



Columbia River Pilots Astoria Quarters Housekeeper

REQUEST FOR PROPOSAL – ISSUE DATE: August 31, 2022

Astoria, Oregon

Photo by Anthony Roberts



Invitation to Bid

The Columbia River Pilots (COLRIP) is seeking proposals to provide daily housekeeping services for their overnight facility (the "Quarters") located in Astoria, Oregon. The Quarters consist of fourteen sleeping rooms, each with a bath, common living room with adjoining kitchen, bathroom, surrounding walkways, deck, and flower beds.

It is COLRIP's intent to contract for a one-year contract commencing November 2022.

Organization Background

The Columbia River Pilots are an association of 40+ professional mariners licensed by the State of Oregon to provide maritime pilotage services to all ports on the lower Columbia and Willamette Rivers. Our Pilots possess extensive navigational experience, local knowledge and ship-handling skills and are charged with safely and efficiently piloting vessels in all weather conditions, at all hours of the day and night, 365 days a year.

Schedule of Events

Request for Proposals Issued:	August 31, 2022
Deadline for Bids:	September 25, 2022
Interviews (if needed):	October 11, 2022
Selection of Bidder & Contract Award:	October 17, 2022
Contract Begins:	November 1, 2022

Inquiries

Questions regarding this RFP are to be submitted to bids@colrip.com with "Quarters Housekeeper" in the subject line. Questions regarding this RFP will only be accepted by email.



Bid Submissions

Proposals must be emailed to bids@colrip.com with "Quarters Housekeeper" in the subject line. Proposals must be received by 11:59 pm on September 25, 2022. Proposals received after the due date will be rejected.

The Bidders are asked to propose the most cost-effective solution to meet our requirements while ensuring a high level of service.

The following information shall be included in your proposal:

- Company History
 - Years in cleaning service business
 - Representative clients
- Resumes for the individual(s) assigned to complete the required services
- Employment
 - Average length of employment for key personnel
 - Describe your process to ensure quality cleaning personnel shall always be available to fulfill contract obligations without interruption
 - Number of staff you project and needed to complete the scope of work
- References / Experience / Past Projects
 - List of similar contracts within the last five (5) years, identifying the requested services, including the name, title, and phone number of an appropriate local contact
 - List any other relevant experience
 - List a minimum three (3) current references for similar services
 - Provide point of contact and telephone number or e-mail address for each reference
 - Please tell us about your background and experience in facility maintenance
- Fee Schedule / cost of service
 - A detailed work plan showing the annual cost of service

Scope of Work

Housekeeping services are required seven (7) days a week, including holidays. The Quarters is 4,356 square feet and contains fourteen sleeping rooms. Please refer to Exhibit A for a layout of the Quarters.

Due to the fluctuating schedule of ships being serviced on the Columbia River, Pilots may not be occupying all fourteen sleeping rooms. Typically, service is responsible to clean four (4) to six (6) rooms each day.

Service must be aware that Pilots are sleeping in rooms at all hours of the day. Service must be careful not to interrupt sleep periods and may have to modify their work schedule to accommodate the Pilots.

Housekeeping services shall include changing of towels, sheets and pillowcases, dusting, vacuuming, and cleaning bathrooms used the previous night, cleaning, mopping, dusting, and vacuuming the common sitting/living room, bathroom and kitchen, watering, weeding and general maintenance of



flower beds, and sweeping the exterior walkways and decks, as needed. Service shall also launder the used linens. Service shall shop for and keep stocked fresh food staples. Service shall make entrance to the Quarters available to maintenance contractors as needed (possibly in evenings and weekends).

Please refer to Exhibit B for additional information and a detailed list of mandatory tasks. COLRIP reserves the right to add, modify, or delete tasks as necessary; action shall be formalized by a written amendment to the contract.

Service must provide the very highest levels of appearance, cleanliness and sanitation that may be achieved for a habitation, and all services provided are to meet this standard.

Work Schedule

Typically, service cleans from 8:00 am to 12:00 pm. However, due to the Pilots' schedules, it is possible that the workday could be extended when more than average rooms require cleaning. The contractor must ensure that groceries are purchased, and all contract requirements are fulfilled.

Overall, the work schedule is to be determined by Service but must allow for daily requirements and to accommodate Pilot schedules.

Supplies

Service shall procure and stock at the Quarters, at its own expense, all equipment and supplies necessary for cleaning and housekeeping services, including an adequate supply of cleaning compounds, mops, brooms, brushes, dust cloths, a vacuum and similar items. Service is responsible for ensuring constant availability of equipment and supplies. COLRIP will provide at its expense computer paper and printer ink cartridges, bed linens, laundry soaps, light bulbs, plastic trash liners, toilet paper, aerosol sprays, paper towels and food staples, provided that Service shall be responsible for procuring such items to COLRIP approved vendors on account.

Other

Service may employ persons to perform the housekeeping services described above, and all such persons shall be employees or subcontractors of Service and not of COLRIP. COLRIP shall not be responsible or liable for any act or omission, whether negligent or otherwise, of any employee or subcontractor of Service, nor shall COLRIP be responsible or liable for any act or omission, whether negligent or otherwise, of Service.

Contract Period

This is an annual contract for a one (1) year period, from November 1, 2022 – October 31, 2022, with a two (2) year extension (three (3) years total) upon a favorable one (1) year review.

Basis of Payment

Payment will be made to the contractor within fourteen (14) days upon receiving the contractor's monthly invoice. The invoice shall state the date of service was performed



Selection Criteria and Process

The Columbia River Pilots reserve the right to consider proposals based on their relative merit, risk, and values to the organizations, and reserves the right to negotiate with all service providers. Evaluation offers will be based upon the Vendors responsiveness to the RFP and the total price quote for all items covered by the RFP. The successful service provider may be asked to participate in negotiations and may be asked to revise their proposals based on their negotiations. In submitting a proposal, each service provider acknowledges that they have read and understood these requirements.

Due to the nature of our business an ideal service provider would be a team of one (1) to three (3) people who are able to get to know the idiosyncrasies of our work rotation, as well as the Pilots and their preferences rather than a larger service provider sending various different people.

The Columbia River Pilots will review submitted proposals and select the contractor based upon:

- Cost of service
- Experience and capability
- Satisfactory workforce
- References
- Compliance

Factor	Score (1-10)	Weight
COST OF SERVICE: Site service costs to perform requests level of services	10	30%
EXPERIENCE & CAPABILITY: Demonstrable experience and expertise in providing the services described in the scope of work as judged by evaluating information submitted and list of completed contracts.	10	30%
SATISFACTORY WORKFORCE: Has satisfactory workforce to perform the services in an adequate manner	10	20%
REFERENCES: Value and quality of past performance	10	10%
COMPLIANCE: Compliance with RFP process and conformance of information submitted with RFP requests	10	10%

Interview

COLRIP staff may invite one or more proposers to an interview.

Rejection of Proposal

The Columbia River Pilots reserves the right to accept or reject any and all proposals.



Confidentiality

All information presented in this RFP, including information subsequently disclosed by the Columbia River Pilots during the proposal process, shall be considered confidential and should not be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

Required Returned Documents

If your firm is awarded a contract, the following documents must be returned:

- a) One signed original contract.
- b) Proof (satisfactory to COLRIP) of the following insurances:
 - a. Service shall maintain, at Service's own expense, general liability insurance of not less than \$1,000,000 for injury to one person, not less than \$1,000,000 for injuries to all persons arising out of any single incident, and not less than \$1,000,000 for damage to property, or a combined single limit of not less than \$1,000,000.
 - b. Workers Compensation Insurance in accordance with Oregon State Law.
 - c. Service shall provide a fidelity bond or employee dishonesty insurance covering each of its employees servicing the Quarters, with a bond amount or policy limits of \$20,000 for losses suffered by COLRIP or its members as a result of dishonest conduct of Service employees.
- c) Service must provide a primary and secondary contact person who would be available for any custodial emergencies.



Exhibit A: Quarters Layout

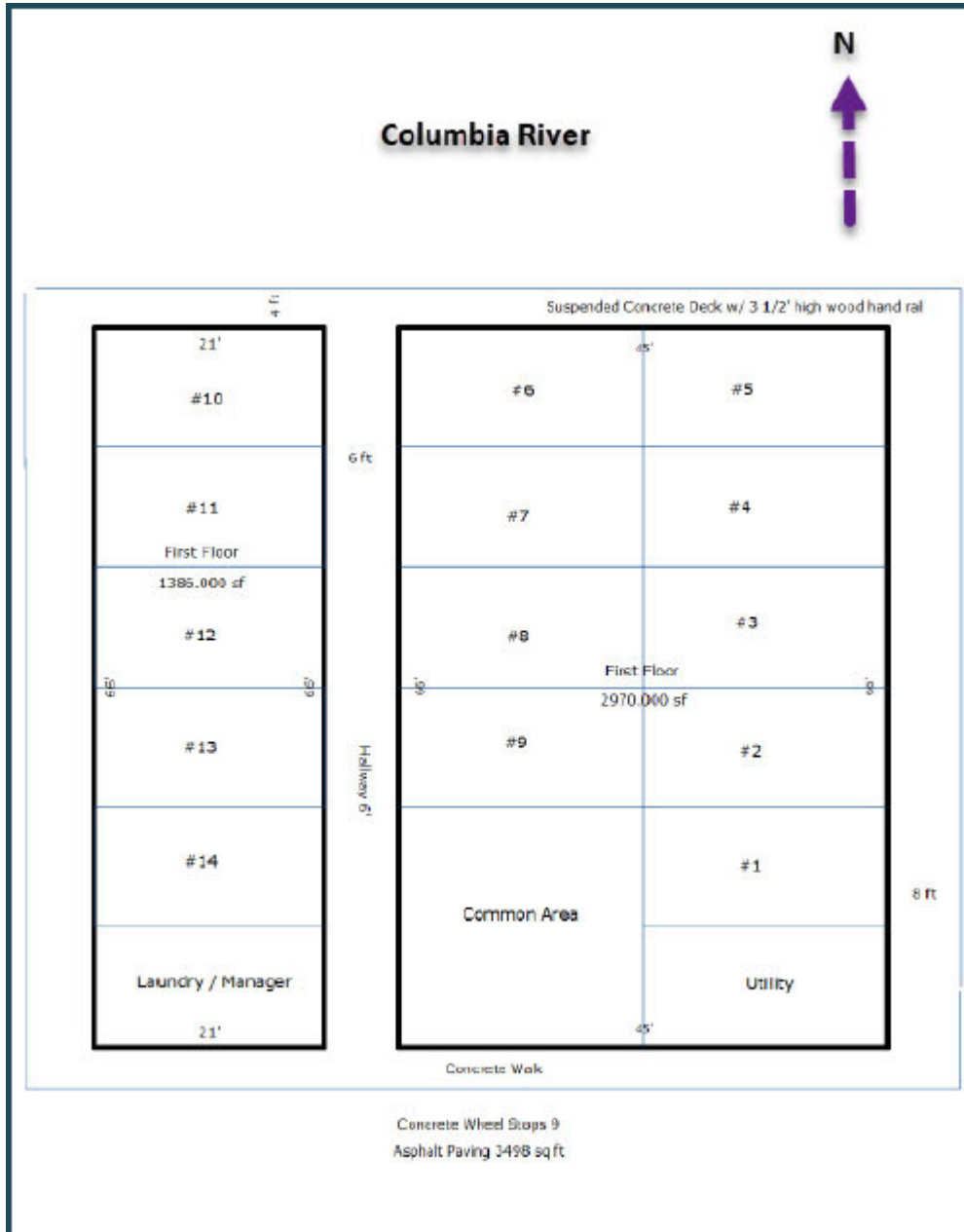




Exhibit B: Quarters Cleaning Tasks

GENERAL

- Provide the very highest levels of appearance, cleanliness, and sanitation.
- Stock and maintain supplies:
 - Light bulbs, toilet paper, paper towels, soap, and cleaning supplies.
 - Sheets and towels.
 - Computer paper and printer ink cartridges.
- Provide access to Quarter to contractors, i.e. fire extinguisher inspection, maintenance contractors, etc., which may be on weekends and evenings
- Other housekeeping duties as requested.
- Coordinate with COLRIP's Office Manager:
 - Report any maintenance or other concerns
 - To order needed supplies, such as printer ink cartridges, coffee, snacks, sheets, towels, etc.

INTERIOR

SLEEPING ROOMS

- Maintain stock of supplies, such as toilet paper, paper towels, soap and Lysol spray in each room.
- After each Pilot stay:
 - Launder towels and bedding - sheets, pillowcases, comforters, blankets, etc.
 - Remove dirty towels and replace with clean towels.
 - Clean bathroom, to include toilet, vanity, shower and floor.
- When Pilot goes off his/her tour strip bed and replace sheets, mattress pad and bed spread.
- Maintain carpets
 - Spot clean, as needed.
 - Schedule carpet cleaning, as needed (usually twice yearly).
- Vacuum rooms when available.
- Seasonally remove or replace blankets and laundry.

LOUNGE / KITCHEN AREA

- Daily wipe down with disinfectant wipes – door and drawer handles, refrigerator handles, remote, computer mouse.
- Vacuum and dust the lounge/kitchen area daily.
 - Carpet
 - Spot clean, as needed.
 - Schedule carpet cleaning, as needed
 - Annual service is required
- Purchase and stock food items, including, but not limited to:
 - Bread, eggs, fruits, vegetables and nuts;
 - Milk, orange juice, coffee and creamer;
 - Healthy snack options;
 - Other items as requested by Pilots.
 - Local grocery stores: Astoria Co+Op (account established), Safeway (account established), and Costco.
- Maintain clean kitchen area



- Clean out drawers and cupboards frequently
- Ensure no expired food is in the cupboards or fridge/freezer

UTILITY ROOM

- Maintain cleanliness.
- Maintain cleaning supplies, including laundry soap, trash liners, etc.

EXTERIOR / HALLWAYS

- Sweep all walkways and decks and remove cobwebs.
 - Keep clear of materials.
- Maintain exterior lighting.
 - Check lighting to see if bulbs need replacing.
- Maintain flower beds.
 - Water, weed and replace planting as needed.
- Clean drain(s) in driveway area as needed.
- Clean windows, sliders, and sills, as needed.
- Remove leaves and garbage, within walkways and parking lot.

Recommended cleaning protocol:

Avoiding cross contamination:

- Cleaning equipment should be cleaned or replaced frequently, including;
 - Mop heads.
 - Cleaning cloths.
 - Buckets
- Dirty water should be replaced frequently.
- Do not use cleaning tool(s) for more than one area.
- Any visible soil should be removed (scrubbing) before disinfecting.

Cleaning surfaces:

- Items that need to be cleaned and disinfected frequently:
 - Doorknobs
 - Telephones
 - TV remotes
 - Toilet seats and handles
 - Sinks
 - Knobs or handles
 - Counter tops
- Items needing less frequent cleaning
 - Floors
 - Walls
 - Windowsills
 - Lights