

PANOLA COUNTY, TEXAS

REQUEST FOR PROPOSAL

RETURN PROPOSAL TO:

COUNTY JUDGE
PANOLA COUNTY COURTHOUSE, ROOM 216A
CARTHAGE, TEXAS 75633

The enclosed REQUEST FOR PROPOSAL (RFP) are for your convenience in submitting an offer for the enclosed referenced service for Panola County.

Sealed proposals shall be received **no later than:**

9:00 A.M., TUESDAY, NOVEMBER 21, 2023

MARK ENVELOPES

**“HOUSEKEEPING SERVICES FOR PANOLA COUNTY
COURTHOUSE, JUDICIAL CENTER, PANOLA COUNTY
SHERIFF’S DEPARTMENT, PANOLA COUNTY DETENTION CENTER,
PROBATION OFFICES, ROAD AND BRIDGE WAREHOUSE OFFICES &
RESTROOMS, EXPOSITION CENTER, AIRPORT TERMINAL AND OFFICE
BUILDING LOCATED AT 316 W. SABINE STREET”**

Proposer shall sign and date the proposal on each page. Proposals which are not signed and dated can be rejected. Proposals must be submitted on the enclosed form and must be in ink or typewritten.

Panola County appreciates your time and effort in preparing this proposal. Please note that all proposals must be received at the designated location by the deadline shown. Proposals received after the deadline will not be considered for the award of the contract, and shall be considered void and unacceptable. Opening is scheduled to be held in Commissioners’ Courtroom, Panola County Courthouse, Carthage, Texas. You are invited to attend.

Any questions concerning this Request for Proposal and specifications should be directed to Panola County Courthouse Maintenance Superintendent Tommy Earle, (903) 693-0318 or (903)692-2844.



Signature

**PANOLA COUNTY
REQUEST FOR PROPOSAL**

INSTRUCTIONS/TERMS OF CONTRACT

By order of the Commissioners' Court of Panola County, Texas, sealed proposals will be received for:

**"HOUSEKEEPING SERVICES FOR PANOLA COUNTY
COURTHOUSE, JUDICIAL CENTER, PANOLA COUNTY
SHERIFF'S DEPARTMENT, PANOLA COUNTY DETENTION CENTER,
PROBATION OFFICES, ROAD AND BRIDGE WAREHOUSE OFFICES &
RESTROOMS, EXPOSITION CENTER, AIRPORT TERMINAL AND OFFICE
BUILDING LOCATED AT 316 W. SABINE STREET**

IT IS UNDERSTOOD that the Commissioners' Court of Panola County, Texas reserves the right to reject any or all proposals as it shall deem to be in the best interests of Panola County. The award of this contract shall be made to the responsible offerer whose proposal is determined to be the lowest evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors.

PROPOSALS SHALL include this RFP and all additional documents submitted. Each proposal shall be placed in a separate sealed envelope, with each page manually signed by a person having the authority to bind the firm in a contract and marked clearly on the outside as shown below.

SUBMISSION OF PROPOSALS: Sealed proposals shall be submitted to:

**COUNTY JUDGE
PANOLA COUNTY COURTHOUSE, ROOM 216A
CARTHAGE, TEXAS 75633**

Not later than **9:00 a.m., Tuesday, November 21, 2023**

Mark Envelopes:

"HOUSEKEEPING SERVICES FOR PANOLA COUNTY

**BIDS RECEIVED AFTER OPENING DATE
AND TIME WILL NOT BE CONSIDERED**


Signature

**SPECIFICATIONS
COURTHOUSE MAINTENANCE
PANOLA COUNTY COURTHOUSE, JUDICIAL CENTER,
PANOLA COUNTY SHERIFF'S DEPARTMENT, PANOLA COUNTY
DETENTION CENTER, PROBATION OFFICES, ROAD AND BRIDGE
WAREHOUSE OFFICES & RESTROOMS, EXPOSITION CENTER,
AIRPORT TERMINAL AND OFFICE BUILDING LOCATED AT 316
W. SABINE STREET**

It is the intent of these specifications to describe proposer qualifications, salary and wage requirements, employee requirements, insurance requirements, and a description of minimum requirements for proper cleaning of the Panola County Courthouse, Judicial Center, Panola County Sheriff's Department, Panola County Detention Center, Probation Offices, Road and Bridge Warehouse Offices & Restrooms, Exposition Center, Airport Terminal and Office Building located at 316 W. Sabine Street.

EVALUATION CRITERIA

1. The following criteria will be used by the Commissioners' Court to evaluate the proposals and make a selection:
 - 20% Qualifications of key personnel - Cleaning and supervisory staff duly qualified, capable and bondable to fulfill and abide by specifications
 - 20% Experience - Experience in janitorial services, including years and history
 - 10% Reference - Respondents shall provide a minimum of three (3) current references of janitorial service agreements covering similar services listed within this proposal packet
 - 30% Fee schedule/cost of service
 - 20% Project/Service approach

County staff may choose to meet with the top rated offerors. Any additional information requested shall be considered as part of the proposal and evaluated as such. Panola County reserves the right to negotiate a best and final offer with the selected vendor.

BIDDER QUALIFICATIONS:

2. Minimum of five (5) years experience in cleaning multi-story buildings of a minimum of 30,000 square feet per building. Proposer shall attach references to bid.
- OR**
2. If proposer has not had minimum experience required, furnish a satisfactory

Performance Bond in an amount equal to twelve (12) months compensation on the basis of the proposal submitted, such bond to be conditioned as required and collectable by Panola County for failure to perform the terms and conditions of proposal on contract. Letter of Commitment for Performance Bond shall be attached to proposal.

SALARIES AND WAGES:

3. Panola County and Contractor agree the Contractor is an independent contractor under this agreement and will in no way be considered to be an agent, partner, or employee of Panola County.
4. Salaries and wages of employees and any other amounts required to be paid under state and federal law, payroll taxes, unemployment insurance and FICA shall be paid by Contractor.

EMPLOYEES:

- 5a. Contractor must employ and use adequately trained employees, and a qualified supervisor properly trained to insure that all phases of the contract are properly performed in a professional manner.
- 5b. Contractor must have an employee at the Courthouse from 8 a.m. - 5 p.m. Monday through Friday.
6. Contractor agrees to comply fully with all state and federal laws and regulations including those of the U. S. Naturalization and Immigration laws, equal employment opportunity, hours and wages of employees, occupational safety and health, and discrimination.

INSURANCE:

7. Contractor shall obtain and maintain in effect at all times during the term of the contract the following insurance, and will provide Certificates of Insurance to Contract Administrator prior to commencing contract:
 - A. Workers' Compensation;
 - B. Bodily Injury with limits of \$500,000 for each person and \$500,000 for each incident or occurrence.

INDEMNITY:

8. Contract shall indemnify, hold harmless and defend Panola County, its representatives, employees, and agents from and against all claims, causes of actions or lawsuits, including negligence; the condition or use of personal property; damages; death or injuries to persons or property; including but

not limited to attorney's fees and litigation expenses regarding or concerning or arising out of or resulting from or alleged to have been sustained by Contractor or Contractor's employees in connection with Courthouse Maintenance Agreement. The express indemnity of Panola County by Contractor includes any alleged negligence acts or omissions of Panola County in any action, claim, or suit brought against Panola County, its representatives, employees, agents, invitees, and licensees by Contractor, its agents, employees, representatives, volunteers, invitees, or any guest of the Contractor.

AREAS OF RESPONSIBILITY:

9. Contractor will be responsible for proper maintenance and cleaning of all areas of the Panola County Courthouse, Judicial Center, Panola County Sheriff's Department, Probation Offices, and all areas of the Panola County Detention Center (except the cell area), Road and Bridge Warehouse Offices & Restrooms, Exposition Center, Airport Terminal and Office Building located at 316 W. Sabine Street.

RESPONSIBILITY INCLUDES MAINTENANCE AND CLEANING OF AREAS OUTSIDE EACH ENTRANCE OF THE COURTHOUSE, JUDICIAL CENTER, PANOLA COUNTY SHERIFF'S DEPARTMENT, PANOLA COUNTY DETENTION CENTER, PROBATION OFFICES, ROAD AND BRIDGE WAREHOUSE OFFICES & RESTROOMS, EXPOSITION CENTER, AIRPORT TERMINAL AND OFFICE BUILDING LOCATED AT 316 W. SABINE STREET.

MANNER AND FREQUENCY OF CLEANING:

NOTE: IT WILL BE NECESSARY TO CLEAN SOME AREAS PRIOR TO CLOSE OF BUSINESS EACH DAY.

10. WORK TO BE PERFORMED DAILY:

- A. Public areas (hallways, stairways, elevator, etc.):
 - i. Vacuumed, swept, and mopped so that no dirt, trash, paper clips, staples, etc. are left on the floors, this includes areas under benches, trash cans, etc.
 - ii. Walls, baseboards, and handrails spot checked and cleaned.
 - iii. Hallway benches and chairs spot checked and cleaned.
 - iv. Drinking fountains thoroughly cleaned.
 - v. Trash cans emptied and liners replaced.
 - vi. Carpet in all halls and corridors vacuumed with an industrial type vacuum and spot cleaned.
- B. Entrances:

- i. All exterior walkways swept, including steps at main entrance.
- ii. All glass entries cleaned with "Windex" type product so that glass is clear of fingerprints, smudges, etc.
- iii. All cobwebs, etc. swept down.
- iv. Doors spot checked and cleaned of dirt, smudges, etc.

C. Restrooms:

- i. Toilet bowls and urinals thoroughly cleaned both on the inside and outside of the bowls and urinals.
- ii. Floors swept so that there is no paper, dirt, paper clips, etc. left on the floors.
- iii. Floors mopped so that they are clean of all dirt, water spots, etc., paying particular attention to areas around toilet bowls, urinals and sinks.
- iv. Walls spot cleaned.
- v. Doors to stalls and partitions between stalls thoroughly cleaned.
- vi. Sinks thoroughly cleaned.
- vii. Window sills dusted.
- viii. Hand towels, toilet tissue, soap dispensers, and room deodorant checked and replaced.
- ix. Trash cans emptied, liners replaced, and front of trash receptacle cleaned.
- x. Mirrors cleaned.

D. Offices and Courtrooms:

- i. Swept or vacuumed so that there is no dirt, paper clips, staples, etc. left of floors. This includes all accessible areas such as under desks, chairs, waste paper baskets, etc.
- ii. Offices with vinyl floors mopped unless otherwise directed by department head.
- iii. Trash cans emptied and liners replaced.
- iv. Desk and work station tops cleaned and shined with a cleaner appropriate for the surface. This includes the entire tops (under calendars, staplers, tape dispensers, etc.) and all other areas where work has been properly removed from desk.
- vi. Vinyl furniture spot cleaned.

- E. Contractor shall make sure that all lights are turned off in offices, all office and courtrooms doors are locked, and all exterior Courthouse doors are locked prior to leaving the building at night.

11. **WORK TO BE PERFORMED WEEKLY:**

- A. Front lobbies of all buildings and all vinyl floors buffed.
- B. Marble walls spot cleaned.

- C. Dust:
 - i. Baseboards.
 - ii. Pictures and other wall hangings.
 - iii. File cabinet tops.
 - iv. Interior window sills and ledges.
 - v. Lamps, vases, coffee, and end tables, and other such standard office furniture.
 - vi. Counter and table tops.
 - vii. Tops of partitions and door frames.
- D. General housekeeping (see 10 A, B, C, & D above) of Road and Bridge Warehouse Offices & Restrooms; Panola County Airport Terminal; and Panola County Probation Offices-Juvenile & Adult.

12. WORK TO BE PERFORMED QUARTERLY:

- A. Venetian blinds vacuumed.
- B. All marble walls thoroughly cleaned and polished.
- C. All baseboards thoroughly cleaned of dust, dirt, water, and wax spots, etc.
- D. Corridors and halls with carpet to be shampooed.
- E. Automatic floor scrubber used on all halls and corridors without carpet.
- F. Woodwork in Judicial Building wiped down with lemon oil.

13. WORK TO BE PERFORMED SEMI-ANNUALLY:

- A. Courthouse main lobby and hallway floor stripped and waxed.
- B. Detention Center lobby and hallway floors stripped and waxed.
- C. Judicial Building lobbies stripped and waxed.
- D. Interior of windows cleaned with a "Windex" type product.
- E. Wooden desks, chairs, etc. polished.
- F. Maintenance rooms and closets cleaned.

14. WORK TO BE PERFORMED ANNUALLY:

- A. All office vinyl floors stripped and waxed.
- B. Carpet in offices shampooed.
- C. Venetian blinds removed, washed and replaced.
- D. Wash 1st and 2nd floor outside windows of Panola County Courthouse and Panola County Sheriff's Department.

ON ALL WORK REQUIRED TO BE PERFORMED QUARTERLY, SEMI-ANNUALLY AND ANNUALLY, CONTRACTOR WILL PROVIDE THE CONTRACT ADMINISTRATOR A DETAILED WORK SHEET WITHIN FIFTEEN (15) DAYS THAT WILL SHOW WHAT WORK WAS PERFORMED, WHEN IT WAS PERFORMED, AND WHO DID THE WORK. PANOLA COUNTY RESERVES THE RIGHT TO REQUEST SUCH DOCUMENTATION ON ALL WORK PERFORMED UNDER THESE SPECIFICATIONS.

EXPOSITION CENTER:

To be cleaned before every event.

OFFICE BUILDING LOCATED AT 316 W. SABINE STREET

To be cleaned twice a week.

SUPPLIES:

15. Contract will supply equipment (including floor scrubber and industrial type vacuum). Panola County will furnish all cleaning supplies (including trash can liners), restroom supplies (including toilet tissue, hand towels, hand soap and room deodorant).

CONTRACT PERIOD:

16. Contract will be for a period beginning January 1, 2024 and ending December 31, 2024.
17. This Contract is non-assignable and cannot be sublet to any third party.

CANCELLATION

18. Panola County has the right to cancel Contract with successful proposer by giving thirty (30) days written notice of intent to cancel for failure to satisfactorily perform any of the terms, conditions or obligations required. Any misconduct, unsatisfactory service or work or violation of the proposal requirements is grounds for termination.
19. Contract shall have the right to cancel only for non-payment.

COMPENSATION:

20. Payment for services will be made in equal monthly installments during the term of the Contract with payment being due on or before the 10th of the month following service upon receipt of an invoice from Contractor.

PROPOSAL FORM AND CONTRACT HOUSEKEEPING

TO THE COMMISSIONERS' COURT OF PANOLA COUNTY, TEXAS FOR FURNISHING AND DELIVERING TO PANOLA COUNTY, TEXAS FOR USE BY PANOLA COUNTY, IN ACCORDANCE WITH THE FOREGOING SPECIFICATIONS:

The undersigned, as proposer, declares that the only person or persons interested in this proposal as principals are those named herein; that this proposal is made without collusion with any other person, firm or corporation; and that I (we) have carefully examined the advertisements, specifications, and condition of payment. It is understood that the Court reserves the right to accept or reject any and/or all proposals. I/we understand that the proposal should include delivery to the Panola County Courthouse in Carthage, Texas.

I (we) hereby agree to perform janitorial services at the Panola County Courthouse, Judicial Center, Panola County Sheriff's Department, Detention Center, Probation Offices, Road and Bridge Warehouse Offices & Restrooms, Exposition Center, Airport Terminal and Office Building located at 316 W. Sabine Street as set out in the foregoing Request for Proposal and Specifications (which shall be attached to and made a part of this contract) for the period of January 1, 2024 to December 31, 2024 for the sum of:

JANITORIAL SERVICES:

\$ 10,050 Per Month

Exceptions to specifications: _____

NOTE: ANY VENDOR THAT CONDUCTS BUSINESS WITH PANOLA COUNTY, WHETHER IT IS FOR GOODS AND/OR SERVICES, MUST MAINTAIN LAWFUL WORKER'S COMPENSATION COVERAGE REQUIREMENTS AND ADEQUATE LIABILITY LIMITATIONS.

Imelda Spivey
SIGNATURE

Imelda's Cleaning Service, LLC
COMPANY NAME

P O BOX 223
ADDRESS

Gary TX 75643
CITY STATE ZIP

903-263-5955
TELEPHONE NUMBER

11-17-23
DATE

ACCEPTED: NOV 21 2023

Rodger S. McFane
COUNTY JUDGE

Karen S. Bagley
1151 County Road 108, Carthage, Texas 75633
karenbagley823@yahoo.com
(903) 692-1862

October 27, 2023

Honorable Commissioner's Court
Panola County, Texas

TO WHOM IT MAY CONCERN:

I am pleased to recommend Imelda's Cleaning Service for the courthouse janitorial service. Imelda's company has provided housekeeping services in my home since 2016. Over that time period I have found her employees to be honest, dependable and thorough.

Imelda's crews are responsible for general housekeeping in my home on a weekly basis, and they take special care to ensure my home is well-maintained. They go above and beyond what I expect of them every week.

Imelda's Cleaning Service would be a tremendous asset to the courthouse and her services have my highest recommendation. If I can answer any questions or provide any further information, please do not hesitate to contact me.

Sincerely,


Karen S. Bagley



538 Forsythe St. Carthage, Texas 75633
903-690-0201

October 25, 2023

SUBJECT: REFERENCE LETTER FOR IMELDA'S CLEANING SERVICE

To whom it may concern,

It is with great honor and pleasure to write this referral letter for Imelda's Cleaning Service as the company with the best cleaning services.

Our company has been in business with Imelda's Cleaning Service for some time now and I can attest to the level of service quality that they offer at an affordable price. We firmly believe that your company will benefit from doing business with them as well. I also personally use them for my house as well. Their employees are professional, punctual, and thorough.

Thank you,

A handwritten signature in blue ink that reads 'Nicole Ayers'. The signature is written in a cursive style with a large, flowing 'N' and 'A'.

Nicole Ayers
Accounting Manager

nayers@trendsetterconstruction.com

October 27, 2023

RE: Reference Letter for Imelda's Cleaning Service

To whom it may concern:

Imelda's Cleaning Service has cleaned for our offices and rental properties since 2017 and has cleaned my home since 2014. The ladies are always on time and do a thorough job. Imelda charges a very fare price for their services and the ladies go above and beyond when needed.

I am happy to write this letter of reference for Imelda Salazar and her ladies.

Thank you,



Dawn Robin
Office Manager

drobin@maxflowchemicals.com



COMPLETE
PRINTING & PUBLISHING

1501 West Panola
Carthage, TX 75633
Toll Free: 800.964.9521
903.693.9306 • Fax: 903.693.4780
www.CompletePrinting.com

October 30, 2023

I am pleased to recommend Imelda's Cleaning Service, LLC. Imelda's team cleans our offices as well as our home. They are punctual, thorough, honest and do an exceptional job. Imelda always calls me to follow-up.

We look forward to a continued business relationship with Imelda and the ladies who work for her. Their work ethic is top-notch and, as a business owner, I appreciate knowing we can depend on them and that I have one less problem to worry about.

If you have any questions, I am happy to answer them.

Sincerely,

Melissa Holder
Managing Partner
903-472-1499

"Your Complete Printing Source"

October 30, 2023

To whom it may concern,

Imelda Salazar and her cleaning service have been cleaning my home for more than four years. Imelda expects nothing less than professionalism and has the highest standards for her employees.

She has always delivered exactly what she has promised by way of expert cleanliness, punctuality, and dependability. The first time she came to my home to evaluate and quote me a price, she was thorough in explaining exactly what level of service would be provided each cleaning session. She explained that the molding around the doors, picture frames, cabinets, light fixtures, and everything in between would be cleaned. Not just "wiped at."

Imelda has accommodated different requests at times that even require more work when necessary. For example, putting wax on all my hard wood floors. We have a two-story home with 5 bedrooms, 4.5 baths, and tons of "stuff" to work around. These ladies move what they can and clean behind things to get all the dirt and debris that collects due to a busy home with multiple dogs. Every couch/sofa cushion is vacuumed and/or under. Ceiling fans are dusted. Window seals are cleaned. The windows on the doors are cleaned. These things are done consistently, each time her ladies come to my home. I never have to worry about which crew is showing up, because I know I will get the same level of expert cleanliness every time.

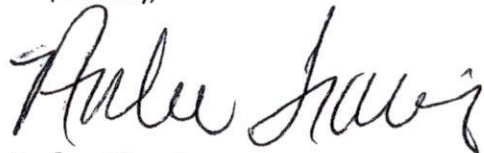
It is very hard to find dependable help, especially with a job as large as my home. Imelda has never wavered, nor has she ever had to change my day or cancel.

It is important to note that I work from home, running a business. I always have money from deposits as well as multiple financial reports and confidential information in my office. I have never had to worry about any of my work or personal belongings. I also do not worry about my home or business being "discussed" in any way by her employees.

It is my pleasure to be a reference for this extremely hard-working and kind lady as well as the ladies she employees. Imelda Salazar runs a professional business adhering to the highest standards.

My information is provided below if you need any further information.

Respectfully,



Amber Travis

Business Manager

Office: (903)- 690- 0920

Email: ambertravisamc@gmail.com



Animal
MEDICAL CENTRE

Imelda's Cleaning Service

CONTACT

903-263-5955
larorris@gmail.com

PROFILE

Meticulous Custodian with more than 10 years janitorial services for businesses, churches and residences. Organized, diligent, and skilled at handling multiple cleaning jobs. Focused and dedicated to high standards of cleaning and service.

SKILLS

- Detail-oriented
- Organized
- Janitorial equipment familiarity
- Insured
- Service-focused

WORKFORCE

We are sufficiently staffed to accommodate the Panola County Courthouse on a daily basis, going above and beyond the contract requirements.

Family-run business that started from scratch and has grown to 15 full-time employees.

JOB EXPERIENCE

COMMERICAL

FIRST CHRISTIAN CHURCH	2013-Present
BAILEY & BAILEY LAW OFFICE	2013-Present
MAXFLOW CHEMICAL SVCS.	2017-Present
ST. WILLIAMS CATHOLIC CHURCH	2019-Present
ORIGIN BANK	2019-Present
TREND SERVICES	2022-Present
COMPLETE PRINTING	May 2023-Present

- Dust furniture, walls, machines, and equipment.
- Maintain bathrooms and surfaces
- Sweep, vacuum, and mop floors
- Empty trash and replace liners
- Sanitize work surfaces

RESIDENTIAL

KAREN BAGLEY	AMBER TRAVIS
MELISSA HOLDER	DAWN ROBIN
KELLY GREEN	WENDY GREEN
PAUL PORTER	JENNIFER REGISTER
GARY SEEGER	JUDGE DAVID ANDERSON
DONNA SCOTT	SHEILA WHITAKER
PAM SKELTON	DANA MCALISTER
JAMES WOLFE	MELISSA BAILEY

- Same duties as commercial but in a residential setting,
- Cleaning outdoor areas upon request
- Specialized deep cleaning upon request

Don Cocklin
183 N. Parker
Carthage, Texas 75633

November 2, 2023

To Whom It May Concern,

I would like to recommend Imelda Salzar and Imelda's Cleaning Service. I am pastor at First Christian Church, Carthage, Texas, and our church has used Imelda's service since 2013. We have found her and her employees to be particularly good and thorough in their work. Any concerns that we have brought up were addressed in a timely manner and our working relationship with Ms. Salzar has always been positive.

The church plans to continue to use Imelda's service and if we needed someone, we would look to someone who we feel would be just as professional and dependable as she and her crew have been.

Don Cocklin, Pastor
First Christian Church
Carthage, Texas