

Bidder's Checklist of Required Items

CITY OF HOT SPRINGS  
HOT SPRINGS, ARKANSAS

JANITORIAL SERVICES - ASC

This Bidder's Checklist is provided to ensure all required forms are completed, signed and returned as part of the bid submission. All forms must be included as indicated for a bid to be considered a complete and responsive bid. Appropriate signatures and date are required on each document. If an item is missing, the bid may be declared unresponsive and therefore rejected.

**This sheet will serve as the cover sheet for the bid submission.**

	Required	Submitted
Acknowledgement	X	✓
Statement of Insurance Requirements	X	✓
One (1) Original Unbound Proposal	X	✓
One (1) PDF Version of Original Proposal	X	✓
Signed and Completed Cost Element (Attachment B)	X	✓

Amy Rhode  
Bidder's Signature

6/13/2021  
Date Signed

Office Pride of Hot Springs-Benton  
Bidder's Trade Name (Company, Individual, etc.)

# ACKNOWLEDGMENT

ACKNOWLEDGEMENT OF THIS INVITATION TO BID (ITB)/REQUEST FOR PROPOSALS (RFP) MUST BE RECEIVED BY THE CITY IN ORDER FOR YOU TO RECEIVE ADDENDA (e.g., updates or changes to the bid packet).

PLEASE COMPLETE BELOW AND FAX TO 501-321-6833 or email [othomason@cityhs.net](mailto:othomason@cityhs.net) UPON RECEIPT OF THIS PACKET so you will receive any changes or updates that may occur. If we do not receive this form from you, the City is not responsible for any updates or changes that you do not receive.

ITEM/SERVICE SOUGHT BY THIS ITB/RFP: JANITORIAL SERVICES - ASC

DATE RECEIVED 5/23/21

RECIPIENT: Office Pride of Hot Springs (NAME)  
3498 Timberlake Dr. (ADDRESS)  
Royal, AR 71968

501.655.8333 (PHONE)

\_\_\_\_ (FAX)

Eddie Rhodes@OfficePride. (EMAIL)  
com

Eddie Rhodes  
Printed Name

  
Signature

## STATEMENT OF INSURANCE REQUIREMENTS

Certificates for those coverages checked below must be submitted by the Bidder with the bid forms. (If there are no checks in the left column, no insurance requirements apply.)

XX General Liability (Minimum Amt. \$( 500,000 )  
       Product Liability (Minimum Amt. \$(        )  
       Vehicle Liability (Minimum Amt. per law)  
XX Workers Compensation  
       Builders Risk (Minimum Amt. \$        )  
       Personal Injury (Minimum Amt. \$        )

In addition to the above certification, the Bidders are hereby notified that the following additional items apply to this procurement as noted.

XX This procurement is subject to an escalation clause.  
       This procurement is **not** subject to an escalation clause.  
       This procurement is subject to federally required certifications/contract clauses.  
XX This procurement is **not** subject to federally required certifications/contract clauses.  
XX AR City Business License: City Hot Springs No 10551

Amy Rhodes  
Bidder's Signature

Office Pride of Hot Springs-Benton  
Bidder's Trade Name (Company, Individual, etc.)

6/13/2021  
Date Signed



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/9/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Marsh & McLennan Agency LLC 6160 Golden Hills Drive Minneapolis MN 55416		<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b> 763-746-8000 <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS:</b> Selectcerts@marshmma.com	
<b>INSURED</b> Amalynn Enterprises LLC dba Office Pride Commercial Cleaning Services 3498 Timberlake Dr. Royal AR 71968		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Ohio Casualty Insurance Company <b>INSURER B:</b> Ohio Security Insurance Company <b>INSURER C:</b> Merchants Bonding Company (Mutual) <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	
		<b>NAIC #</b> 24074 24082 14494	

**COVERAGES**

CERTIFICATE NUMBER: 1419922233

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> 500 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			BKS59033684	7/30/2020	7/30/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<input type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			BAS59033684	7/30/2020	7/30/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000 OCCUR CLAIMS-MADE			USO59033684	7/30/2020	7/30/2021	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
B	<input checked="" type="checkbox"/> <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	XWS59033684	7/30/2020	7/30/2021	<input checked="" type="checkbox"/> PER STATUTE E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
C	Bond			6671	7/31/2020	7/31/2021	Limit \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Evidence of Coverage.

**CERTIFICATE HOLDER****CANCELLATION**

Amalynn Enterprises LLC dba Office Pride Commercial Cleaning 3498 Timberlake Dr Royal AR 71968	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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June 13, 2021

To Whom It Concerns,

Please accept this proposal as our expressed intent to be the provider of janitorial services for the City of Hot Springs.

In this proposal we have addressed section VII. We have also included our acknowledgment, Statement of Insurance, an unbound proposal, a PDF version of the proposal and the signed and completed cost element page.

Office Pride of Hot Springs/Benton is locally owned operated by Amy and Eddie Rhodes. We are local and active in our community. We are a member of the Greater Hot Springs Chamber of Commerce. We take great pride in our work and our quality and hope that you choose us to be your janitorial provider.

Respectfully,

**Amy and Eddie Rhodes**

Business Owner

501-655-8333

<http://officepride.com/hot-springs-benton>



PROUD MEMBER



<http://officepride.com/hot-springs-benton>  
Phone: 501.655.8333  
[www.OfficePride.com](http://www.OfficePride.com)

## **A. QUALIFICATIONS/EXPERIENCE**

- a. Office Pride Commercial Cleaning Services was founded in 1992 by Todd Hopkins and is an industry leader whose spotless reputation earns rave reviews from franchisees, clients and competitors. From the beginning, Todd was determined to build a long-term profitable business that glorified God while serving the community. Today, Office Pride is a nationally acclaimed commercial cleaning franchise with more than 130 franchises and thousands of happy customers. Office Pride is listed in Franchise Business Review's Hall of Fame and consistently ranks among Franchise Business Review's Top franchises for its exceptional franchisee satisfaction ratings. The brand also ranks among the nation's top franchises by multiple organizations, such as Entrepreneur's Franchise 500, Top Franchises for Veteran's lists, and Franchise Directory Magazine.
- b. We are Amy and Eddie Rhodes and are the owners of Office Pride of Hot Springs-Benton, serving Hot Springs and the surrounding areas. Boasting 25 years in human resources and training development and 20 years in operations management, respectively, we (Amy and Eddie) bring extensive background in the business world to this Office Pride location. With past careers focused on creating employee-friendly environments and successfully leading teams, we use that experience to help drive a wonderful culture for our employees. Additionally, we live locally and have an Office Pride office located at 590 West Grand Ave, Hot Springs.

## **REFERENCES**

1. **HealthStar Physicians of Hot Springs – Heather Lowrey 501-625-7500**
  - a. 8 Locations in Hot Springs/Glenwood
2. **Greater Hot Springs Chamber of Commerce – Lisa Engenbreston 501-321-1700**
  - a. 659 Ouachita Ave, Hot Springs, AR 71901
3. **JWCK LTD - Christina Ellis - (501) 624 – 5788**
  - a. 126 Hobson Ave Hot Springs, AR 71901

## **B. PROPOSED METHOD OF DOING WORK**

Upon awarding of the contract, we will begin hiring team members who will be dedicated specifically to working in the City of Hot Spring's buildings. We will use a combination of new employees and our most seasoned employees and both Owners will also be fully engaged in the first 30 days of services to ensure proper training and execution of Office Pride's quality standards. A Team Lead will oversee the team responsible for cleaning the City's buildings. Audits will be performed periodically on all locations to ensure quality.

## **C. CAPACITY AND AVAILABILITY FOR SERVICE**

- a. Our cleaners show up uniformed and on time, and their hours are verified through an app based timekeeping system that utilizes geofencing to ensure our employees are on site for efficiency and security purposes. This system also alerts our management staff if the employee arrives late or leaves early. This will ensure that the employee is spending the appropriate amount of time in the location to perform the duties assigned.
- b. We have team members that are dedicated trainers, which means that the cleaners are trained specifically for the locations they are assigned to clean.

- c. We have team members that routinely audit cleaning locations to ensure quality and consistency.
- d. Office Pride is OSHA-compliant, fully bonded and insured, and employees are proud of Office Pride's award-winning safety record. Safety Data Sheets on all products are kept on-site.
- e. Office Pride has all the needed equipment to perform the scope of work. This includes all equipment needed for daily cleaning and special equipment like carpet extractors, swing machines for strip and wax, buffing and burnishing. We keep back up equipment in stock to replace, repair, or perform preventative maintenance on equipment.
- f. The management team/owners are local and can respond promptly to any and all concerns.

**D. COST**

- a. Please see "Cost Element" Page for individual location cost
- b. Strip and Wax upon special request will be performed at \$0.65 per square foot (plus tax)

**E. WBE – Office Pride Of Hot Springs is a woman owned business. We have filed with the small business administration and are currently awaiting finalization of the certification process.**

- a. Our Duns number is 039344872
- b. Our Cage number is 91P11

SUPPLEMENTAL BID/PROPOSAL FORM  
COST ELEMENT  
For  
JANITORIAL SERVICE - ASC

COST OF ALL REGULAR ROUTINE SERVICE WHETHER IT BE DAILY, WEEKLY OR MONTHLY IS TO BE SHOWN AS A MONTHLY COST\*

1. CITY HALL – 133 CONVENTION BLVD  
 Monthly Cost of Service.....\$ 3463.61 \*  
 Annual Carpet Cleaning.....\$ 2660.85  
 Annual Window Cleaning.....\$ 4 per pane
2. CITY HALL ANNEX – 111 OPERA ST.  
 Monthly Maintenance.....\$ 872.23 \*
3. ANIMAL SHELTER – 319 DAVIDSON  
 Monthly Maintenance.....\$ 191.63 \*  
 Annual Strip & Wax Floors.....\$ 1779.38
4. SCALEHOUSE – SANITATION DEPT – 221 SCOTT STREET  
 Monthly Cost of Service.....\$ 198.80 \*  
 Annual Strip & Wax of Floors.....\$ 309.61  
 Clean Windows & Glass Doors Quarterly.....\$ 4 per pane
5. SANITATION ADMINISTRATION OFFICE – 218 RUNYON  
 Monthly Cost of Service.....\$ 417.80 \*  
 Annual Strip & Re-Wax of floors .....\$ 631.32  
 Steam Clean All Carpets.....\$ 141.04  
 Clean Windows & Glass Doors Quarterly.....\$ 4 per pane
6. COMMERCIAL SERVICES CTR – SANITATION DEPT – 238 SCALEHOUSE LN  
 Monthly Cost of Service.....\$ 264.50 \*  
 Annual Strip & Re-Wax of Floors .....\$ 518.87  
 Clean Windows & Glass Doors Quarterly.....\$ 4 per pane
7. SPECIAL SERVICES CTR – SANITATION DEPT – 121 UTILITY COURT  
 Monthly Cost of Service.....\$ 308.30 \*  
 Strip & Re-Wax Floors Annually.....\$ 590.75  
 Clean Windows & Glass Doors Quarterly.....\$ 4 per pane
8. UTLITY ADMINISTRATION – 741 ADAMS STREET  
 Monthly Cost of Service .....\$ 543.73 \*  
 Steam Clean all Carpets.....\$ 384.13
9. WASTEWATER – 320 DAVIDSON DR  
 Monthly Cost of Service.....\$ 1102.18 \*

10. POLICE DEPARTMENT – 641 MALVERN AVE  
 Hourly Cost of Cleaning Service.....\$ 38 \*  
 Strip and Re-Wax Floors, per service, as required .....\$ 0.65 per sq ft  
 Steam Clean Carpets, per service, as required .....\$ 0.40 per sq ft
11. STREET DEPARTMENT – 214 SERVICES LANE  
 Monthly Cost of Service .....\$ 598.48 \*  
 Strip & wax all hard surface floors, per event, as required.....\$ 0.65 per sq ft  
 Steam Clean all carpets, per event, as required.....\$ 0.40 per sq ft  
 Clean Windows & Glass Doors Annually.....\$ 4 per pane
12. EXCHANGE STREET PARKING DECK  
 Monthly Cost of Service .....\$ 992.68 \*  
 Special Holiday/weekend cleaning as requested, per day.....\$ 73.91
13. FINANCE DEPARTMENT/UTILITIES – 324 MALVERN  
 Monthly Cost of Service.....\$ 2465.45 \*  
 Steam Clean all carpets, per event, as required.....\$ 0.40 sq ft  
 Clean Windows & Glass Doors Annually .....\$ 4 per pane
14. AIRPORT MUNICIPAL BUILDING – 525 AIRPORT ROAD  
 Monthly Cost of Service.....\$ 3573.10 \*  
 Steam Clean all carpets, per event, as required.....\$ .40 per sq ft  
 Strip & wax all hard surface floors, per event, as required.....\$ .65 per sq ft

Office Pride of Hot Springs-Benton  
 COMPANY

Amy Rhodes / Amy Rhodes  
 AUTHORIZED OFFICIAL

3590 West Grand Avenue  
 ADDRESS Hot Springs, AR 71901

501.655.8333  
 OFFICE PHONE NUMBER

501.655.8333  
 CELL PHONE

N/A  
 FAX

6/14/2021  
 DATE

amyrhodes@OfficePride.com

# **CITY OF HOT SPRINGS**

## **BUSINESS LICENSE**

**ORDINANCE NO. 4678**

**OFFICE PRIDE COMMERCIAL CLEANING**

**EDDIE & AMY RHODES**

**3498 TIMBERLAKE DR**

**ROYAL, AR 71968**



**ISSUED TO:**

**OFFICE PRIDE COMMERCIAL CLEANING**

**3498 TIMBERLAKE DR**

**Janitorial Services**

This is a business license and does not constitute nor imply  
a right to conduct business in violation of other city ordinances or codes.

**BUSINESS ID#: 10551**  
**AMOUNT PAID: \$50.00**

**DATE ISSUED: 01/01/2021**  
**EXP. DATE: 12/31/2021**

A handwritten signature in black ink, appearing to be "Amy Rhodes", is written over a horizontal line.

**FINANCE DIRECTOR / TREASURER**

**LICENSE MUST BE DISPLAYED**

**CUSTOMER COPY**

# 5 Reasons to Choose **OFFICE PRIDE**

for your **Commercial Cleaning Services**

## #1 Professionalism

We start with a Customized Cleaning Plan per your requirements for your facility

- Our account managers are not contractors - they work for us
- Our account managers are uniformed for easy identification and safety in your facility
- Our account managers are background checked, insured, bonded, OSHA trained and trained on your facilities Customized Cleaning Plan



## #2 Cleaner and safer work environment for your protection

Our focus is on the safety and protection of your employees and customers

- Our Color Coded Cleaning and Sanitization System eliminates cross contamination between restrooms to other areas such as breakrooms, etc.
- We use Green Seal™ certified cleaning products (not retail store chemicals)
- Commercial cleaning with "No Headaches Attached®" is our brand promise



## #3 Quality Inspections / OSHA Compliant

Our goal is your Total Customer Satisfaction and zero complaints

- Quality Inspections ensure we clean what we say we will clean - every time
- Safety Data Sheets for all cleaning chemicals are kept on site (OSHA requirement)
- You don't have to worry about missed cleanings or manage, train or correct our employees
- Monitoring system tells us when our account manager arrives at and leaves your facility



## #4 Our #1 Goal is your Total Customer Satisfaction

We know you don't enjoy changing cleaning companies frequently. Office Pride adapts to your changing requirements so you won't have to change again.

- Our Agreements are 30 day Performance Based not lock-in contracts
- We use the latest technology and most effective commercial cleaning equipment
- You don't have to wonder if your facility is being cleaned to industry best practices



## #5 Local Ownership

- Each Office Pride franchise is a locally owned and operated business with the strength, training and purchasing power of the National Brand behind us.
- Commercial cleaning with "No Headaches Attached®" is our brand promise



## Bonus Reason - We are also Total Floor Care experts

When you need periodic maintenance or cleaning of your carpets or hard surface floors, we are only a special request away. Strip and refinish, scrub and recoat, buffing, burnishing, extraction shampooing, bonnet cleaning, spot cleaning, we do it all!



Office Pride's Customized Cleaning Plan  
+ Color-Coded Cleaning & Sanitization System  
+ Green Seal Certified Cleaning Chemicals  
= Happy + Healthy Employees & Customers



# ***SPECIAL*** Cleaning Services

## **Hard Surface Floors**

Hard surface finished floors should be maintained through a periodic scheduled maintenance program to preserve their appearance and help prevent wear that leads to premature floor replacement. This is done through the following:

### **Strip and Refinish**

Removal of all the old floor wax or finish, then thoroughly cleaning and rinsing of the bare floor and reapplication of several coats of new floor finish to protect the floor and optimize appearance and future maintenance.

### **Scrub and Recoat**

Periodic interim maintenance involving removal of the top layer of floor finish, cleaning of the floor and reapplication of finish. Performance of scrub and recoat jobs extends the life of the floor finish and saves money by greatly reducing the frequency of more costly strip and refinish jobs. Also scrubbing and recoating is the environmentally responsible alternative to strip and refinish as it minimizes the need to use harmful stripping chemicals.

### **Buffing and High Speed Burnishing**

Restoring shine to finished floors to keep them looking the best. Depending on the traffic and requirements of the facility, buffing or burnishing may be performed anywhere from once a quarter (in low traffic areas) to monthly (in lobbies, hallways, offices), to more frequently - sometimes weekly (in hospitals, showrooms, retail, supermarkets).

## **Carpet Cleaning**

In order to protect the life of the carpet and maintain a clean and pleasant appearance, it is highly recommended that commercial facilities adopt a routine maintenance program that incorporates regularly scheduled carpet cleanings.

### **Benefits of regular commercial carpet cleaning include:**

- Regular commercial carpet cleaning makes carpets easier to maintain.
- Carpeting acts as a secondary air filter trapping airborne pollutants.
- Regular cleaning can help your building's occupants breathe easier.
- Dust and allergens left to linger in your carpets can trigger asthma or allergies.
- Clean carpeting sets a positive first impression and speaks to the overall cleanliness of your facility.
- Dirty carpeting doesn't just look bad, it smells bad.

### **Maintenance methods for commercial carpet can include:**

- Encapsulation cleaning
- Bonnet Cleaning
- Dry foam cleaning
- Hot water extraction



***Commercial Cleaning Services***



[www.OfficePride.com](http://www.OfficePride.com)