

5110 West Goldleaf Circle
Suite 150
Los Angeles, CA 90056-1282
(323) 421-1100

REQUEST FOR PROPOSAL HEAD START JANITORIAL SERVICES

RFP: 2026-10426

July 15, 2026

Dear Vendor:

Crystal Stairs, Inc. ("**Crystal Stairs**") cordially invites you to submit your response to this Request for Proposal ("**RFP**") to provide Head Start Janitorial services ("**Services**") to Crystal Stairs **no later than 4p.m. PST on July 31, 2026**.

As a vendor being considered for this RFP, it is important that the enclosed Non-Disclosure and Confidentiality Agreement ("**Confidentiality Agreement**") be signed and returned with your response. The Confidentiality Agreement ensures Crystal Stairs the right of confidential and secured information. All information submitted will become the sole property of Crystal Stairs. Additionally, please find the enclosed Exhibit #1, **Required Contractual Terms and Conditions for Government-Funded Projects**, which illustrates the types of required contractual provisions that will be found in the final agreement between Crystal Stairs and your company. Vendors are required to sign Exhibit #1 and submit with the proposal.

It is the responsibility of the vendor to respond to the information requested on this RFP. During the RFP process, vendors are prohibited from contacting any board member, employee or manager of Crystal Stairs to solicit information regarding the progress of this RFP. If any vendor attempts to solicit such information, they may be disqualified and eliminated from consideration.

For clarification purposes only, your company may receive a request from a designated member of Crystal Stairs, who will identify themselves and request additional information or clarification to your answers. Your answer must be in writing and returned to Crystal Stairs by e-mail at email address designated below or mail at 5110 West Goldleaf Circle, Suite 150, Los Angeles, California 90056-1282 address to the designated Crystal Stairs representative listed below. When a selection is made, Crystal Stairs will notify each vendor if they were selected as vendor of choice. Crystal Stairs reserves the right to withhold any information regarding why a vendor was not selected.

Thank you and we look forward to hearing from you shortly.

Sincerely,

Leonard Flot
Purchasing Supervisor
Crystal Stairs, Inc.
Phone: (323) 431-2608
lflot@crystalstairs.org



5110 West Goldleaf Circle
Suite 150
Los Angeles, CA 90056-1282
(323) 421-1100

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

RFP: 2026-10426

This Confidentiality and Non-Disclosure Agreement (“**Agreement**”) is made as of the date indicated by the signature below, by and between Crystal Stairs, Inc. (“**Crystal Stairs**”), a California non-profit public benefit corporation, located at 5110 West Goldleaf Circle, Suite 150, Los Angeles, California 90056-1282, and the undersigned (“**Receiving Party**”), in connection with the evaluation of a potential relationship and/or in the performance of certain contemplated services to be performed by the Receiving Party (“**Purpose**”). Crystal Stairs and Receiving Party are sometimes collectively referred to herein as the “**Parties**” and individually as a “**Party**”.

NOW THEREFORE, in consideration of the mutual promises, covenants, warranties, and other good and valuable consideration set forth herein, the Parties agree as follows:

TERMS

1. **Confidential Information:** Receiving Party, and Receiving Party’s officers, employees and agents (“**Receiving Party’s Staff**”), may have access to and learn about confidential, secret and proprietary information of and/or relating to Crystal Stairs, and its businesses and existing and prospective clients, employees, suppliers, and other associated third parties (“**Confidential Information**”). Confidential Information and Crystal Stairs’ ability to reserve it for the exclusive knowledge and use of Crystal Stairs is of great competitive importance and commercial value to Crystal Stairs, and improper use or disclosure of it may cause Crystal Stairs to incur financial costs, loss of business advantage, liability, civil damages and criminal penalties.

Confidential Information includes, but is not limited to, all information not generally known to the public, in any form or medium, relating directly or indirectly to, financial and personal information of the business accounts, customers, clients, employees, volunteers, interns and affairs of Crystal Stairs; training and operations materials and memoranda of Crystal Stairs and its businesses; any existing or prospective customer or client, or of any other person or entity that has entrusted information to Crystal Stairs in confidence; and information that is marked or identified as confidential or proprietary, or that would otherwise appear to a reasonable person to be confidential or proprietary in the context and circumstances in which the information is known or used.

2. **Disclosure and Use Restrictions:** Receiving Party will, treat all Confidential Information as strictly confidential; not directly or indirectly disclose, publish, communicate or make available Confidential Information, nor allow it to be disclosed, published, communicated or made available, in whole or part, to any entity or person not having a need and authority to know and use the Confidential Information and, in any event, not to anyone outside of the direct employ of Crystal Stairs, except as required for the Purpose; and not access or use any Confidential Information, and not copy or remove from Crystal Stairs’ premises or control, any Confidential Information, except as required for the Purpose or with the prior consent of an authorized Crystal Stairs officer, and then, such disclosure will be made only within the limits and to the extent of such duties or consent.

Nothing herein will be construed to prevent disclosure of Confidential Information as may be required by applicable law or regulation, or pursuant to the valid order of a court of competent jurisdiction or an authorized government agency, provided that the disclosure does not exceed the extent of disclosure

required by such law, regulation or order. Receiving Party will promptly provide written notice of any such order to an authorized officer of Crystal Stairs within 7 days of receiving such order, but in any event, sufficiently in advance of making any disclosure to permit Crystal Stairs to contest the order or seek confidentiality protections, as determined in Crystal Stairs' sole discretion.

3. **Duration of Confidentiality Obligations:** The obligations under this Agreement continue until such time as such Confidential Information has become public knowledge, other than as a result of Receiving Party's breach of this Agreement or breach by those acting in concert with or on behalf of the Receiving Party.

4. **Remedies:** In the event of a breach or threatened breach by Receiving Party of any of the provisions of this Agreement, Crystal Stairs will be entitled to seek, in addition to other available remedies, a temporary or permanent injunction, or other equitable relief, against such breach or threatened breach from any court of competent jurisdiction, without the necessity of showing any actual damages or that monetary damages would not afford an adequate remedy, and without the necessity of posting any bond or other security. The aforementioned equitable relief is in addition to, not in lieu of, legal remedies, monetary damages or other available forms of relief.

5. **Return and Destruction of Confidential Information:** Receiving Party will provide or return to Crystal Stairs any and all documents and materials belonging to Crystal Stairs upon, (i) completion of the Purpose; or (ii) Crystal Stairs' request, at any time.

6. **No Obligations:** This Agreement does not obligate Crystal Stairs to disclose any information or negotiate or enter into any agreement or relationship with Receiving Party.

7. **Remedies:** Due to the unique nature of the Confidential Information, any breach of this Agreement would cause immediate and irreparable harm to Crystal Stairs and therefore Crystal Stairs is entitled to specific performance and injunctive or other equitable relief without the necessity of a bond in addition to all other remedies available at law.

8. **Dispute Resolution:** If a dispute arises out of this Agreement and cannot be settled through informal discussions or negotiations, the Parties will first try to settle the dispute in good faith by submitting the dispute to a sole mediator mutually selected by the Parties. If the dispute is not then resolved, then, upon notice by either Party, such dispute will be settled by binding arbitration, administered by an arbitrator mutually agreed to by the Parties, in accordance with the rules and procedures used by said arbitrator, and who will be competent in the legal and technical aspects of the subject matter of, and will not limit, expand or modify the terms found in this Agreement. A request by either Party to a court for interim protection will not affect the arbitration obligation. Each Party will bear their own expenses and an equal share of all costs and fees of the mediation and/or arbitration. The prevailing Party will be entitled to attorneys' fees and costs associated with mediation and/or arbitration, and judgment on the written award may be entered by any court having jurisdiction. The contents and result of mediation and/or arbitration will be held in strict confidence by the Parties, who will be bound by a confidentiality agreement.

9. **Modifications:** No amendments, alterations, changes or modifications to the terms and conditions of this Agreement are valid, unless made in writing, approved by Crystal Stairs, and signed by authorized Party representatives.

10. **Notices:** All notices required to be given herein will be made in writing and sent by, overnight courier; certified mail with return receipt requested; or emailed, with confirmation of receipt to the below designated Party recipients at the addresses listed above, with a courtesy copy to the Crystal Stairs Legal Department at the address listed above. Unless otherwise specified herein, all notices are effective upon

receipt. The Parties may change this information by informing the other Party in writing of such change.

Crystal Stairs Attn: Leonard Flot lflot@CrystalStairs.org	Receiving Party <i>See end of Agreement.</i>
---	--

11. **Jurisdiction & Venue:** This Agreement, and the rights and obligations of the Parties as set forth herein, are governed by and construed in accordance with the laws of the State of California, without regard to conflict of law principles that would require the application of law from another jurisdiction. Any claim or dispute arising out of this Agreement will be resolved in Los Angeles County, California.
12. **Waiver:** Failure or delay by either Party to enforce any term or condition of this Agreement does not constitute a waiver of such, or of any other term or condition, unless such waiver is in writing and signed by an authorized Party representative. Any waiver to, or of, any breach by the other Party, does not constitute waiver of, or excuse for any other, different or subsequent breach.
13. **Table of Contents & Headings:** The Table of Contents and Section headings set forth herein are for convenience only and do not affect the construction of this Agreement.
14. **Entire Agreement:** Except as otherwise provided for herein, this Agreement constitutes the entire agreement, final expression and exclusive statement of mutual understanding between the Parties relating to the subject matter contained herein and supersedes and cancels all prior written and oral agreements, communications and understandings, of any type whatsoever, made between the Parties in connection to this Agreement. Neither Party has made any oral nor written statements, which are not included in this Agreement, and that in any way induced either Party to enter into this Agreement.
15. **Severability & Survival:** If any term or condition of this Agreement is determined to be invalid or unenforceable by a court of competent jurisdiction, such term or condition will be deemed stricken, and the remainder of this Agreement will remain in full force and effect, and not affected thereby. The rights, duties, obligations and warranties of the Parties, which by their terms are to survive termination of this Agreement, survive termination, to the fullest extent permitted by applicable statute of limitation laws.
16. **Counterparts & Photocopies:** This Agreement may be executed in one or more counterparts, each of which are deemed an original. A copy of this Agreement with a photocopied signature (including signatures reproduced by electronic means) may be used as an original signature for all purposes, unless a copy with an original signature is produced.

[Signature on following page.]

IN WITNESS WHEREOF, the Parties, intending to be legally bound, have caused this Agreement to be executed. The undersigned certify that by signing this Agreement, they are duly authorized to execute this Agreement.

RECEIVING PARTY INFORMATION

Company Name: _____

Company Address: _____

By: _____
Authorized Signatory

Name: _____

Title: _____

Date: _____

REQUEST FOR PROPOSAL

Introduction to Invitation

RFP: 2026-10426

As a participant of the RFP bidding process, bidder is expected to abide by all terms and conditions of this RFP and bidder is advised to carefully review all instructions outlined in this RFP. In order to be considered, bidder must provide responses and answers to **all** questions found in the sections and attachments to this RFP, must be able to demonstrate that it meets the minimum qualifications established in this RFP and has the ability to provide the Services. Failure to provide this necessary documentation will cause the proposal to be rejected as non-responsive. The RFP will in no manner be construed as a commitment on the part of Crystal Stairs to select any proposal.

Crystal Stairs reserves the right to, reject any or all proposals; waive minor irregularities in the RFP process or in the RFP responses; re-advertise this RFP; postpone or cancel this process; select and procure parts of services; change or modify the RFP schedule at any time; and select another qualified bidder, if an agreement cannot be negotiated with the selected bidder or if the selected bidder's performance does not meet the requirements in this RFP.

Response Requirements and Proposals

I. Scope of Work

The selected, successful bidder to this RFP will be expected to provide Crystal Stairs the Services, which are more specifically:

The successful bidder shall provide white glove standard of cleaning, provide all supplies, equipment, and labor required for the performance of the janitorial services. In our cleaning process, **no products containing pine or similar chemicals are allowed.**

**** Interested parties please email Mario Sagastume at msagastume@crystalstairs.org if you need to do a job walk to complete your proposal. Site visits will be determined on a as needs basis. ****

Site visit Schedule:

When: TBD if needed

Where: TBD if needed

1) General Information:

Locations where the Work will be performed:

Century	1700 E Imperial Hwy	Los Angeles	90059
Dollarhide	1108 N Oleander Ave	Compton	90222
Main Street	11819 S Main St	Los Angeles	90061
Evergreen	312 Oleander Ave	Compton	90220
Randle	2209 W Compton Blvd	Compton	90220
Sullivan	725 Raymond St	Compton	90220
Willowbrook	1215 N Willowbrook Ave	Compton	90222
Wonderland	1225 S Willowbrook Ave	Compton	90220
Little Stars	2720 W Slauson Ave	Los Angeles	90043
Jefferson Felton	10521 Hawthorne Blvd	Inglewood	90304
Centinela Bible	4475 W 137th ST	Hawthorne	90250
Inglewood Southside	3937 W 104th St	Inglewood	90303
Chapel of Peace	1009 N Market St	Inglewood	90302
Crusaders	601 Centinela	Inglewood	90302
Sage on Slauson	4330 W Slauson Ave	Los Angeles	90043

2) Detailed Description of the Work:

Contractor will perform the following Work during the Term:

A) Specific Janitorial services to be performed:

- Transporting trash from one Center to another Center is prohibited. Trash must be thrown away in each Center's designated dumpster(s). Trash placed outside of a Center's designated dumpster(s) must be double bagged in heavy-duty, multi-ply trash bags.
- Mops and mop buckets must remain at each Head Start Center, be locked in a designated space, and cannot be used at a different Center to avoid cross contamination.
- Janitorial staff will maintain clean and organized custodial closets and work areas. Janitorial staff are required to keep equipment clean at all times. Chemicals used by Janitorial staff will not be stored inside Head Start Centers at any time.
- To sanitize hard surfaces, janitorial staff will use bleach only in concentrations to be no less than 5% but no more than 15%.
- All trash can lids must be cleaned and disinfected daily.

- Janitorial staff will secure all doors and turn off appropriate lights upon completion of work.
- Vendor will provide a twenty-four-hour answering service, janitorial crew supervision, and is required to perform regular and systematic inspections to ensure all work is skillfully and properly completed as specified herein.
- Within 24 hours, Vendor is required to inform Crystal Stairs when terminating Vendor employees who services any Crystal Stairs Head Start Center. Crystal Stairs will change the access codes upon receipt of said notification.
- A comprehensive deep cleaning will be completed by Vendor at all Head Start Centers, twice a year (during scheduled Summer and Winter Breaks), and for federal reviews, if and when scheduled or as applicable to Crystal Stairs Head Start locations. In addition, successful bidder will have to perform quarterly deep carpet steam cleaning at each Center/location, and performance of an annual floor care cleaning at each location/center. These tasks must all be factored into bidder's response to this contract.
- The vendor will clean all indoor vents in all Head Start Centers on a daily basis.
- Emergency situations requiring janitorial services may occur at any Head Start Center location. Crystal Stairs requires an immediate response to address these emergencies. Any emergency service requests exceeding the 250 emergency calls included in this agreement will be considered special jobs. These services will be compensated on an as-needed basis at a rate that will be discussed and approved by an authorized Crystal Stairs representative (Assistant Director or Operations Manager) prior to the work being performed. See "Holiday and Summer Adjustments" section below.

B) Holiday and Summer Service Adjustments

- **December Agency Closure:** The Agency is closed for approximately two weeks during December. Janitorial services shall be adjusted to reflect the actual operating schedule, and invoices must be pro-rated based on the dates and services performed.
- **Summer Closure Period:** During the approximately two-month summer closure, regular janitorial services will be suspended at closed school sites. Services will be required only at one or two locations designated by the Agency as summer hubs or enrollment sites.
- **Modified Site Schedules:** Summer hubs and enrollment sites may operate on reduced days or hours. The Agency will provide the applicable operating schedule, and the Contractor shall modify staffing and services accordingly for each designated site.
- **Prorated Billing:** Summer and December billing must be based on the actual dates each designated site is open and the janitorial services provided. The Contractor may not bill the Agency for closed sites or for dates on which services were not performed.

C) Dates of performance (frequency during Term of Agreement) for Janitorial services (by location):

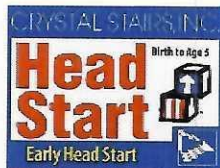
Lobby & Entrance (All Sites)	Frequency
1. Sweep, damp, mop hard surfaces, remove scuff marks from floors, clean building entrances and mats.	Daily
2. Clean and sanitize public building telephones.	Daily
3. Clean and remove smudges from entry door glass.	Daily
4. Polish all entry handles, door plates and metal trim.	Daily
5. Wipes clean all glass, wood, or metal doors, door jambs, and clean door seals at floor level.	Daily
6. Empty all trash receptacles, clean container with clean,	Daily
7. Remove debris from all landscaped pots and planters.	Daily
8. Clean windows, windowsills, and blinds.	Weekly
9. Strip, Seal and Wax floors. (During Scheduled Summer Break)	Annually
10. Buff all tile floors. (During Scheduled Winter Break)	Annually
11. Deep clean and dry all carpets and scatter rugs.	Monthly

Administrative Offices (All Sites)	Frequency
1. Remove hand spots or smudges from entry door.	Daily
2. Using a dustless mop, damp mop all non-carpeted areas.	Daily
3. Vacuum and spot clean carpets and mats in all traffic areas, remove staples and other debris.	Daily
4. Properly position furniture, books and magazines in reception area.	Daily
5. Dust windowsills and ledges. DO NOT dust desks, conference tables or counters	Daily
6. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners.	Daily
7. Clean windows, windowsills, and blinds.	Weekly
8. Deep clean and dry all carpets and scatter rugs.	Quarterly
9. Strip, Seal and Wax floors. (During Scheduled Summer Break)	Annually
10. Buff all tile floors. (During Scheduled Winter Break)	Annually

Elevators (Century Site only)	Frequency
1. Vacuum and clean all spots and stains from carpet.	Daily
2. Dust and clean baseboards.	Daily
3. Dust and polish all metal fixtures.	Daily
4. Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior).	Daily
5. Dust and clean elevator ceilings and lights.	Daily

6. Dust and clean emergency phone and security	Daily
7. Clean all call buttons, call plates, and signage.	Daily
8. Report any burned-out lights or malfunctions of elevator.	Daily

Kitchens (All Sites)	Frequency
1. Clean and wash all lunchroom tabletops, counters, sinks, cabinets, refrigerator exteriors, and exterior stove surfaces.	Daily
2. Thoroughly clean and polish all appliances.	Daily
3. Remove fingerprints from door frames and light fixtures.	Daily
4. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed and provide additional liners for day usage.	Daily
5. Sweep, mop & sanitize floors, kitchen mats, and underneath kitchen mats.	Daily
6. Microwave(s) to be cleaned (interior and exterior) – (on Friday)	Weekly
7. Refrigerators and Hot Boxes to be cleaned and disinfected (interior and exterior) – (on Friday)	Weekly
8. Clean and polish sinks, fixtures, and splash areas. Empty sink strainers, run disposal - (on Friday)	Weekly
9. Clean windows, windowsills, and blinds.	Weekly
10. Pull out all large kitchen appliances (refrigerators, hot boxes, etc.) and clean hidden areas, taking care to clean along all corners, and along edges.	Monthly
11. Kitchen cabinet interiors to be cleaned.	Quarterly
12. Strip, Seal and Wax floors. (During Scheduled Summer Break)	Annually
13. Buff all tile floors. (During Scheduled Winter Break)	Annually



5110 West Goldleaf Circle
Suite 150
Los Angeles, CA 90056-1282
(323) 421-1100

Classrooms (All Sites)	Frequency
1. Sweep, mop, remove scuff marks from floors taking care to clean along all corners, and along edges, and clean classroom mats.	Daily
2. Clean and sanitize all classroom counter tops, shelves, doors, sinks, tables and chairs. To avoid allergic Reactions; do not use Pine-Sol products.	Daily
3. Clean and dust computer areas, including in front/behind monitors.	Daily
4. Wipes clean all glass, wood, or metal doors, door jambs, and door seals at floor level.	Daily
5. Empty all trash receptacles, clean containers with a clean, damp cloth, replace plastic liner and supply extra plastic liners.	Daily
6. Vacuum carpets, sweep, mop, and sanitize floors and mats.	Daily
7. Dust/wipe down all fixtures.	Daily
8. Fill all soap and paper towel dispensers, as necessary.	Daily
9. Secure all doors and turn off appropriate lights upon	Daily
10. Sanitize napping cots.	Weekly
11. Clean windows, windowsills, and blinds	Weekly
12. Deep clean and dry all carpets and scatter rugs.	Monthly
13. Strip, Seal and Wax floors. (During Scheduled Summer Break)	Annually
14. Buff all tile floors. (During Scheduled Winter Break)	Annually

Restrooms (All Sites)	Frequency
1. Dust and clean restroom signage and doors.	Daily
2. Clean all restroom vestibules and remove spots.	Daily
3. Wet mop and disinfect tile floors, paying particular attention to areas under urinals and toilet bowls.	Daily
4. Clean alkaline deposits and soap spills from floor tile grout.	Daily
5. Clean and disinfect all sinks, basins, urinals, and toilet bowls.	Daily
6. Clean underside rims of urinals and toilet bowls.	Daily
7. Clean both sides of toilet seats with soap and water and disinfect.	Daily
8. Empty, clean, sanitize, and polish all paper dispensers,	Daily
9. Clean and polish all mirrors.	Daily
10. Dust ledges and baseboards.	Daily
11. Damp wipes clean all chrome, metal fixtures, hand plates,	Daily
12. Spot clean and disinfect all partitions and walls. (Report any	Daily

13. Detail all toilet compartments and fixtures.	Daily
14. Fill all soap and paper towel dispensers, as necessary.	Daily
15. Report all burned out lights, leaking faucets, running plumbing or other maintenance needs.	Daily
16. Pour water down floor drains to prevent sewer gases from escaping.	Weekly
17. Wash down tile floors and partitions inside and out, and disinfect.	Weekly
18. Wash down all enamel walls.	Weekly
19. Wash and disinfect all waste containers.	Weekly
20. Clean and polish to a shine all chrome, metal fixtures, hand	Weekly
21. Clean windows, windowsills, and blinds.	Weekly
22. Brush and clean all grills and vents.	Weekly, & As Needed
23. Wipe clean all ceilings, lights, and fixtures.	Monthly
24. Detail all toilet compartments and fixtures.	Monthly
25. Deep clean and sanitize all restrooms, paying particular attention to the grout work	Quarterly
26. Strip, Seal and Wax floors. (During Scheduled Summer Break)	Annually
27. Buff all tile floors. (During Scheduled Winter Break)	Annually

D) Emergency Services:

Occasions exist when a call for emergency cleaning services (i.e. "Special Cleanings") are required at any given site. We anticipate approximately fifty to one hundred (50-100) routine emergency calls needed per year (urine, feces, vomit, etc.). We also anticipate up to 100-150 hazardous emergency cleaning calls (Covid or other infectious diseases contamination). Our expectation is that calls for emergency services are to be handled on the same day therefore:

- Provide a time frame for emergency call response
- Provide a price for anticipated contracted emergency service calls and include in total contract amount
- Provide a price for emergency calls beyond our estimated number of calls, if we exceed 250.
- The vendor needs to communicate the best method of contact for calls after hours in case of an emergency. Please provide details.

E) Consumable Supplies

Contractors will be responsible for providing all consumable supplies such as paper towels, toilet paper, soap dispenser packets, hand sanitizer dispenser packets, toilet seat protectors, trash can liners, etc. No products containing pine or similar chemicals are allowed.

- Contractor will ensure sites receive ample supplies for back up
- Agency will provide estimated usage to interested parties
- Contractor will provide a list of consumables with monthly billing. List must include a detailed list of consumables and quantities used by site

F) Performance Expectations

- The vendor must perform services on the day scheduled
- The vendor must make necessary adjustments in their cleaning schedule to provide alternate days of service should a scheduled date fall on a national holiday
- The vendor must handle service complaints in an expedient manner, at no additional cost to the Agency, and provide corrective plan of action to eliminate concerns moving forward

G) Performance Review

- The vendor must schedule in person performance reviews on a regular basis, but at least once per quarter, or as needed if required by the Agency to ensure the vendor is meeting the White Glove standard required.
- The Janitorial crew's supervisor is required to perform regular and systematic inspections ensuring all work is skillfully and properly completed as specified herein. The supervisor will inspect and verify the completeness of work performed periodically (preferably monthly or more).

II. Pricing Structure

Contractors must provide pricing per site per month on the pricing spreadsheet – Attachment A

- a. In addition to the cleaning schedule outlined, contractors are to include pricing for the contracted number of fifty to one hundred (50-100) standard emergency calls specified in Section D of this work scope. Also include pricing for up to 150 hazardous emergency cleaning calls (Covid or other infectious diseases contamination).
- Provide the price for emergency service calls beyond the contracted amount, over 250 calls.
 - Provide pricing for optional 2nd year of service
 - Provide pricing for optional 3rd year of service
 - Bidder must also include pricing for their standard hourly rate and their overtime hourly rate.
 - Bidders must also note their Non-Federal Share amount, (aka “In-Kind”) Contribution.
 - Travel expenses must not be included, as they will not be covered.

III. Minimum Qualifications

The following minimum requirements have been established as a basis for determining bidder eligibility:

- The Successful bidder should have a minimum of five (5) years of experience in working in the janitorial services industry, which is preferred, however bidders with less experience may also be considered.
- The successful bidder will be required to complete any and all tasks specified within the Scope of Work without having to resort to hiring independent contractors to perform such services.
- Prospective contractors must show evidence of liability insurance.
- Prospective vendor must have no findings with the System for Award Management (SAM), an official website of the U.S. Government.
- The Prospective vendor must provide a sign copy of their W-9.
- The Prospective vendor must accept purchase orders with net30 terms.

IV. Selection of Successful Bidder

Selection and approval of the successful bidder will be made by Crystal Stairs in accordance with its competitive selection process. Crystal Stairs will evaluate proposals on the basis of the guidelines set forth in this RFP and then make a final selection for an award.

There will be no “formal” proposal opening for this RFP. Proposals will be opened and evaluated, after the submission deadline.

1. Pricing
2. Years of Cleaning Experience
3. Provide 2-3 referrals
4. Do you complete an employee background check
5. Emergency services available day and evening
6. Response time to Emergency services
7. Dedicated Supervisor or main point of contact for the account
8. Availability of customer service
9. Do you have a Quality assurance program, meaning are the supervisor checking the service provided.
10. Other criteria made be added as needed to assess the vendors for selection

V. General Terms and Conditions

Binding Offer

A bidder’s proposal will remain valid for a period of 60 days following the proposal deadline and will be considered a binding offer to perform the Services, assuming all terms and conditions are satisfactorily negotiated. The submission of a proposal is prima facie evidence that the bidder has familiarized itself with the contents of this RFP.

Pricing

All bid proposals must include a total price that includes all subtotals, costs, taxes, fees and any and all other expenses associated with bidder’s proposal. An incomplete response will not be considered.

Cost of Preparation of Proposal

All costs associated with this RFP, including preparing and delivering a proposal to this RFP and any interview, will be borne entirely by the bidder. Crystal Stairs will not compensate the bidder for any expenses incurred by the bidder as a result of this RFP process.

Contract Requirements

The selected bidder to whom an award is made will execute a written contract with Crystal Stairs after notice of the award has been initiated. The contract will be similar in form and content to the attached Crystal Stairs contract template. All bidders should read the contract template in its

entirety and pay special attention to the **Debarment & Suspension and Insurance Section requirements**. A sample contract is attached for your review.

Non-Exclusive Contract

Any resulting contractual relationship is non-exclusive and Crystal Stairs reserves the right to select more than one bidder or seek similar or identical services elsewhere, if deemed in the best interest of Crystal Stairs.

Crystal Stairs' Disclosure of Materials

Crystal Stairs may be required to submit documents or materials to its funders and as such, all materials submitted by bidder to Crystal Stairs are subject to disclosure. Bidder specifically waives any claims against Crystal Stairs related to the disclosure of any materials, if such disclosure was made pursuant to a request from a Crystal Stairs funder.

Withdrawal of Bid

A bidder may withdraw their proposal from the bidding process without prejudice prior to the time specified for the RFP Response Deadline by submitting a written request to the Crystal Stairs representative listed on the attached RFP Introduction Letter.

Bidder Responsibility Regarding the RFP and Proposal

It is the responsibility of each bidder to examine this RFP carefully and to judge for itself all of the circumstances and conditions which may affect its proposal. Any data furnished by Crystal Stairs is for informational purposes only and is not warranted. Bidder's use of any such information is at bidder's own risk. Failure on the part of any bidder to examine, inspect, and be completely knowledgeable of the terms and conditions of the RFP, operational conditions, or any other relevant documents or information, will not relieve the selected bidder from fully complying with this RFP.

VI. Prospective Vendor Questionnaire

The attached **Prospective Vendor Questionnaire** must be submitted with your company's response to this RFP. Failure to submit the Prospective Vendor Questionnaire will cause the proposal to be rejected as non-responsive. If you have submitted a Prospective Vendor Questionnaire within the previous 9 months, you do not need to do so for consideration for this RFP.

EXHIBIT #1
Required Contractual Terms and Conditions
for Government-Funded Projects
RFP/RFQ: 2026-10426

Payment for the Services or Goods is wholly or partially funded by the local, state or federal government. **The successful bidder (also referred to herein as Contractor) will be required to agree to and comply with the following terms and conditions specified below which will be specified in a final written agreement between Crystal Stairs and the successful bidder. The terms and conditions in general are required to be included in the final agreement pursuant to Crystal Stairs' government contracts. THE FOLLOWING TERMS AND CONDITIONS ARE NON-NEGOTIABLE.**

1. **Compensation and Invoicing:** Any compensation amount or not to exceed amount specified in this Agreement is subject to reduction for any portion of the Work not completed regardless of circumstances. The Payment (subject to any reduction for Work not completed) represents full compensation for performance of the Work, and includes any and all expenses incurred by Contractor.
2. **Availability of Funding:** Funding for this Agreement is subject to the appropriation and availability of funds provided by the State of California, California Department of Social Services ("CDSS"), California Department of Education ("CDE"), County of Los Angeles, the Office of Head Start ("OHS") any and all other agencies, divisions or departments thereunder (collectively and individually the "Funding Agency").
3. **Equipment & Material Purchases:** If applicable to the performance of the Work under this Agreement, Crystal Stairs and the Funding Agency retain title to any and all equipment or supplies purchased with the Payment ("**Equipment**"). Equipment, including final products resulting from the Work, will be returned to Crystal Stairs upon termination of this Agreement. Contractor must obtain prior written approval from Crystal Stairs and the Funding Agency for any unit of equipment that costs in excess of \$10,000.
4. **Relationship of the Parties:** Contractor does not act in any capacity as officer, employee or agent of Crystal Stairs or the Funding Agency, and Contractor and Contractor's officers, employees and agents ("**Contractor's Staff**") are independent contractors. Although Crystal Stairs will specify the general nature of the Work, the details of performing and meeting the goals of the Work will be determined by Contractor and Contractor's Staff. This Agreement does not create a partnership relationship between Contractor and either Crystal Stairs or Funding Agency, nor provide Contractor and Contractor's Staff with any authority to enter into any contracts on behalf of Crystal Stairs or the Funding Agency.
5. **Travel Reimbursements:** Contractor is responsible for any and all expenses incurred while

performing this Agreement, with the exception of pre-authorized travel and per diem expenses, if so allowed and described in the Agreement. If pre-authorized travel and per diem expenses are authorized herein, they will be reimbursed at rates that do not exceed those paid to the State of California non-represented employees, computed in accordance with California Department of Human Resources regulations, California Code of Regulations, Title 2, Division 1, Chapter 3, Subchapter 1. Additionally, Contractor must first obtain approval from Crystal Stairs in order for Contractor to be reimbursed for expenses.

6. **Indemnification:** Contractor will defend, indemnify and hold harmless Crystal Stairs, the Funding Agency, and each of their officers, board members, directors, agents, employees, representatives and successors-in-interest, from any and all claims and losses occurring or resulting to any and all contractors, subcontractors, suppliers, laborers, materialmen and any other person, firm or corporation furnishing or supplying the Work, services, materials or supplies in connection with performance of this Agreement, and from any and all claims and losses occurring or resulting to any person, firm or corporation who may be injured or damaged by Contractor in performance of this Agreement.
7. **Audit Exception Liability:** Contractor will pay any audit exceptions or overpayments caused by, or as a result of, Contractor's lack of performance under this Agreement. In addition to other remedies or sources of funds, Crystal Stairs may offset any audit exceptions or overpayments from the Payment, or any payments under subsequent agreements to the extent of claimed payments.
8. **Funding Agency Approval:** If Payment is for \$10,000.00 or more, and subject to Funding Agency approval, Contractor acknowledges that any Work performed prior to the date of such approval shall not be used as a claim against the Funding Agency (i.e., CDSS, CDE, County of Los Angeles, OHS).
9. **Records Retention & Inspection:** Contractor will retain, and make available upon request, such books, documents, papers and records for 5 years from the date of the final Payment. These records may be subject to review by Crystal Stairs, the Funding Agency and the Comptroller General of the United States, or any of their duly authorized representatives, for purposes of conducting audits, examinations, creating excerpts or reviewing transcriptions and Contractor's Staff, who might reasonably have information related to such records, may be interviewed.
10. **California Non-Discrimination Clause:** Contractor will comply with the provisions of California Code of Regulations Title 2 Section 11105, which is incorporated herein by reference.
11. **Debarment and Suspension:** Contractor certifies that Contractor is not a party listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1986 Comp., p. 189) and 12689 (3 CFR Part 1989 Comp., p. 235), "Debarment and Suspension".
12. **Termination & Breach of Contract:** This Agreement will terminate automatically at the expiration of the Term. Either Party may terminate this Agreement for cause, at any time, effective immediately upon receipt of such notice. Termination for cause means termination based upon a material breach of any term or condition of this Agreement, which remains uncured for 10 days after providing notice to the breaching Party, and includes, but is not limited to, failure to perform this Agreement in an adequate or timely manner; non-compliance with applicable laws, rules and regulations; submission of false, misleading or erroneous information; failure to maintain accurate or complete records; violation of the Confidentiality Section; administrative or fiscal mismanagement; and failure to comply with the Records Retention & Inspection Section.
 - a. Either Party may terminate this Agreement for convenience, at any time, upon 30 days' advance written notice to the other Party, effective at the conclusion of such 30 day period. Crystal Stairs is only responsible for payment of charges incurred prior to termination of this Agreement if, Contractor does not perform any Work nor incur any unnecessary expenses

after receipt of notice of termination; and all claims for such payments are received by Crystal Stairs within 30 days following such notice.

- b. In the event Contractor breaches any term or condition of this Agreement, Crystal Stairs is entitled to pursue any and all administrative, equitable and legal remedies permitted by law, including sanctions and penalties, where appropriate.

- 13. **Insurance:** Contractor will, at Contractor's sole cost and expense, procure and maintain the following insurance coverages during the Term, and for 5 years thereafter, unless otherwise specified herein, to protect against any claims arising from or in connection with performance of this Agreement by Contractor, Contractor's Staff, or subcontractors, including, but not limited to, claims for bodily injury, property damage and death.

Minimum Scope and Limit of Insurance: Coverage will be at least as broad as:

- a. **Workers' Compensation:** If Contractor has employees, or hires employees during the Term, Workers' Compensation, as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limits of not less than \$1,000,000 per accident for bodily injury or disease;
- b. **Commercial General Liability ("CGL"):** ISO Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury, with limits of no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either such limit will apply separately to this project/location (ISO Form CG 25 03 or 25 04) or such limit will be twice the required occurrence limit;
- c. **Professional Liability (Errors and Omissions):** If applicable and necessary to perform this Agreement, insurance appropriate to Contractor's profession, with limits of no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate; and
- d. **Automobile Liability:** If applicable and necessary to perform this Agreement, ISO Form CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, covering hired (Code 8) and non-owned autos (Code 9), with limits no less than \$1,000,000 per accident for bodily injury and property damage;

Acceptability of Insurers: Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII or a Standard and Poor's Rating (if rated) of at least BBB.

- 14. **Force Majeure:** Neither Party will be deemed to be in default of such Party's obligations under this Agreement if, and so long as, such performance is prevented, restricted or interfered with, by acts beyond such Party's control, including, but not limited to, acts of God, war, government regulations or orders, disasters, civil disorder, pandemic, epidemic, strikes or any other similar act or cause not within the control of such Party.
- 15. **Modifications:** No amendments, alterations, changes or modifications to the terms and conditions of this Agreement are valid, unless made in writing, approved by Crystal Stairs, and signed by authorized Party representatives. If this Agreement was subject to Funding Agency approval, or the modification would cause this Agreement to be in an amount requiring Funding Agency approval, then a modification is valid only after receipt of such approval.
- 16. **Entire Agreement:** Except as otherwise provided for herein, this Agreement constitutes the entire agreement, final expression and exclusive statement of mutual understanding between the Parties

relating to the subject matter contained herein and supersedes and cancels all prior written and oral agreements, communications and understandings, of any type whatsoever, made between the Parties in connection to this Agreement. Neither Party has made any oral nor written statements, which are not included in this Agreement, and that in any way induced either Party to enter into this Agreement.

The following terms and conditions are applicable for Construction, Renovation and Repair Related Projects.

1. **Copeland "Anti-Kickback" Act:** If the Payment is \$2,000 or more, Contractor will comply with the requirements of the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").
2. **Davis Bacon Act:** For construction related services, Contractor will comply with the requirements of the Davis-Bacon Act (40 USC 3141- 3144, and 3146-3148), as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").
3. **Contract Work Hours and Safety Standards:** If the Payment is \$100,000 or more, Contractor will comply with the requirements of 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).
4. **Contract Work Hours and Safety Standards:** If the Payment is \$100,000 or more, Contractor will comply with the requirements of 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).
5. **Clean Air Act & Federal Water Pollution Control Act:** If the Payment is \$150,000 or more, Contractor will comply with all applicable standards, orders and regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387).
6. **Byrd Anti-Lobbying Amendment:** If the Payment is \$100,000 or more, Contractor certifies that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Contractor will disclose any lobbying with non- Federal funds that takes place in connection with obtaining any Federal award to Crystal Stairs.
7. **National Labor Relations Board Compliance:** Contractor swears under penalty of perjury that no more than 1 final, un-appealable finding of contempt of court has been issued by a federal court against Contractor within the immediately preceding two-year period because of Contractor's failure to comply with an order of a federal court which ordered the Contractor to comply with an order of the National Labor Relations Board. For purposes of this Section, a finding of contempt does not include any finding that has been vacated, dismissed or otherwise removed by the court because Contractor has complied with the order which was the basis for the finding. Crystal Stairs may rescind this Agreement, if Crystal Stairs later discovers that Contractor falsely swore to the truth of the statement required by this Section.
8. **Insurance (Construction-Related Projects):** Contractor will, at Contractor's sole cost and expense,

procure and maintain the following insurance coverages during the Term, and for 5 years thereafter, unless otherwise specified herein, to protect against any claims arising from or in connection with performance of this Agreement by Contractor, Contractor's Staff, or subcontractors, including, but not limited to, claims for bodily injury, property damage and death.

- a. **Environmental:** Contractors' Pollution Legal Liability and/or Asbestos Legal Liability and/or Errors and Omissions (if project involves environmental hazards) with limits no less than \$1,000,000 per occurrence or claim, and \$2,000,000 policy aggregate;
- b. **Builder's Risk:** Builder's Risk (Course of Construction) insurance utilizing an "All Risk" (Special Perils) coverage form, with limits equal to the completed value of the project and no coinsurance penalty provisions; and
- c. **Surety Bonds:** Contractor will provide the following Surety Bonds: Bid Bond; Performance Bond; Payment Bond; and Maintenance Bond. The Payment Bond and the Performance Bond will be in a sum equal to the Payment. The Maintenance Bond will be in a sum equal to 10% of the Payment. Bonds will be duly executed by a responsible corporate surety authorized to issue such bonds in the State of California and secured through an authorized agent with an office in California.

[Signature required on following page.]



5110 West Goldleaf Circle
Suite 150
Los Angeles, CA 90056-1282
(323) 421-1100

By signing below, Bidder acknowledges that Bidder has read the Required Contractual Terms and Conditions specified herein and understands that the provisions set forth in the Required Contractual Terms and Conditions are non-negotiable. While the final agreement may include other terms open for negotiation, Bidder understands that if Bidder is selected as a successful bidder, Bidder will be required to enter into a final agreement with Crystal Stairs that includes the provisions specified above. Finally, Bidder understands that Bidder is subject to disqualification for failure to agree to the Required Contractual Terms and Conditions herein.

Bidder Name: _____

By: _____
Authorized Signatory

Print Name: _____

Title: _____

Date: _____