

HOUSEKEEPING SERVICES

for the Music City Center

RFP 101-2023



BEFORE WE BEGIN...

- Please remain on mute unless speaking
- Why are we here?
- Questions – WRITTEN RESPONSES PREVAIL

AGENDA

- I. Welcome/Introductions
- II. Meeting Guidelines
- III. RFP Overview and Highlights
- IV. Important Dates
- V. Submission Requirements
- VI. Q & A Session

INTRODUCTIONS

Jasmine Quattlebaum

Director of Purchasing/DBE

Bob Lehn

Director of Facilities

Melaneice Gibbs

Purchasing/DBE Coordinator

Charles Taylor

Housekeeping Manager

Elisa Putman

**Sr. VP and Chief Operations
Officer**

RFP OVERVIEW AND HIGHLIGHTS:

GENERAL

Three (3) year term with a one-time option to extend for two (2) additional one year term at the sole discretion of the CCA.

Deliver personnel as scheduled to MCC full-time housekeeping team members at the Staff Entrance. Normal operations requires 3 shifts per day, 24/7/365. MCC's work week is from Saturday to Friday.

Key Points:

- Provide trained and experienced housekeeping personnel who know where to report and to whom.
- Participate in MCC's robust recycling program.
- Participate in our color-coded rag cleaning program

RFP OVERVIEW AND HIGHLIGHTS:

Typical Cleaning Areas:

- Office Cleaning
- Lobbies/Service Corridors
- Entry vestibules/doors
- Terraces and Balconies
- Glass
- Elevators
- Carpet
- Floor Tile
- High Dusting
- Stone
- Water Fountains
- Bio-spill cleaning
- And any other cleaning that may be required.

RFP OVERVIEW AND HIGHLIGHTS:

Contractor Responsibilities:

- The Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.
- The successful Contractor will assign a manager to be the MCC's point of contact and to oversee the performance of this contract. This manager or his/her designee will be available 24/7/365 via cell phone and email.
- MCC may on occasion request specific housekeeping personnel to work a shift. It is the contractor's responsibility to inform MCC if that person is approaching overtime hours. MCC will not pay overtime unless approved in advance by the Director of Facilities or his/her designee

RFP OVERVIEW AND HIGHLIGHTS:

Contractor Responsibilities:

- Contractor must be able to provide additional personnel or replacement personnel within one (1) hour of a request
- MCC requires that a minimum roster of forty (40) housekeeping personnel be available.
- Contractor must provide a professional uniform that identifies the personnel as MCC staff and be approved in advance by the MCC. Contractor must provide photos of the proposed uniforms.
 - Contractor must display the MCC logo on uniform shirt. Uniform shirt and logo placements must have prior approval.

RFP OVERVIEW AND HIGHLIGHTS:

Contractor Responsibilities:

- Every effort should be made to schedule and send a consistent group to MCC to minimize training time on both sides.
- Contractor agrees to provide an accurate invoice by Monday for the prior MCC work week.

RFP OVERVIEW AND HIGHLIGHTS:

MCC Responsibilities:

- Provide weekly schedules by Tuesdays at 5 pm for the following week.
- Provide in depth training regarding MCC specific procedures such as the following:
 - Radios and earpieces
 - Keys
 - Smoking Area
 - Breaks and break location
 - GBAC cleaning protocols
 - Proper PPE for each task
 - Chemicals for what task
 - Equipment needs/repairs/damages
 - Rag Program
 - Pick Up Club
 - Lost and found
 - Dealing with Customers
 - VIP areas
 - Professionalism & Southern Hospitality

DIVERSITY PLAN OVERVIEW

- The Diversified Business Enterprise (DBE) participation level established for this contract is a **MINIMUM of TWENTY PERCENT (20%)**.
- It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises wanting to do business with the Authority.
- Encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.

DIVERSITY PLAN OVERVIEW

- Diversity Plan will outline the plan to achieve or exceed a target percentage of minority, woman, small businesses and/or service disabled veteran owned businesses participation.
- Use Strategic approaches and methodologies taken to ensure maximum participation by minority, woman, small, and service disabled veteran owned businesses suppliers.
 - For example:
 - Identify a particular scope of contract that can be fulfilled by minority, woman, small, or service disabled veteran owned businesses.
 - Utilized DBE businesses to provide supplies and materials needed to perform contract

DIVERSITY PLAN OVERVIEW

- Required to submit a monthly diversity report by the 15th of the following month as referenced in the Music City Center DBE program and guidelines.
- This may include monthly reconciliation of payments via cancelled checks.

PROCUREMENT NONDISCRIMINATION PROGRAM PLAN (PNP) OVERVIEW

- *No proposal or submission shall be considered responsive unless it demonstrates compliance with the PNP.*
 - DBE Primes are required to complete PNP
 - **Covenant of Non-Discrimination (Exhibit A)**
 - Must be notarized
 - **Good Faith Effort Statement Form (Exhibit B)**
 - Provide written notice to at least three (3) available certified MWBEs
 - The first three items on this form must be initialed
 - **Good Faith Effort Verification Form (Exhibit C)**
 - Must include the individual's or entity's name, business location, and information requested
 - Back-up documentation supporting the outreach (i.e. Copies of email threads).

IMPORTANT RFP DATES

RFP Questions and Inquiries Due	February 1, 2023
Responses to Inquiries	February 8, 2023
RFP Submissions Due	February 16, 2023

EVALUATION CRITERIA

- **Business Plan**

Total points available for this criterion are 25 points

- **Qualification of Firm**

Total points available for this criterion are 25 points.

- **Cost Criteria (use Exhibit E – provide hourly rate)**

Total points available for this criterion are 30 points.

- **Reference Projects**

Total points available for this criterion are 10 points

- **Diversity Plan**

Total points available for this criterion are 10 points.

SUBMISSION REQUIREMENTS

All submittals must be received by deadline - NO EXCEPTIONS.

Physical Copy: Please submit one (1) original, six (6) copies, and one (1) electronic copy of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D).

All text must be printed on single-sided or double-sided pages and includes the tabs (in order)

SUBMISSION REQUIREMENTS

- **Hand Delivery Option:** Administrative Offices
600 Koreans Veterans Blvd
- **UPS or FedEx Option:** Music City Center House Docks
700 Koreans Veterans Blvd

SUBMISSION REQUIREMENTS

- Read Section III. Diversity Plan thoroughly (10 pts)
 - Use Exhibit C
 - Use Exhibit D
- Read Section IV. Procurement Nondiscrimination Program thoroughly. Required in all proposals:
 - **Covenant of Non-Discrimination (Exhibit A)**
 - **Good Faith Effort Statement Form (Exhibit B)**

QUESTIONS?

- **REMINDER:** Questions must be submitted in writing in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:

<http://www.nashvillemusiccitycenter.com/business-opportunities>