



Metro St. Louis

Request for Proposals for Head Start Centers Custodial Services

Issued: January 10, 2025

Proposal due: February 24, 2025, 5:00PM CST

DIRECT ALL INQUIRIES AND PROPOSALS TO:

Adriana Stable, Chief Operations Officer

Mailing Address: 1155 Olivette Executive Pkwy, St. Louis, MO 63132

Email Address: astable@ywcastlmo.org

NOTE TO PROPOSERS: Submit proposal with all appropriate samples/bid and return as instructed. All proposals shall become the property of YWCA Metro St. Louis upon receipt. Proposals may be subject to public review after contracts have been executed. Those responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless proprietary information is carefully identified as such in writing, and YWCA Metro St. Louis accepts, in writing, the information as proprietary. Notwithstanding the foregoing, YWCA Metro St. Louis is subject to the Freedom of Information Act.

Return one (1) hard copy of your proposal to:

Adriana Stable, Chief Operations Officer
YWCA METRO ST. LOUIS
1155 Olivette Executive Pkwy
St. Louis, MO 63132

AND send a PDF of your proposal via email to: astable@ywcastlmo.org and dhogue@ywcastlmo.org **required subject line "YWCA Custodial Services Proposal"**

Introduction:

YWCA Metro St. Louis, the 20th largest non-profit organization in St. Louis, invites qualified custodial service providers to submit proposals for the comprehensive cleaning and maintenance of its nine Head Start early childhood facilities, which serve infants and toddlers in an early childhood education setting. As the largest provider of Head Start services in Missouri, YWCA is committed to ensuring these centers meet the **highest standards of cleanliness and safety** to support a healthy and nurturing learning environment for children, staff, and families.

Founded in 1904, YWCA Metro St. Louis has been a cornerstone of the community for 120 years, dedicated to its mission of eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. Serving more than 10,000 women and families annually, YWCA is a leader in women's advocacy and human services in the region, offering programs in three core areas: Early Education, Women's Crisis Services and Housing, and Career Readiness and Economic Empowerment.

Why Partner with YWCA?

- **Trusted Legacy:** With a 120-year history, YWCA has a proven track record of empowering women, families, and communities.
- **Commitment to Quality:** Our Early Education Centers have earned national accolades for excellence and innovation, including the integration of STREAM (science, technology, reading, engineering, arts, and math) curriculum and partnerships with local innovation districts.
- **Comprehensive Impact:** Custodial services at YWCA facilities directly support the mission of creating a safe, welcoming environment for vulnerable populations, including infants, toddlers, and their families.

General Scope of the Opportunity:

This RFP seeks a custodial company with the demonstrated expertise, professionalism, and capacity to maintain clean, safe, and well-managed facilities at our Head Start Early Education Centers. The selected provider will play an integral role in supporting YWCA's vision of excellence, not only by meeting high standards of cleanliness but also by contributing to an environment where children can learn, grow, and thrive.

YWCA's Head Start program stands out as the **only program in Missouri with National Program of Excellence Accreditation** from the National Head Start Association. As the largest Head Start grantee in St. Louis City and County, and the second largest in a four-state region, YWCA serves families with a holistic approach that includes wraparound services such as childcare, transportation, and housing.

RFP Clarifications

The issuance of this RFP is not an offer to contract and creates no obligation on the part of YWCA. YWCA reserves the right to accept or reject any proposal, wholly or partially, or to modify the RFP process at its sole discretion. Costs incurred by participants in preparing a response are solely the participant's responsibility; YWCA is not liable for such costs.

Negotiations and Amendments

This is not an invitation or offer to contract and creates no obligation on the part of YWCA and no rights on the participant. YWCA reserves the right to reject or accept proposals in whole or in part or to discuss different or additional terms to those contemplated by the RFP. YWCA may modify, amend, terminate or extend the RFP process for any or all participants, as the YWCA shall deem appropriate.

The participant will be solely responsible for any costs it may incur in connection with this RFP. The YWCA is not liable for any of a participant's costs or expenses and will not reimburse a participant for any of its costs or expenses under any circumstances, including rejection of any or all proposals or cancellation of the RFP.

The YWCA reserves the right to waive deficiencies, informalities or irregularities in any proposal received and to accept the proposal which, in the YWCA's own judgment, is in the YWCA's own best interests. The YWCA reserves the right to request new or additional information at any time prior to the submission of a proposal or in response to a proposal.

The YWCA has the right to negotiate with any participant during and following the RFP process, and as part of that negotiation, to negotiate changes, amendments or modifications to the proposal without disclosure to other participants and without offering other participants the opportunity to amend their proposals.

RFP schedule:

- Issued: **January 10, 2025**
- Facility Walk-through **January 25, 2025**
 - North County
 - Overland
 - Central
- Proposal due: **February 24, 2025**
 - 5:00PM CST
- Mandatory Pre-bid Meeting (Virtual): **February 28, 2025**
 - Time: TBD
- Award Notification: **April 1, 2025**

Standards of Acceptance of Proposal for Contract Award:

YWCA Metro St. Louis reserves the right to reject all proposals and to waive any irregularities or technicalities in proposals received whenever such rejection or waiver is in the best interest of YWCA Metro St. Louis. YWCA Metro St. Louis has the right to disqualify a proposal of any proposer as being unresponsive when such proposer cannot document its ability to deliver requested services or when investigation shows it is not able to fulfil the contract.

Cancellation/Default of Contract:

In the event the successful proposer, through any cause, should fail to fulfill the agreed upon obligations in an effective and timely manner, YWCA Metro St. Louis shall have the right to terminate its contract by specifying the date of termination in a written notice to the selected vendor. The cancellation shall become effective on the date as specified in the notice of cancellation sent to the vendor YWCA Metro St. Louis also reserves the right to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess cost incurred.

Qualification of Proposer:

A responsible proposer is defined as one who meets, or by the date of the proposal acceptance can meet, all requirements for licensing, insurance, and service contained within this Request for Proposal. YWCA Metro St. Louis has the right to require any or all proposers to submit documentation of the ability to perform, provide, or carry out service requests.

Proposal Discussion with Individual Proposers Discussion may be held with proposers. The purpose of the discussions is:

1. To promote understanding of YWCA Metro St. Louis requirements and the proposer's proposals; and.
2. To facilitate arriving at a contract most advantageous to YWCA Metro St. Louis taking into consideration price and other evaluation factors set forth in the RFP

Compliance with Specifications, Terms, and Conditions:

All terms and conditions set forth in this Request for Proposal (RFP), including the General Terms and Conditions, Proposal Submittal Instructions, Special Terms and Conditions, Specifications, Attachments, Vendor's Response, any issued addenda, and all other pertinent documents, are hereby incorporated by reference into any proposal submitted by the Proposer. By submitting a proposal, the Proposer agrees to be bound by the terms and conditions contained within these documents.

Award Determination:

The contract, if awarded, shall be awarded in accordance with the procedures and deadlines outlined in this RFP. To be considered responsive, Proposers must meet all stated requirements regarding product quality, performance, delivery, and related factors to the satisfaction of YWCA Metro St. Louis.

Subsequent Award:

If the selected Proposer is unable or unwilling to execute a contract and commence delivery within the timeframes specified in the RFP, YWCA Metro St. Louis reserves the right to award the contract to the next most qualified Proposer without further solicitation.

Contractual Components:

Any resulting contract shall, at a minimum, include all relevant provisions of this RFP.

YWCA Metro St. Louis may take one of the following actions to establish a contractual relationship:

- **Notice of Award:** YWCA Metro St. Louis may issue a written "Notice of Award" accepting all or portions of the Proposer's offer. This Notice, executed by both YWCA Metro St. Louis and the Proposer, will form a binding contract.
- **Memorandum of Agreement (MOA):** YWCA Metro St. Louis may elect to negotiate a "Memorandum of Agreement for Janitorial Services" that reflects mutual terms. This MOA will incorporate the RFP documents, the Proposer's submission, and any negotiated terms, and will be executed by both parties as a binding contract.

Signed Proposal as Offer:

A signed proposal constitutes an offer by the Proposer. Upon approval by YWCA Metro St. Louis, the offer is deemed accepted, forming a binding agreement. In the event of default after acceptance, YWCA Metro St. Louis may pursue all remedies available under Missouri law, including but not limited to legal action for damages or specific performance (See Mo. Rev. Stat. § 400.2-711 et seq. governing breach of contract remedies).

DEI Expectations for Vendors:

YWCA Metro St. Louis seeks a janitorial services provider that aligns with our DEI principles. Vendors are expected to:

- Support diverse hiring practices, with representation from traditionally underserved and underrepresented groups.
- Uphold equitable workplace policies and practices.
- Foster an inclusive work environment for their employees and clients.

Scoring Criteria:

Category	Description	Points
Experience and Qualifications	Demonstrated expertise in custodial services for similar facilities and experience with early childhood education centers or similar environments.	20
DEI Commitment	Clear alignment with YWCA's Diversity, Equity, and Inclusion principles; demonstrated hiring and workplace practices supporting underrepresented groups.	20
Proposed Approach and Methodology	Comprehensive understanding of the scope of work, practical and effective cleaning methods, adherence to the proposed schedule, and staffing structure (including backup plans).	25
References and Past Performance	Quality and relevance of references provided and a track record of meeting or exceeding client expectations.	15
Cost Proposal	Competitive and transparent pricing structure, with clarity on additional or optional costs.	15
Compliance and Insurance	Evidence of meeting all licensing, insurance, and legal requirements.	5
Total Points		100

Public Information and Proprietary Data:

Public Records:

In accordance with the Missouri Sunshine Law (Mo. Rev. Stat. Chapter 610), at the conclusion of the selection process, the contents of all proposals may be made available for public inspection upon request.

Exemption of Proprietary Information:

Proposers may designate portions of their proposal as proprietary, confidential trade secrets, or otherwise exempt from public disclosure under applicable Missouri law. Such designations must be clearly and prominently stated. YWCA Metro St. Louis will comply with the Missouri Sunshine Law in responding to any request for disclosure but will not be responsible for protecting any information not clearly identified as proprietary.

Indemnification:

To the fullest extent permitted by Missouri law, the vendor shall indemnify, defend, and hold harmless YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees (collectively, "Indemnitees") from and against any and all claims, actions, damages, losses, liabilities, and expenses (including reasonable attorneys' fees, court costs, and other expenses) for bodily injury or personal injury (including death), or for loss of or damage to tangible or intangible property, arising out of, related to, or alleged to be caused, in whole or in part, by the negligent or willful acts

or omissions of the vendor, its owners, officers, directors, agents, employees, or subcontractors.

This indemnification includes any claim arising out of the vendor’s failure to comply with any applicable federal, state (including Missouri laws and regulations), or local laws, statutes, ordinances, rules, or regulations. It is the intent of the parties that the Indemnitees be fully indemnified by the vendor permitted by law, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitees. The vendor agrees that it will be responsible for primary loss investigation, defense, and judgment costs under this indemnification. Furthermore, the vendor waives all rights of subrogation against the Indemnitees for losses arising from the work performed under this contract.

Pricing Submission Format:

Proposers should provide their pricing details using the following structure:

1. Itemized Pricing Tables
2. Proposers must submit a detailed breakdown of costs for each service area and task. The table should include:
 - a. Facility Name: Each Head Start facility should be listed separately.
 - b. Service Type: Itemize costs for day porters, evening porters, and additional cleaning tasks (e.g., periodic deep cleaning, special event services).
 - c. Frequency of Service: Specify daily, weekly, monthly, or annual costs based on the tasks outlined in the scope of work.
 - d. Labor Costs: Include hourly rates for day and evening porters and backup staff.
 - e. Material Costs: Separate costs for cleaning supplies and equipment, if billed to YWCA.

Facility Name	Service Type	Frequency	Labor Cost	Materials Cost (\$)	Total Cost (\$)
<i>Pagedale Head Start</i>	<i>Day Porter</i>	<i>Daily</i>	<i>\$X/visit</i>	<i>\$X/month</i>	<i>\$XX/month</i>
<i>Pagedale Head Start</i>	<i>Deep Cleaning</i>	<i>Daily</i>	<i>\$X/hour</i>	<i>\$X/month</i>	<i>\$XX/month</i>
<i>All Facilities Combined</i>	<i>Evening Porter</i>	<i>Quarterly</i>	<i>\$X/visit</i>	<i>\$X/visit</i>	<i>\$XX/quarter</i>

3. Additional Services and Optional Costs

- a. Provide pricing for optional or ad-hoc services not included in the standard contract, such as:
 - i. Deep cleaning for special events.
 - ii. Emergency cleaning services.
 - iii. Specialized equipment uses or additional staff during high-need periods.
 - b. Include clear hourly or per-task rates.
4. Annualized Total Costs
- a. Include a summary sheet showing the total annual cost for each facility and a combined total for all locations.
 - i. This ensures YWCA can easily compare overall costs among proposers.
5. Assumptions and Conditions
- a. Clearly state any assumptions or conditions that impact pricing (e.g., minimum hours required, expected increases for contract extensions).
6. Multi-Year Proposal Discounts
- a. Provide cost options for 1-year, 2-year, and 3-year contract terms, highlighting any potential discounts or benefits for longer commitments.

Request For Proposal Specifics:

YWCA Head Start Center Overview:

The YWCA buildings are to be maintained in a first-class manner. The following items should be carefully read and acted upon accordingly and included in your proposal:

Center and Central building Scheduling: Cleaning services will be performed Monday through Friday, 52 weeks per year, except on the nine holidays listed below:

- **New Year's Day**
- **President's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Friday after Thanksgiving**
- **Christmas Eve**
- **Christmas Day**

Working Hours & Professionalism:

Vendor cleaning employees may arrive for work no earlier than 15 minutes before starting time and must leave within 15 minutes of signing out.

- **Working Hours & Professionalism:**
 - Standard day hours are 7:00am-3:30pm
 - Standard evening hours are 3:30- 9:00pm
 - Employees may arrive no earlier than 15 minutes before their shift and must leave within 15 minutes after signing out.
 - Early arrivals must remain in designated break areas until their shift begins.
- **Uniforms & Identification:**
 - Employees must wear designated uniforms before entering YWCA buildings; failure to do so will result in being denied access.
 - Photo ID badges issued by the vendor must be attached to uniforms at all times.
 - Temporary badges authorized by the vendor supervisor may be used for no more than three (3) consecutive days.
- **Sign-In/Out Procedures:**
 - All employees must sign in and out on the Janitorial Time Sheet, filling out all required fields completely.
- **Building Access:**
 - Front entry and back exit are restricted to lobby doors, with trash disposal as the sole exception.
- **Break and Lunch Areas:**
 - Breaks and lunches must be taken in designated areas only.
 - Individual breaks in other parts of the building are prohibited.
- **Personal Belongings:**
 - Carry-in baggage should be minimized (e.g., purses, lunch bags) and is subject to inspection upon request.
- **Smoking Policy:**
 - Smoking is strictly prohibited on YWCA property.
- **Key Management:**
 - Keys will be issued by the vendor supervisor and YWCA Facilities Director and must be returned promptly when/if the vendor employee transitions out of their role.
- **Personnel Conduct:**
 - Terminated employees must be reported to the YWCA Facilities Director immediately.
 - Employees are not allowed to accept gratuities or remove items (e.g., food, trash) from the premises.
- **Food Policy:**
 - Food consumption is permitted only during breaks in designated areas, using food brought from home or purchased on-site.
- **Security and Theft:**
 - Employees may be subject to security inspections upon exiting the building.
 - Theft will result in police prosecution and immediate termination of services without notice.
- **Staff Appearance and Qualifications:**
 - Employees must maintain a professional image with proper hygiene, clean attire, and professional conduct.

- The vendor must ensure employees are experienced and capable. The YWCA reserves the right to request staff reassignment at any time.
- **Emergency Procedures:**
 - All vendor staff must be familiar with YWCA emergency fire and disaster plans.
- **Management and Oversight:**
 - Supervisory and executive management must be available for inspections and reviews quarterly.
 - Daily cleaning logs must be maintained and reviewed by on-site managers.
- **Backup Staffing:**
 - Adequate backup staff must be available to cover absences of key personnel.
- **Wage Requirements:**
 - Workers must be paid at or above prevailing wage rates as established by the Davis-Bacon Act.
- **Special Event Cleaning:**
 - The vendor must accommodate cleaning requirements for special events, including tasks that cannot be completed during regular hours.
- **Additional Work Requests:**
 - Any additional work requested by Center managers or other YWCA staff must be approved by the Facilities Director and/or the Chief Operations Officer prior to completion.
 - **Work completed without prior approval from the Facilities Director and/or Chief Operations Officer will result in the denial of payment for services.**

Staffing and Image Requirements:

- **Employee Appearance and Conduct:**
 - Employees assigned to the YWCA must maintain a professional image, including proper personal hygiene, clean attire, and well-groomed hair.
 - Employees should be mindful of their general appearance and demeanor, especially when interacting with YWCA clients and staff during normal working hours.
- **Quality of Work:**
 - The vendor shall provide sufficient staffing and labor hours to ensure a superior level of cleaning quality.
 - The vendor is expected to determine the appropriate staffing necessary to meet these quality standards.
- **Backup Staffing:**
 - The vendor shall maintain adequate backup support to cover absences of day porters or supervisors due to illness or vacation.

Request For Proposal: Additional information requested

- The term of the agreement is for one (1) year with three (3) 1-year extensions available with pricing.
- Contract extensions are possible with the approval from YWCA.

- However, the agreement may be canceled at any time by either party without cause, upon 30 days written notice.
- YWCA reserves the right to accept or reject any proposal without explanation.
- All invoices for cleaning services are to be provided to the YWCA within the established YWCA 30-day terms of payment.
 - This is not negotiable.
- Payment shall be made when the chosen vendor provides the monthly invoices. Should YWCA find any part of the work effort unsatisfactory or incomplete, the YWCA will notify the vendor in writing of such dissatisfaction giving the reason(s).
- If, in the opinion of YWCA, the work continues to be unsatisfactory, YWCA reserves the right to cancel the contract with 30 days' notice in writing to the vendor.
- All supervisory and cleaning personnel are to be employees of the cleaning vendor but will always be subject to approval of YWCA and must always abide by YWCA standards of conduct and professionalism.
- Unprofessionalism or violations of YWCA standards of conduct will not be tolerated.
- All employees of the cleaning vendor are to always be in the proper attire, while performing services at YWCA, in uniforms approved by and provided by the vendor.
- All cleaning materials and equipment are to be provided and purchased by the vendor at its sole cost and expense.
 - YWCA will not purchase materials or cleaning supplies for our vendors.
- The vendor is/will be an independent entity providing services to the YWCA, not in a partnership, joint venture, or principal-agent relationship with the vendor.
 - Therefore; All work is subject to YWCA review and acceptance, with the vendor retaining the right to modify specifications and negotiate added costs during the agreement. The vendor must comply with all applicable laws, regulations, and ordinances, providing YWCA with required permits and licenses.
- The vendor agrees that all work and materials hereunder shall be used and performed in compliance with the requirements of the Occupational Safety and Health Act of 1970, as amended, and related federal, state, and local requirements.
- The vendor is fully responsible for the safety and health of all persons engaged in said work, and acknowledges that, with the respect to such persons, the vendor shall not be construed as nor be held liable for any obligations as an employer within the meaning of the Act. Failure to comply with this provision will allow YWCA to terminate the agreement immediately without notice.
- All bids and proposals rendered by the vendor to YWCA shall specify prices that remain valid through the specified expiration date.
- The vendor shall report all defective or broken building equipment or fixtures, unlocked doors, irreparable stains, found lost items, or any other unusual events to the Facilities Director immediately.
- The vendor shall be responsible for any negligent or careless workmanship. Any task failing to meet the specified standard must be re-done at the vendor's expense. Such rework must be completed promptly without additional charge and must not interfere with scheduled work.
- The vendor may be periodically asked to perform work outside the original scope of this agreement. Such work, classified as "extras," shall be on a time-and-materials basis, with written rates provided upfront to the YWCA. The vendor may not perform this work without written authorization from the Facilities Director.
- Limited storage space for supplies and equipment will be provided to the Vendor. Storage areas must remain clean, odor-free, and organized. All supplies must be secured in locked cabinets or storage rooms that are inaccessible to children.

- No work under this agreement may be subcontracted to another entity without prior written approval from YWCA.
- All vendor staff must have a current TB test, physical, and background check.
- The vendor must provide current MSD sheets for all chemicals used and ensure they are kept on-site at each location.

Insurance Requirements:

Vendors, contractors and subcontractors shall procure and maintain until all their obligations have been discharged, including any warranty periods under the future agreement, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the vendor, contractor, his agents, representatives, employees or subcontractors. The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. YWCA of Metropolitan St. Louis in no way warrants that the minimum limits contained herein are sufficient to protect the vendor, contractor or subcontractors from liabilities that might arise out of the performance of the work under this contract by the vendor, contractor, its agents, representatives, employees or subcontractors, and vendor, contractor or subcontractor is free to purchase additional insurance.

The proposer shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with all other standards or regulations required by Federal, State, or County Statutes, ordinances and rules during the performance of any contract between YWCA and the proposer. Any such requirement specifically set forth in any contract document between the proposer and YWCA shall be supplementary to this section and not in substitution thereof.

Minimum Scope and Limits of Insurance:

Commercial General Liability:

- General Aggregate: \$2,000,000
- Products/Completed Operations Aggregate: \$2,000,000
- Personal and Advertising Injury: \$1,000,000
- Blanket Contractual Liability: \$1,000,000
- Fire Legal Liability: \$100,000
- Each Occurrence: \$1,000,000
- Sexual Abuse and Molestation Coverage: Included

Additional Requirements:

- Policies must include endorsements for sexual abuse and molestation.
- Certificates of insurance must be provided to the YWCA prior to work commencement.
- The YWCA must be named as an additional insurer on all relevant policies.

Additional Insured Requirement:

Each applicable insurance policy shall be endorsed to include the following language:

- *"YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, and its officers, directors, agents, and employees shall be named as additional insureds with respect to liability arising out of activities performed by or on behalf of the vendor."*

Waiver of Subrogation:

Each applicable policy shall include a waiver of subrogation in favor of YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees for losses arising from work performed by or on behalf of the vendor.

Primary and Non-Contributory Coverage:

The vendor's insurance shall be primary and non-contributory with respect to any insurance or self-insurance maintained by YWCA of Metropolitan St. Louis.

Automobile Liability Coverage:

The vendor shall maintain automobile liability coverage for bodily injury and property damage for all owned, hired, and non-owned vehicles used in the performance of this Contract, with a Combined Single Limit (CSL) of \$1,000,000.

This automobile liability policy shall also be endorsed to include the following language:

- *"YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, and its officers, directors, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor, involving automobiles owned, leased, hired, or borrowed by the vendor."*

This policy shall likewise include a waiver of subrogation in favor of YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees. The coverage provided shall be primary and non-contributory.

Workers' Compensation and Employers' Liability:

- **Workers' Compensation:** Statutory limits, as required by applicable state law.
- **Employers' Liability:**
 - Each Accident: \$500,000
 - Disease - Each Employee: \$500,000

- Disease - Policy Limit: \$500,000

The Workers' Compensation policy shall include a waiver of subrogation in favor of YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees for losses arising from work performed by or on behalf of the vendor.

Professional Liability (Errors & Omissions):

- Each Claim: \$1,000,000
- Annual Aggregate: \$2,000,000

If the Professional Liability insurance is written on a claims-made basis, the vendor warrants that any retroactive date precedes the effective date of this Contract. The vendor also agrees to maintain continuous coverage or exercise an extended discovery period for at least two (2) years after completion of work under this vendor. This policy shall cover errors and omissions for all professional services defined in the Scope of Work.

Umbrella or Excess Liability:

- Occurrence Limit: \$1,000,000
- Aggregate Limit: \$1,000,000
- Self-Insured Retention (SIR): \$10,000

The Umbrella/Excess Liability policy shall be endorsed to include YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees as additional insureds with respect to liability arising out of activities performed by or on behalf of the vendor. This policy shall also include a waiver of subrogation in favor of YWCA of Metropolitan St. Louis, its subsidiaries, affiliates, officers, directors, agents, and employees.

Acceptability of Insurers: Insurance must be placed with insurers duly licensed or approved to do business in the State of Missouri and holding a current A.M. Best rating of not less than B+, VII.

Verification of Coverage: The vendor shall furnish YWCA of Metropolitan St. Louis with certificates of insurance (ACORD form or equivalent approved by YWCA) demonstrating compliance with these requirements. Each certificate must be signed by an authorized representative of the insurer who can legally bind coverage.

Approval of Modifications: Any modifications or variations to the insurance requirements outlined in this Contract are subject to approval by YWCA of Metropolitan St. Louis' risk management personnel. Their decision shall be final and may be implemented administratively without a formal Contract amendment.

Exceptions for Public Entities: If the vendor, contractor, or any subcontractors are public entities, these insurance requirements do not apply. Such public entities must provide a Certificate of Self-Insurance in lieu of commercial insurance coverage.

Additional Insurance Requirements:

- **Additional Insured Status:**
 - Where additional insured status is required, “YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, and their officers, directors, agents, and employees” shall be included as additional insureds. Coverage for the additional insured shall extend to the full limits of the vendor’s liability policies, even if such limits exceed those required by this proposal.
- **Not Limited by Indemnification:**
 - Insurance coverage provided by the vendor is not limited by any indemnification obligations assumed under this proposal.
- **Pollution Coverage:**
 - If applicable, the vendor shall maintain pollution liability coverage for bodily injury, property damage, and cleanup costs resulting from the accidental release of pollutants brought to the job site. Minimum limits shall be \$100,000 per incident and \$100,000 aggregate.
- The vendor must provide a Certificate of Insurance acceptable to YWCA prior to contract execution or commencement of work, whichever occurs first. Any ACORD Certificate of Insurance must have the phrases “will endeavor to” and “but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives” removed.

Insurance Indemnification:

To the fullest extent permitted by law, the vendor shall indemnify, defend, and hold harmless YWCA of Metropolitan St. Louis, its agents, and employees from and against all claims, damages, losses, and expenses (including attorneys’ fees) arising out of or resulting from the performance of the contracted services, but only to the extent such claims are attributable to bodily injury or destruction of tangible personal property (other than the contracted service itself), including the loss of use thereof, and only to the extent caused in whole or in part by any negligent act or omission of the vendor, its employees, or parties for whom the vendor is legally responsible. This obligation does not extend to claims arising from the negligence of YWCA, its agents, or its employees.

References:

The vendor shall provide and is encouraged to provide a list of currently active local accounts involving schools or office buildings. For each account, include the following information:

- Account Name and Address
- Type of Property and Start-Up Date
- Cleanable Square Footage
- Contact Person’s Name, Title, and Telephone Number

YWCA Maintenance RFP Scope Specifics:

The YWCA is seeking a qualified maintenance vendor to ensure the highest standards of cleanliness, professionalism, and operational efficiency across our facilities. Below are the specific areas and requirements that must be adhered to by the selected

vendor. These guidelines include expectations for working hours, employee conduct, uniforms, security protocols, and other essential procedures.

Locations & Hours:

Location	Address	Phone	Sq. Ft. & Rooms	Schedule & Notes	Staff Needed/Requested
Pagedale Head Start Center	1436 Ferguson Avenue Pagedale, MO 63133	314-727-1134	17,109 sq. ft.: 6 classrooms 1 infant 5 offices, 1 gym 1 kitchen 4 restrooms	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am-3:30pm 1 Evening Porter • 3:30pm-9:00pm
North County Head Start Center	10725 Vorhof Drive Jennings, MO 63136	314-867-9522	33,000 sq. ft.: 13 classrooms 2 infant rooms 4 offices 1 gym 1 kitchen 9 restrooms	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am-3:30pm 2 Evening Porter • 3:30pm-9:00pm
Overland Head Start Center	2210 N. Warson Rd. Overland, MO 63114	314-426-1506	11,575 sq. Ft. 10 classrooms 2 infant room 2 offices 5 restrooms 1 multi-purpose room 1 parent room, 3 office areas, 1 kitchen 1 staff lounge	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am-3:30pm 1 Evening Porter • 3:30pm-9:00pm
Pine Lawn Head Start Center	4100 Peyton Place St. Louis, MO 63120	314-382-9041	7,700 sq. 3 classrooms 1 kitchen 3 restrooms 5 offices 1 conference room	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am-3:30pm .5 Evening Porter • 2:30-7:00pm
Educare Head Start Center	1101 Milwaukee Kirkwood, MO 63122	314-821-4470	7,200 sq. F 4 classrooms 1 infant room office 6 common areas 2	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am-3:30pm .5 Evening Porter • 2:30-7:00pm
Betty J. Robinson	4146 Garfield St. Louis, MO	314-535-9501	9,579 sq. Ft. 6 classrooms	Closed Holidays, 1 week Winter	1 Day Porter • 7:00am-

Head Start Center	63113		1 infant room 3 office areas 1 kitchen	Break, Summer Break in August. Summer - Full Day Open.	3:30pm .5 Evening Porter • 2:30- 7:00pm
West Florissant Head Start Center	4632 West Florissant St. Louis, MO 63118	314-385-0598	15,400 sq. Ft 6 classrooms office area 1 kitchen 1 gross motor room 4 restrooms	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am- 3:30pm 2 Evening Porter • 3:30pm- 9:00pm
Bessie T. Draper Early Head Start	4642 W. Florissant St. Louis, MO 63115	(Phone not provided)	7,058 sq. 4 classrooms Restrooms 1 staff lounge 2 staff restrooms, 10 office area.	Closed Holidays, 1 week Winter Break, Summer Break in August	t
South County Head Start Center	4974 Heege Rd. St. Louis, MO 63123	(314) 544-8383	10,952 sq. 6 classrooms 1 kitchen 1 cafeteria 4 restrooms 1 office area 2 offices	Closed Holidays, 1 week Winter Break, Summer Break in August. Summer - Full Day Open.	1 Day Porter • 7:00am- 3:30pm 1 Evening Porter • 3:30pm- 9:00pm
Head Start Central Office	1770 Beltway Drive Overland, MO 63114	314-427-4940	26,000 sq. ft.: all office areas, 3 kitchens, 8 restrooms, 4 conference rooms	Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday, Closed Holidays	3 Evening Porter • After hours permitted.

General Cleaning Scopes:

Task/Scope	Frequency (Daily)	Frequency (Weekly)	Frequency (Monthly)	Frequency (3 Months)	Frequency (6 Months)	Frequency (1 per year)
Floors - Vacuumed, swept & wet mopped	x					
All classroom Floors must be sanitized daily	x					
Rest Rooms - Fixtures (Toilet bowls, seats, urinals, sinks) - cleaned & sanitized	x					
Bright Metal Cleaned & Polished	x					
Glass - Mirrors and Glass - cleaned & sanitized	x					
Walls - Soot clean splash marks around dispensers	x					
Walls - Soot clean splash marks on partition walls	x					

and doors						
Walls - Fully wet clean and sanitize partition walls and doors		x				
Dispensers - Clean, polish, and fill all dispensers	x					
Floors - Swept, damp mopped & sanitized	x					
Floors - buffed			x			
Conference Rooms - Sweep, Mop, Vacuum, Wipe Down Tables & Chairs	x					
Furniture - Tables, counters, and chairs - cleaned & sanitized	x					
Cabinets, Metal and Vending Machines - Sanitized and soot cleaned	x					
Floors - Vacuum or swept, damp mopped, Spray buffed depending on Area	x					
Stairwells - Swept and spot cleaned	x					
Exterior - Pick up ALL debris (trash, paper, cigarette butts, etc.)		x				
Exterior - Empty cigarette butt containers		x				
Exterior - Empty trash receptacles	x					
Kitchen, Coffee, and Lunchroom - Sweep & Mop Floors	x					
Kitchen, Coffee, and Lunchroom - Empty trash, Wipe Down Trash Cans	x					
Infant and Toddler Rooms - Surfaces disinfected and sanitized	x					
Toys and Equipment - Sanitized daily to avoid cross-contamination	x					
High-touch surfaces (door handles, light switches) - sanitized frequently throughout the day	x					
Remove trash and debris from grounds (includes but	x					

is not limited to all areas from perimeter of building to property bounds)						
Empty wastebaskets in all rooms	x					
Remove fingerprints from doors, frames, light switches, kick plates, push plates, handles, railings, etc	x					
Dust mop floors with chemically treated mop per manufacturer's specifications or vacuum all carpeted		x				
High dust above horizontal surfaces, including shelves, ceilings, moldings, ledges, pipes, ducts, heating outlets, etc.		x				
Remove dust and cobwebs from ceiling areas		x				
Clean/dust all HVAC vents and grilles			x			
Damp clean baseboards		x				
Damp clean window ledges		x				
Dust interior window ledges	x					
Vacuum carpet						
Refinish floors						x
Vacuum walk-off mats	x					
Spot clean carpet to remove all stains, spills and soiled spots/carpet care on carpeted areas to include shampooing	As Needed, cleaning during summer break at centers.					
Damp clean all washable furniture		x				
Dust cubicles, all crevices must be wiped and cleaned with an approved method.	x					
Dust Blinds			x			
Vacuum mice droppings with backpack vacuum/tool accessories	x					

General Checklist for Proposals:

- ❑ Proposal Submission:
 - One (1) hard copy of the proposal mailed to:
 - Adriana Stable, Chief Operations Officer
 - YWCA Metro St. Louis
 - 1155 Olivette Executive Pkwy, St. Louis, MO 63132
 - PDF version emailed to:
 - astable@ywcastlmo.org and dhogue@ywcastlmo.org
 - Use subject line: "YWCA Custodial Services Proposal."
- ❑ Proposal Content:
 - Cover Letter: Brief introduction of the company and summary of proposal highlights.
 - Experience and Qualifications: Outline of company expertise and past projects.
 - Proposed Approach and Methodology: Description of your service approach, schedule, and staffing.
 - DEI Commitment: Explanation of your company's alignment with YWCA's DEI principles.
 - References: At least three relevant references, including contact details.
 - Cost Proposal: Detailed pricing and fee breakdown.
- ❑ Required Documentation:
 - Copies of all relevant licenses and certifications.
 - Proof of insurance meeting minimum requirements.
 - A signed acknowledgment of compliance with YWCA standards and policies.
 - Evidence of adherence to wage requirements (e.g., prevailing wage rates under the Davis-Bacon Act).
- ❑ Detailed Staffing Plan:
 - Include specific roles and responsibilities for each staff member assigned to the contract.
 - Identify the primary contact person or on-site supervisor for YWCA facilities.
- ❑ Training and Certification Records:

- Evidence of staff training in health, safety, and environmental protocols (e.g., bloodborne pathogens training).
- Documentation of staff qualifications for handling cleaning materials and equipment safely.
- Equipment and Cleaning Products:
 - A list of equipment and cleaning products to be used, including compliance with eco-friendly and safety standards.
 - Current Material Safety Data Sheets (MSDs) for all chemicals proposed for use.