

VILLAGE OF BRIDGEVIEW



REQUEST FOR QUALIFICATIONS FOR CLEANING SERVICES

ISSUE DATE: JANUARY 17, 2012
DEADLINE: FEBRUARY 7, 2012

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I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the “Village”) is proud to issue this request for qualifications (“RFQ”) to qualified individuals and firms for our cleaning selection process. Written qualifications submitted in response to this RFQ shall comply with the instructions and procedures set forth herein.

Parties interested in receiving a copy of this RFQ must provide a contact name, address, telephone number and email address to the Village.

B. Purpose. The purpose of this RFQ is to establish criteria for the selection of an individual or firm to act as a vendor for Cleaning Services (the “Cleaning”) for events at TOYOTA PARK, home of the Chicago Fire Soccer Club and a venue for concerts, festivals and other events, located at 7000 South Harlem, Bridgeview, Illinois (the “Venue”). It is the Village’s intention to establish a long term business relationship, but the Village will review the performance of the selected party (or parties) on an as need basis and at least annually. The Village reserves the right to: (1) reject all qualifications submitted in whole or in part; and (2) award the Cleaning services to multiple vendors. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947. The Village is populated by approximately 15,000 persons.

D. About the Venue. TOYOTA PARK is a multi-purpose sports and event complex that is the home to the Chicago Fire Soccer Club and venue for headline concerts as well as numerous stadium, club/catering and parking lot events.

E. Response Format. Qualifications sent in response to this RFQ must include the name of the firm and the name of the person submitting the response. Responses should follow the format as outlined in the RFQ Questions section. All responses must be signed by a representative authorized to make a binding commitment on behalf of the party submitting the response.

F. Instructions. The Village must receive five (5) executed copies of all responses no later than 3:00 p.m. on February 7, 2011. Late responses will not be accepted. Responses submitted by electronic mail and facsimile will not be accepted. All responses should be delivered as addressed below:

Office of the Village Clerk
Village of Bridgeview
7500 South Oketo Avenue
Bridgeview, Illinois 60455
(708) 594-2525

All questions regarding the RFQ should be sent to Mike Thiessen, Consultant to the Village, via facsimile to 609-784-1469 or by email to mst@madisongroupltd.com by 5:00 p.m. CST on January 31, 2012. All questions received prior to will be addressed via email by February 3, 2011 at 5:00 p.m.

G. Remuneration. Interested parties are to present an outline of the fee schedule to be utilized in connection with the presented services as specified in the RFQ Questions section. Proposed investments will be considered in remuneration proposals.

H. Oral Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFQ. The Village may request oral interviews to allow the most qualified candidates to clarify their responses or further define their offer. All oral interviews shall be at the expense of the person granted the oral interview. If needed, oral interview will take place the week of February 13, 2012

I. Timeline. The Village anticipates that its review of the responses submitted to this RFQ shall take four (2) weeks.

J. Public Records. Any response received under this RFQ constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act ("FOIA") (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

II. SCOPE OF SERVICES

The Village seeks a full-service Cleaning firm capable of delivering high-quality, customer centric service to enhance the overall experience of persons attending events at the Venue while maintaining a focus on expense management. The Cleaning firm shall be granted use of the Venue's cleaning equipment, which is complete with utilities and storage. The Firm shall be allowed signage within the Venue upon the express written consent of the Village. Parties interested in offering additional services should specifically identify and define such additional services in their response. The Cleaning firm must be prepared to maintain all facilities they utilize in a clean and well maintained manner and provide the highest quality level of service. The Cleaning firm should outline the standard of service and care proposed to be provided including enclosing any standard service contracts or quantitative measures to determine the quality of service being provided to the Village's patrons.

This section provides the minimal requirements that may be expected from your firm pertaining to the needs of the Village. Firms not meeting the minimum requirements may be eliminated from further consideration.

A. Minimum Qualifications. (1) Five (5) years of active experience providing cleaning services at stadiums or similar large venues.

(2) All active licenses necessary in the State of Illinois to operating a business of this nature.

(3) Firms shall submit evidence of compliance with all equal opportunity employment and affirmative action laws when and to the extent these requirements are applicable (which will be satisfied by an affirmative certification to the same).

(4) Firms shall comply with all applicable federal, state and local laws, ordinances, rules and regulations.

B. Additional Service Requirements.

(1) Qualifications should include a proposed staffing structure and at least one resume or overview of the proposed manager who will be assigned to Toyota Park for all requisite events. This person will also be the contact person related to pre event planning, actual on-site event management and post event debriefing

(2) The Cleaning firm will be responsible for hiring and supervising its own staff to conduct the needed operations of the cleaning services at the Venue. The Village retains the rights to approve any on site management, subject to appropriate employment laws. **No portion of the awarded contract for this client shall be sub-contracted to any individual or firm. Failure to comply with this requirement will be deemed a default of this contract and possible legal action.**

(3) The Cleaning firm will provide satisfactory evidence to the Village of its commercially reasonable policies of insurance, including, but not limited to: general liability, automobile liability, property and workers' compensation insurance which policies shall remain in full force and effect during the Concessionaire's performance of the concession services described herein and, to the extent possible, shall name the Village, its Mayor, Board of Trustees, officials, officers, employees, consultants, insurers, attorneys and independent contractors as Additional Insureds.

- A comprehensive general liability insurance policy in form acceptable to the Village covering the Services being provided hereunder in an amount not less than Three Million Dollars (\$3,000,000) for bodily injury and Three Million Dollars (\$3,000,000) for property damage and Three Million Dollars (\$3,000,000) for independent Bidders;
- Comprehensive automotive bodily injury and property damage insurance in form acceptable to the Village for business use covering all vehicles operated by Bidder, its officers, agents, and employees in connection with the Services, whether owned by Bidder and the Village, or otherwise, with a combined single limit of not less than Three Million Dollars (\$3,000,000) (including an extension of hired and non-owned coverage); and
- Applicable workers compensation insurance for Bidder's employees, as required by applicable law.

III. RFQ QUESTIONS

A. Company Background.

A. Please describe your firm's history, ownership, financial condition and client base including, but not limited to:

- 1) Years in business;
- 2) Total number of employees in the firm as well as the primary office;
- 3) Management and organizational structure;
- 4) Company culture, business philosophy and service model; and
- 5) Latest annual report/financial statements.

B. Please indicate the total number of your municipal, stadium and large venue clients and a provide summary of services provided to the same.

C. Service Team.

(1) Describe your firm's expertise in the delivery of cleaning services at large venues and, in particular, with municipal clients.

(2) Describe the exact individuals that would be assigned by you to work at the Venue. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

All cleaning personnel and management providing services at Toyota Park will be exposed to the public in all phases of job descriptions. Therefore, Toyota Park requires the following qualifications:

- Background on last five (5) years or as reasonably available including finger print check.
- No criminal background or any conviction involving moral turpitude.
- Must be a regular full or part time employee of the Bidder, no outsourced or temporary labor may be used;
- Must be able to verbally communicate in a clear, distinct and courteous manner.
- Must successfully complete the training as required and approved by Toyota Park

D. Supplemental Information. Additionally, please be prepared to address, at a minimum, the following and your management style related to the delivery of:

(1) Provisions in dealing with major sponsors and team supporters. This will include cleaning supplies related relationships and the pricing opportunities that may exist between the selected firm and the Venue.

(2) Level of customer service to be provided to customers at/in the Venue. Toyota Park will establish, with the successful bidder, a "Performance Standard" to be

addressed within the final contract which outlines minimal standards which may include termination of the contract.

E. Fee Schedule.

- (1) Firms should provide a schedule of hourly charges for ALL employees that may be invoiced to Toyota Park, in the event an hourly fee is selected between the parties and in some cases will be required for certain events t
- (2) Firms should disclose any management fees or overhead charges back to corporate that might apply to this account
- (3) Interested parties are also encouraged to present an estimate of a fixed fee to be utilized in connection with the cleaning services as outlined below as it relates to event cleaning. This description represents typical soccer event at Toyota Park with an attendance profile of 13,000 attendees.

Stadium-Bowl

1. All seating area floors will be swept and trash removed to dumpster on site.
2. All seating area floors will be properly cleaned to remove spills and soil.
3. Seats requiring cleaning will be cleaned, including seat backs, buckets and supports.
4. Stadium floor will be swept and trash removed to dumpster on site.
5. Stadium floor will be mopped or scrubbed with an automatic scrubber, as determined by Toyota Park management.
6. All glass partitions, railings or other areas will be fully cleaned removing any smudges, fingerprints or marks of any type.
7. Any damage to Stadium property must be noted and reported to the maintenance department immediately for repair.

Rest Rooms

1. All rest rooms will be thoroughly wet cleaned and sanitized.
2. Toilets, urinals, sinks, shelves, dispensers, and receptacles will be thoroughly cleaned, wiped down completely and sanitized.
3. Rest room floors will be swept.
4. Rest room floors will be wet mopped with a disinfectant detergent solution.
5. Walls, stall partitions, and mirrors will be cleaned to remove spots and smudges.
6. All receptacles will be emptied and trash removed.
7. All toilet tissue, hand towels and soap will be replenished.

Concourse

1. Floor will be swept and trash removed to dumpster.
2. Floor will be machine scrubbed, as requested or required by Toyota Park management, or to ensure a satisfactory look.
3. Trash receptacles will be emptied and cleaned.
4. Stair towers to all levels will be swept and mopped. Railings are to be dusted.
5. Walls will be spot washed as needed.
6. Trash receptacles will be placed on concourse in designated areas after cleaning is complete.
7. Glass windows and doors will be washed, interior and exterior.

Outside Area-Parking Lot and Immediate Areas Around the Stadium

1. All exterior sidewalks, stadium parking lot and walkways will be swept and debris-free prior to 8:00am the following morning.
2. Elevators will be cleaned.
3. Trash receptacles will be emptied.

Suites, Club and Luxury Seating Areas

The following needs to be performed prior to each event:

1. Rest rooms will be thoroughly wet cleaned and sanitized.
2. All carpets will be vacuumed and spot cleaned.
3. Seats will be brushed off and spots removed.
4. Food service area will be cleaned and polished.
5. All glass and mirrors will be washed.
6. Doors and walls will be spot cleaned.
7. Tops and sides of walls will be cleaned.
8. Windows and window sills will be washed/ cleaned.
9. **Toyota Park reserves the right to bid to a separate company or self-perform the cleaning of the aforementioned areas.**

During an Event

1. An two exclusive valets for the men's and women's rest rooms in the Second Star Club, up to 2 hours before event start time and 2 hours after the event has concluded.
2. Press Box attendant provided
3. Rest rooms will be stocked and policed as needed.
4. Spills will be mopped
5. Emergencies, i.e. spillage, sickness, etc. will be handled.
6. Trash receptacles will be emptied and trash removed to dumpster, as needed.
7. Clean-up of blood borne pathogens by properly certified personnel.
8. Other duties as designated by Toyota Park Management.

Additionally, the firm should outline any investment and the terms associated with planned investment that they would be willing to make to enhance the Venues cleaning operations, for all parties involved. The Village, as a factor in determining the final candidates, will consider equipment investments.

F. Client References.

- (1) Provide a listing of representative public sector clients.
- (2) Provide at least five (5) references of current clients, include their company name, address, contact person, phone number, email address and length of service.
- (3) Please provide a list of former or current clients operating stadium venues or venues to which sports is the primary tenant.
- (4) Provide a list of clients that have terminated your services in the last three (3) years. Include company name, address, contact person, phone number, email address and length of service.
- (5) Include a list of all lawsuits filed against your firm regarding services rendered.

IV. EVALUATION CRITERIA

Please address your firm's advantages over others in the industry, particular as it relates to maximizing the Venue's reputation as a clean customer centric entertainment venue, your firm's commitment to customer service, the ability to coordinate a successful transition and the firm's ability to enhance the overall fan experience.

Finances will not be the only factors upon which the Village will make its selection. The following factors will be used to determine a firm's qualifications to service the Village. The order of the following factors does not determine any relative ranking:

- (1) The firm meets all of the Village's requirements;
- (2) Demonstrated knowledge and experience;
- (3) Conformance with specifications of the RFQ and completeness of the questionnaire responses;
- (4) The firm's ability to provide the products and services that are in the best interests of the Venue;
- (5) References; and
- (6) Other matters not herein specifically enumerated.

Selection does not guarantee the award of a contract. This RFQ shall not create any legal obligation of the Village to evaluate any response that is submitted or to enter into any contract or any other agreement with an individual or firm who submits a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. The Village reserves the right to award the concessionaire services to multiple vendors. All proposals should contain an affirmative statement that there is no "conflict of interest" with the Village and the firm.

The Village reserves the right to reject all qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a firm or multiple firms to satisfy the services sought. The Village reserves the right to terminate the services provided by the Concessionaire. In person interviews may be scheduled to finalize the selection.

By submitting a response the firm providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.