot clean elevator doors, leaving them streak free
- Clean, disinfect, and dry shine drinking fountains

Weekly: Includes all nightly cleaning and adds the following:

- Wipe hand/chair rails to remove any residue or prints
- Polish wood or synthetic paneling
- Dust light bulbs, fixtures, and diffusers

Monthly: Includes nightly and weekly cleaning and adds the following:

- Spot clean walls. Spot cleaning walls should be done in such a way as to not damage wall finish
- High dusting should be done to include HVAC registers & returns, exhaust fans, ceiling fans. Remove all debris from light fixture diffusers
- Cove/Wall bases will be checked and cleaned as needed
- File cabinets will be checked for marks and cleaned as needed

2.1.12. Cleaning of Break Rooms and Coffee Bars consisting of but not limited to the following tasks:

Nightly and as needed through each work day:

- Empty all garbage cans and install new liners; dispose of all trash in designated areas. Day Porters shall wipe off the tops and sides of trash cans to remove any residue, stains, food particles, etc. as needed, daily
- Damp wipe and disinfect all tables and countertops to remove any stains or residue

- Clean, disinfect and dry shine sinks and drain trays removing any food particles or stains. Cleaning tools such as rags, sponges, etc., should not be the same as those used in the restroom/shower room areas
- Spot clean the fronts of cabinets and refill dispensers.
- Clean appliances including exterior of microwave; exterior of refrigerator, exterior of vending machines leaving them streak free
- Spot clean all carpets. Spot or stain removal on carpet will be done in such a way as not to damage carpets
- Sweep, dust and damp mop all hard floor, vacuum entire floor as applicable

Weekly: Includes nightly cleaning and adds the following:

- Spot clean all light switches and doors
- Empty, clean and disinfect all refrigerators; includes wiping down all shelves and doors to remove any food particles, stains, foul odors, etc.

Semi-monthly: Includes nightly and weekly cleaning and adds the following:

- Dust furniture, fixtures, and windowsills to remove any dirt, dust, cobwebs, etc.

Monthly: Includes nightly, weekly and semi-monthly cleaning and adds the following:

- Clean ceiling vents
- Clean trash cans using soap to scrub and spray wash the inside and outside of the trash cans
- Wipe down inside of drawers and cupboards to remove any dirt, dust, food particles, residue, etc.

2.1.13. Restocking all dispensers consists of but not limited to the following tasks:

Nightly and as needed throughout each work day:

- Restock all tissue, hand towel, hand soap, air freshener, depleted batteries, and toilet seat cover dispensers

2.1.14. Cleaning the Gym (Blue Building) consists of but not limited to the following tasks:

Nightly:

- Clean and Disinfect exercise equipment, flooring, countertops, and mirrors leaving them streak free
- Empty Trash/ Garbage Cans and replace liners as needed. Dispose of trash in designated area
- Clean interior and exterior of restroom/shower room entrance door(s).
- Pour disinfectant solution down all floor drains

Weekly: Includes nightly cleaning and adds the following:

- Dust/ Wipe fixtures and windowsills to remove all dirt, dust, debris, cobwebs, finger prints, etc.
- Spot clean light switches and doors to remove any stains, residue, finger prints, etc.
- Scrub shower floors and walls to eliminate any mold or hard water stains.

2.1.15. Empty & dispose of all trash consists of but not limited to the following:

As needed (Daily/Nightly):

Disposal of all trash in garbage cans, trash located by garbage cans and anything labeled “trash” (boxes, etc.). Cleaning trash cans as needed, with the exception of the breakroom and bathrooms, as these should be wiped down daily. Install new trash can liners in

breakroom and restroom trash cans. Other trash cans replace the liners as needed. Trash will be placed in trash dumpster located on building premises.

2.1.16. Buff Finished Hard-Surfaced Floors consists of but not limited to the following tasks:

As requested: (20-30 percent is hard floor vs carpet)

- After the floors have been swept and mopped to remove stains, scuff marks, and dirt, buff floors utilizing spray buff method to restore shine to floor.
- Hard-surfaced floors that include ceramic tile and grout will be damp mopped with appropriate cleaner. Completion of task per outlined schedule.

2.1.17. Strip/Refinish Hard-Surfaced Floors consists of but not limited to the following tasks:

As requested: (20-30 percent is hard floor vs carpet)

- Remove existing wax, build-up in corners and crevices, stains, and dirt with approved stripper according to product label and accepted industry standards. This also includes removal of any stripper on surrounding walls.
- Application of at least three (3) coats of a high-quality wax, example Johnson’s complete wax.
- Hard-surfaced floors that include ceramic tile and grout will be scrubbed with appropriate cleaner. Completion of task per outlined schedule.

2.1.18. Carpet Cleaning consists of but not limited to the following tasks:

Water extraction method utilizing appropriate extraction system of all carpeted areas. Carpet will be completely dried prior to foot traffic or re-installation of mats or rugs. Completion of task per outlined schedule.

2.1.19. Exterior Cleaning shall include:

Sidewalks/Porches will be swept at least twenty-five (25) feet beyond the building exterior line. If applicable empty outside trash receptacles and install new liner. If applicable, clean cigarette urns and replace sand as needed.

2.1.20. The following indicates the services and schedule requirements for each of the ERCOT facilities:

Scope of Work					
Task	Nightly	Weekly	Semi-Monthly	Monthly	As Needed and Comments
Clean All Offices, Conference Rooms and Common Areas					
Vacuuming traffic areas	X				
Fully Vacuum ALL carpets in ALL buildings		X			
Dry and/ or Wet Mopping all hard floors	X				
Dusting/ Wiping Office Furniture, Fixtures, and Windowsills			X		
High Dusting					Quarterly

Dust all horizontal surfaces that are clear of items			X		
Empty Trash/ Garbage Cans and replace liners as needed	X				
Dispose of trash in designated area	X				
Spot clean light switches and doors		X			
Arrange furniture in conference rooms	X				
Clean conference tables	X				
Spot clean partition glass	X				
Clean drinking fountains	X				
Sweep, dust, vacuum and or wash stairways and hand rails		X			
Clean conference room white boards unless noted on board		X			
Clean ceiling vents				X	
Clean Interior & Exterior Of Windows					X
Strip/ Wax/ Buff floors					As Requested
Clean All Restrooms and/or Showers					
Clean & Disinfect Toilets & Urinals	X				As needed throughout every work day
Clean, Disinfect, and wipe dry both sides of toilet seats	X				As needed throughout every work day
Clean & Disinfect Sinks , Countertops, and Mirrors leaving them dry and streak free	X				As needed throughout every work day
Clean & Sanitize Bathroom Fixtures	X				As needed throughout every work day
Clean, Sanitize & Replenish All Bathroom Dispensers	X				As needed throughout every work day
Wet Mop & Disinfect Restroom Floor	X				As needed throughout every work day
Empty Trash/ Garbage Cans / and replace liners	X				As needed throughout every work day
Dispose of trash in designated area	X				As needed throughout every work day
Spot clean restroom partitions	X				As needed throughout every work day
Dust high and low areas			X		
Clean air vents				X	
Clean Showers for mold and water stains		X			
Strip/ Wax/ Buff floors					As Requested

Clean Entry and Lobby Areas					
Vacuum mats	X				
Wet mop hard floors and vacuum carpet	X				
Empty Trash/ Garbage Cans and replace liners	X				
Wash all trash containers	X				
Dispose of trash in designated area	X				
Spot clean glass doors and side lights	X				
Spot clean light switches and doors	X				
Clean ceiling vents		X			
Dusting/ Wiping Office Furniture, Fixtures and Windows				X	
Pick up and put out foul weather mats					X
Strip/ Wax/ Buff floors					As Requested
Clean Interior of Windows					X
Clean Elevator Common Areas					
Vacuum and Spot clean stains in elevator cabs	X				
Spot clean Elevator doors	X				
Clean and Polish wood or synthetic paneling and rails		X			
Dust light bulbs, fixtures, and diffusers		X			
Clean Break Rooms and Coffee Bars					
Empty Trash/ Garbage Cans and replace liners as needed	X				
Wash all trash containers	X				
Dispose of trash in designated area	X				
Damp wipe and disinfect all tables and counter tops	X				
Clean and disinfect sinks and drain trays	X				

Spot clean the fronts of cabinets and refill dispensers	X				
Dust and damp mop all hard floors	X				
Spot clean all light switches and doors		X			
Dust furniture, fixtures, and windowsills			X		
Clean ceiling vents				X	
Clean trash cans				X	
Empty, clean and disinfect all refrigerators		X			
Wipe down drawers and cupboards at kitchens and coffee areas				X	
Clean All Gyms					
Clean and Disinfect exercise equipment	X				
Clean and Disinfect flooring	X				
Clean & Disinfect Countertops, and Mirrors	X				
Dusting/ Wiping, Fixtures, and Windowsills		X			
Empty Trash/ Garbage Cans and replace liners as needed	X				
Dispose of trash in designated area	X				
Spot clean light switches and doors		X			
Miscellaneous					
Clean and Disinfect Showers/Drains	X				
Disinfect hand rails and entry, exit and restroom door handles		X			
Spot clean carpet stains					X
Day Porter Services					
Check-in with ERCOT Project Manager daily and may be required to provide any of the Basic Services listed above as requested. Day Porter services also include maintaining all public areas of the building and reporting any maintenance problems.	X				X

Clean all restrooms throughout every work day as listed above in “Clean All Restrooms” section	X				As needed throughout every work day
Clean and refill coffee and tea dispensers as needed	X				X
Maintain recycling program	X				X
Clean entryway glass with appropriate cleaner	X				X
Respond to routine and immediate requests	X				X
Pick up and dispose of trash laying on the ground outside	X				
Clean up spots, spills and loose trash in public areas	X				X

2.1.21. ERCOT requires a monthly walk through by vendor account manager and site supervisory staff to ensure tasks are being completed and issues resolved accordingly.

2.1.22. ERCOT requires all documented issues to be remedied within 3 days of initial reporting.

2.1.23. Use of Green chemicals and products, when feasible.

2.1.24. Safety Data Sheets

Awarded Vendor must maintain a binder containing current Safety Data Sheet (SDS) information for all chemicals utilized for the performance of this scope of work. Binder will be kept in area where chemicals are located and will be available to the TWC Representative upon request. SDS should conform to the GHS (Global Harmonized System) standards. If older sheets are present, new ones must be provided as soon as they are available from the chemical supplier. Binders should be clearly visible when placed in the storage area.

2.2. General Requirements

2.2.1. Night Supervisor Requirements

- The Night Supervisor shall perform a routine inspection and verify that each task marked with an “X” under “Nightly” has been completed prior to shift end. If non-compliant more than three times, vendor is under written warning and has three months to correct.
- The Night Supervisor shall inspect all carpets on all floors in all buildings to make sure it has been vacuumed once per week. If non-compliant more than three times, vendor is under written warning and has three months to correct.
- The Night Supervisor shall spot check all other tasks for compliance as time permits.

2.2.2. Additional Requirements

- Respondent must describe in full detail their start up and implementation plan for meeting all requirements of this RFP.
- Respondent must describe in full detail their methodology for cleaning ERCOT facilities as described above.
- Respondent must describe the total number of resources (staff) dedicated to support the services required by this RFP; including their roles as they relate to the required services of this RFP.

- In case of absenteeism, the awarded contractor must also have available to ERCOT the minimum number of trained and ERCOT badged substitutes necessary to meet the requirements of the cleaning schedule of this RFP and Day Porter services with no interruption in service to ERCOT.
- The awarded supplier must provide a Director of Operations who has decision-making authority and who will assume responsibility for coordination, control, and performance of this effort. The Director of Operations is responsible for the adherence to contract specifications and required service, as well as coordinating all activities and staffing needs to support the cleaning and janitorial requirements of this RFP.
- The Director of Operations will be responsible for technical support, leading safety meetings, handling all training, coordinating and reviewing all work, providing quality inspection reports and conducting quarterly (or as needed) quality review meetings with the ERCOT Project Manager.
- Any changes to key personnel associated with the subsequent contract must be submitted in writing and approved in writing by ERCOT.
- The awarded supplier must provide an organizational chart and list of the supplier's corporate chain-of-command, as well as any established procedures for contacting individuals within that chain-of-command.

2.3. Qualifications

- 2.3.1. All respondents must be able to demonstrate experience with clients similar in size and complexity to the details contained within this RFP.**

2.4. Deliverables

- 2.4.1. Janitorial Services as described in Section 2.1.**
- 2.4.2. Completion logs (i.e. list of times, tasks and employee initials displayed in an area visible to ERCOT Facilities Management staff) or equivalent utilized by the respondent to ensure that all deliverables are met per Section 2.1.**

3. General Instructions and Requirements

3.1. Notice of Intent to Propose

A prospective vendor may submit a Notice of Intent to Propose to the ERCOT Point of Contact identified in **Section 1.6** no later than 5:00PM Central Time on **the date listed in the Section 1.7 Procurement Timeline**. The Notice of Intent should consist of an email stating that the prospective vendor intends to submit a proposal for this procurement. **Only vendors who submit a Notice of Intent to Propose will receive the answers to questions from all vendors, and/or any clarifications, amendments, and addenda to the RFP.** Vendors who provide a Notice of Intent are not obligated to submit proposals after submitting the Notice of Intent, but must submit a response to be considered for an award.

3.2. Vendor Questions and Comments

All questions and comments regarding this RFP must be submitted electronically to the email address contained in **Section 1.6**. All questions must reference the appropriate RFP page and section number. In order to receive a response, vendor questions and comments must be received no later than the deadline set forth in **Section 1.7**. Inquiries received after the due date may be reviewed by ERCOT but will not receive a response. Answers to vendor questions will be emailed to the point of contact listed on the Notice of Intent to Propose. A Respondent must inquire in writing as to any ambiguity, conflict, discrepancy, exclusionary specification, omission, or other error in this RFP prior to submitting a proposal. If a Respondent fails to notify ERCOT of any error, ambiguity, conflict, discrepancy, exclusionary specification, or omission, the Respondent shall submit a proposal at its own risk and, if awarded the contract, shall have waived any claim that the RFP and Master Agreement were ambiguous and shall not contest ERCOT's interpretation. If no error or ambiguity is reported by the deadline for submitting written questions, the Respondent shall not be entitled to additional compensation, relief, or time by reason of the error or its later correction.

ERCOT reserves the right to amend answers prior to the proposal submission deadline.

3.3. Modification or Withdrawal of Proposal

Proposals may be withdrawn from consideration at any time prior to the award of contract. A written request for withdrawal must be made to the ERCOT Point of Contact (**Section 1.6**).

A Respondent has the right to amend its proposal at any time and to any degree by written amendment delivered to the ERCOT Point of Contact prior to the proposal submission deadline. ERCOT reserves the right to request an amendment to any part of the proposal during negotiations.

3.4. News Releases

A Respondent may not issue press releases or provide any information for public consumption regarding its participation in this procurement without specific prior written approval of ERCOT.

3.5. Incomplete Proposals

ERCOT may reject without further consideration any proposal that is not completely responsive to this RFP.

3.6. ERCOT Use of Vendor Ideas

ERCOT reserves the right to use any and all ideas presented in any proposal that are not the Respondent's proprietary information and so designated in the proposal. The Respondent's proprietary materials do not include information that:

- is already published or available to the public, or subsequently becomes available;
- is received from a third party who, to ERCOT's knowledge, is not in breach of any obligation of confidentiality; or
- is independently developed by personnel or agents of ERCOT without reliance on the Respondent's proprietary materials.

3.7. Additional Information

By submitting a proposal, the Respondent grants ERCOT the right to obtain information from any lawful source regarding: (i) the past business history, practices, conduct, and ability of a Respondent to supply goods, services, and deliverables; and (ii) the past business history, practices, conduct, and ability of the Respondent's directors, officers, and employees. ERCOT may take such information into consideration in evaluating proposals.

3.8. Instructions for Submitting Proposals

3.8.1. Submission

Submit all copies of the proposal to the ERCOT Point of Contact no later than **2:00 p.m. Central Time on the submission deadline** (see **Sections 1.6 and 1.7**). The proposal must be signed by an authorized representative of the Respondent and submitted electronically via email—the file must not exceed 20MB. If this size restriction cannot be met, multiple emails may be sent, but the Respondent must indicate how many emails ERCOT should anticipate (i.e., "email 1 of 3"). ERCOT reserves the right to disqualify late proposals.

3.8.2. Additional Requirements

All proposals must be:

- clearly legible;
- sequentially page-numbered;
- organized in the sequence outlined in **Sections 3.9 and 3.9.1**;
- limited to 50 pages (excluding ERCOT required forms);
- responsive to the requirements of this RFP; and
- proposals should include the Respondent's name at the top of each page, and should not include unrequested materials or pamphlets.

3.9. Format and Content

The proposal must consist of two separate parts and must be sent in two separate attachments:

Part 1 – Business Proposal

Part 2 – Cost Proposal

3.9.1. Part 1 – Business Proposal

The Business Proposal must include the following sections:

- *Section 1 – Transmittal Letter*
- *Section 2 – Executive Summary*
- *Section 3 – Corporate Background and Experience*
- *Section 4 – Methodology and Services Approach*
- *Section 5 – Assumptions*
- *Section 6 – Appendices*
- *Section 7 – Vendor Information and Other Required Forms*

Section 1 – Transmittal Letter

Respondents must include a transmittal letter printed on official company letterhead. The letter must be signed by an individual authorized to legally bind the Respondent.

The transmittal letter must include:

1. Disclosure of all pending, resolved, or completed litigation, mediation, arbitration, or other alternate dispute resolution procedures involving the Respondent (including Subcontractors) and its client(s) within the past 24 months.
2. Disclosure of all affiliations with, or ownership relationships with, any ERCOT Market Participant or its affiliates.
3. A description of any personal or business interest that may present an actual, potential, or apparent conflict of interest with the performance of the contract and an explanation of how the Respondent can assure ERCOT that these relationships will not create an actual conflict of interest.
4. A list of key personnel previously employed by ERCOT in accordance with the requirements of Section 1.5.2.
5. A complete list of all exceptions, reservations, and limitations to the terms and conditions of the RFP.
6. Signed copies of the Professional Services Agreement, NDA, IRS W-9, and Vendor Information Form, located here: <http://www.ercot.com/about/procurement/index.html>.
7. Additionally, if the nature of this RFP solicitation involves an Information Technology purchase, please review and acknowledge the “Cyber Security Requirements” document, also located here: <http://www.ercot.com/about/procurement/index.html>.
8. If proposing a SaaS solution, the Respondent must include a copy of a SOC 2 (type 2) audit report, or equivalent (ISO 27001 certification proof).
9. Please also address the following Records and Information Management (RIM) RFP questions:
 1. Does the solution include an application that will generate electronic information to be saved or stored within such application, whether hosted off-site or within ERCOT’s current IT infrastructure?
 - If YES, proceed to question 2.
 - If NO, no further questions are required as this does not pose any RIM Program concerns.
 2. Does the solution utilize proprietary electronic document formats?
 - If YES, provide additional detail for RIM evaluation (format(s) and access requirements).
 - If NO, provide additional detail for RIM evaluation (format(s)).

3. Can the product meet ERCOT's RIM program requirements¹ for records and information generated or stored by the system including destruction at the end of their lifecycle?
 - If YES, provide additional detail for RIM evaluation.
 - If NO, initiate additional discussion.

Section 2 – Executive Summary

In this section, the Respondent should condense and highlight the content of the Business Proposal to provide ERCOT with a broad understanding of the Respondent's approach to meeting ERCOT's objectives for this procurement.

Section 3 – Corporate Background and Experience

Respondent's Background and Experience

This section details the Respondent's corporate background and experience. If the Respondent proposes to use Subcontractor(s), it must describe any existing ongoing relationships with such Subcontractor(s), including project descriptions. The section should include the following information:

- respondent's full organization, company, or corporate name
- headquarters address
- type of ownership (e.g., partnership, corporation)
- if the Respondent is a subsidiary or affiliate and the name of the parent organization
- state where the Respondent is incorporated or otherwise organized to do business
- federal taxpayer identification
- name and title of person who will sign the contract
- name and title of person responsible for responding to questions regarding the proposal, with telephone number, facsimile number, and email address

Describe the Respondent's corporate background as it relates to projects similar in scope and complexity to the project described in this RFP.

If the proposal includes the use of Subcontractors, include a similar description of the Subcontractor's corporate background.

Include at least three (3) references for projects performed within the last five (5) years that demonstrate the Respondent's ability to perform the required RFP services. Include contract dates and contact parties, with address, telephone number, and email, if available. If the work was performed as a Subcontractor, the Respondent must describe the scope of subcontracting activities.

Key Personnel

Identify and describe the Respondent's proposed labor skill set and provide resumes of all proposed key personnel (as defined by the Respondent). Resumes must demonstrate experience germane to the position proposed. Resumes must list any relevant professional designations for key personnel identified by Respondent. Resumes should include work on projects cited under the Respondent's corporate experience, and the specific functions performed on such projects.

Section 4 – Methodology and Services Approach

Describe the Respondent's methodology for providing the deliverables identified in Section 2.

Section 5 – Assumptions

¹ RIM program requirements include purging records and non-record information based on current business requirements and the retention requirements found in ERCOT's Records Retention Schedule.

State any business, economic, legal, or practical assumptions that underlie the Respondent's Business Proposal.

Section 6 –Appendices

Include any appendices to the Respondent's Business Proposal.

Section 7 – Vendor Information and Other Required Forms

Respondents must complete the following required forms:

- Nondisclosure Statement
- All Respondents must provide a completed Vendor Information Form along with the proposal, except for current ERCOT suppliers who have an active Master Agreement with ERCOT or who have completed the VIF within the last six (6) months.
- If the anticipated contract value with ERCOT is equal to or >\$250,000.00, the Respondent must include the two (2) most recent two (2) years' audited financial statements (include unaudited statements if supplier is unaudited). Publically-held companies must include or provide a link to the most recent Forms 10-K and 10-Q filings.

3.9.2. Part 2 – Cost Proposal

The Cost Proposal must be based on the Scope of Work described in Section 2. This section should include any business, economic, legal, or practical assumptions that underlie the Cost Proposal. Respondents may separately identify cost-saving and cost-avoidance methods and measures and the effect of such methods and measures on the Cost Proposal and Scope of Work.

Respondents must utilize the Cost Proposal table format listed below for submitting a Cost Proposal. However, Respondents may propose optional cost proposals if such proposals are more cost effective (i.e., time and materials cost structure, etc.) for ERCOT.

Janitorial Monthly Pricing Schedule as Described in 2.1			
Square Footage Pricing	Cost per SQ. FT.	Monthly Fee (36 Month Term)	Monthly Fee (60 Month Term)
209,097 sq. ft.	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include one(1) Day Porter	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include two(2) Day Porters	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include three(3) Day Porters	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include four(4)Day Porters	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include five(5)Day Porters	_____/SQ. FT.	\$_____	\$_____
209,097 sq. ft. – to include six(6) Day Porters	_____/SQ. FT.	\$_____	\$_____

3.9.3. Multiple Responses

A Respondent may submit more than one proposal, including a joint proposal with one or more Respondents.

3.10. Joint Proposals

Two or more companies may join together and submit a joint proposal in response to this RFP. A joint proposal must completely define the responsibilities each company proposes to undertake. Also, the joint proposal must designate a primary Respondent who will be responsible for the delivery of all goods, services, and requirements as specified in the RFP, and a single authorized official from the primary Respondent to serve as the sole point of contact between ERCOT and the joint proposers. Any contract resulting from a joint proposal must be signed by an authorized agent or officer of each company. Each company included in the submission of a joint proposal will be jointly and severally liable during the term of the contract.

4. Evaluation

4.1. Evaluation of Proposals

ERCOT will select the successful vendor through an internal evaluation process. ERCOT will consider capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, or demonstrations, if required, and verified by information from reference sources contacted by ERCOT. ERCOT reserves the right to contact individuals, entities, and organizations that have had dealings with the Respondent, or staff proposed for this effort, whether or not identified in the proposal.

4.2. Evaluation Criteria

The primary criteria for evaluating the proposals as they relate to this RFP are:

1. the vendor's ability to meet the requirements set forth in Section 2
2. the vendor's fees or cost structure

4.3. Oral Presentations and Site Visits

ERCOT may, at its sole discretion, request oral presentations, site visits, and/or demonstrations from one or more Respondents. ERCOT will notify selected Respondents of the time and location for these activities, and may supply agendas or topics for discussion. ERCOT reserves the right to ask additional questions during oral presentations, site visits, and/or demonstrations to clarify the scope and content of the written proposal, oral presentation, site visit, or demonstration.

4.4. Discussions with Respondents

ERCOT may, but is not required to, conduct discussions and negotiations with all, some, or none of the Respondents for the purpose of obtaining the best value for ERCOT.