

**APPENDIX O – VENDOR QUESTIONNAIRE**

**Note: You are required to respond to this RFP solicitation via email or hardcopy response. All required response documents are to be downloaded, completed and submitted before the stated due date and time, including your price response.**

**General:** Respond to all information requested in this RFP. Use additional sheets as necessary. Brochures and advertisements will not be accepted as a direct response to the questionnaire. A qualifying proposal must address each inquiry. Incomplete proposals may be rejected.

**Format:** Your response to the Vendor Questionnaire shall be organized and submitted in the format prescribed below in order to facilitate the comparison of proposals. For example, if you are replying to 1.f., indicate 1.f. next to that reply, etc.

1. **Company Profile:** Your company profile shall include the following information:
  - a. Founding date (month and year)
  - b. Firm size – staff and client base (i.e., local, regional, statewide, etc.)
  - c. Type of business:  
 Sole Ownership       Partnership       Corporation
  - d. Products and/or services provided. Include specialty crews and equipment, if applicable.
  - e. Office location from which the work will be provided and the staff allocation at that office.
  - f. Number of accounts – What is the number of accounts your firm has managed during the past 12 months? How many years has your firm been providing janitorial services to commercial accounts, including governmental entities? What is the square-footage of a few of your largest, current commercial accounts, which includes governmental entities?
  - g. Organization Chart – Include an organization chart of your firm’s management structure, depicting management personnel to field operation(s).
  - h. Identify the Project Manager who may be assigned to the District contract if selected. Include the Project Manager’s e-mail address, telephone and cellular numbers. List the Project Manager’s responsibilities, qualification and experience.
  - i. Identify the Janitor Supervisors with your firm. Include each supervisor’s e-mail address, telephone and cellular numbers. List Landscape Maintenance Supervisors’ responsibilities, qualification and experience.
  - j. Identify key facilities and equipment (provide list of equipment) that your firm has to support the proposed agreement.
  - k. List your firm’s professional affiliations and accreditation. Include a copy of any applicable accreditation and/or certification with your proposal submittal.
  
2. **References:** List three or more **current** commercial clients and list three or more **previous** commercial clients who have obtained landscape maintenance services from your firm on the provided form (Appendix H). Commercial clients may include governmental entities. For each of these references, include the organization name, mailing address, square-footage information, and the contact person’s name, telephone number and e-mail address.
  
3. **Work Plan:**
  - a. Describe any special methodology, if any that your firm employs.
  - b. Indicate whether or not your firm will be subcontracting portion(s) of the work. If so, indicate the name of Subcontractor(s) and the portion(s) of work that will be subcontracted, in each case.
  - c. Describe your firm’s approach to quality assurance and supervision. Include a copy of your firm’s periodic cleaning inspection form with your proposal submittal.
  - d. Describe your firm’s approach to resolving problems that may be encountered in the field.

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4. Employment Practices:
  - a. **Equal Opportunity Employer:** The District requires an equal opportunity employer. Please provide a short summary of your firm's employment policy.
  - b. **Employee Training:** Discuss your firm's training and safety programs and frequency of training. Discuss specific training. Submit a copy of your firm's Injury and Illness Prevention Plan/Program with your proposal submittal.
  - d. **Background Checks:** Discuss your firm's background check procedure for new employees.
5. Emergency Information: List name, telephone number, and e-mail address of person(s) that the District may need to contact in case of an emergency after hours, on weekends, and holidays.
6. Business License: Include a copy of your firm's current business license(s) with your proposal submittal.
7. Certificate of Insurance: Contractor must have insurance meeting the minimum insurance requirements set forth herein (see Appendix E – District Minimum Insurance Requirements). Submit a copy of your current certificate of insurance showing coverage meeting the scope and minimum limits of insurance as required under Appendix E: District Minimum Insurance Requirements; or, a signed letter from your surety indicating that your firm is capable of meeting the District Minimum Insurance Requirements.

Actual certificate of insurance, a separate endorsement naming the District and the County of Sacramento as additional insured, and a separate endorsement for the Workers' Compensation Waiver of Subrogation (Endorsement #2570 if it is acquired from the California State Compensation Insurance) must be furnished to the Contract Services Officer within fourteen (14) days after notification of award.
9. Contractor Certification of Compliance Form: Complete the Contractor Certification of Compliance Form included in Appendix C and return with your proposal submittal. Failure of Contractor to complete and return this form with his/her bid submittal will result in disqualification of Contractor.
11. Clarification, Exception or Deviation: Each respondent may clarify or describe any exception or deviation from the requirements as set forth herein. Each clarification, exception or deviation must be clearly identified and submitted with your proposal. If your firm has not indicated any clarification, exception or deviation, then it will be considered that none exist. (Note: The District may accept or reject any clarification, exception or deviation. If the District rejects a clarification, exception or deviation, your response may be disqualified. Prior to disqualification, you may be given the opportunity to withdraw your clarification, exception or deviation and accept the District's terms and conditions.)