



MAOF

Mexican American Opportunity Foundation
Empowering Families from Child to Senior

Request For Proposal (RFP) RFP 26-019

Custodial Cleaning Services

July 13, 2026

The Mexican American Opportunity Foundation (hereinafter alternately “MAOF”), a nonprofit organization, is seeking proposals from highly qualified Contractors with demonstrated expertise in providing professional custodial and janitorial cleaning services across multiple MAOF facilities located in California, through a competitive bid process. Pricing shall remain firm and fixed for a period of three (3) years, with the option to extend for two (2) additional one-year periods, subject to annual review, contractor performance, and availability of funding.

This process requires Contractors to submit a proposal that includes a complete bid for the Scope of Work (SOW) outlined in Exhibit A, along with three (3) professional references.

The closing date for **RFP 26-019** is **Thursday, July 30, 2026, at 4:00PM (PST)**. All correspondence regarding this request shall be submitted in writing to the Procurement Department at Procurement@maof.org. To download this RFP, Proposers must go to the webpage: www.maof.org, under the About Section/Click Procurement to look for the RFP or at the MAOF vendor portal in PlanetBids. Proposals must be received by MAOF no later than July 30, 2026. Electronic submissions are acceptable. All proposals must clearly reference: **“RFP No. 26-019, Custodial Cleaning Services”** in the subject line.

MAOF reserves the right to accept or reject any or all proposals and to waive any informality in any proposal received. For physical mailing address, please courier or deliver to:

Mexican American Opportunity Foundation (MAOF)

Attn: Procurement Department

401 N. Garfield Avenue

Montebello, CA 90640

T: 323-278-3600

procurement@maof.org

To request this RFP bidding packet, please contact the Procurement Department at procurement@maof.org.

Respectfully,

MAOF

Procurement Department

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Introduction

The Mexican American Opportunity Foundation (MAOF) is a nonprofit, community-based organization established in 1963 to serve disadvantaged individuals and families in the Los Angeles area. MAOF is the largest Latino-oriented family services organization in the United States. It has achieved this status by providing high-quality social services and programs to those communities where the need is the greatest.

Mission Statement: "To advance opportunity and education that endures across generations." MAOF is joined in this mission by government agencies, public and private foundations, and Corporate America.

MAOF operates numerous facilities throughout California serving children, families, seniors, low-income households, and other vulnerable community members, including Early Head Start and Head Start centers, administrative offices, and other program sites. Maintaining safe, secure, and welcoming facilities for staff, clients, and visitors is essential to MAOF's mission.

Early Head Start & Head Start: The Early Head Start & Head Start Programs serve 0- to 5-year-old low-income children and families. The children receive educational, social development, medical, dental, vision and hearing screenings as well as other evaluations and services pertinent to a healthy, well-rounded child. Through parent skill building and curriculum understanding workshops, parents are provided valuable information for their role as the primary caregivers and educators of their children. This service is provided in both English and Spanish.

1.0 General Information

A. Purpose. The purpose of this Request for Proposals (RFP) is to solicit proposals from Responsible Respondents who provide the goods and services identified on the RFP cover sheet and further described in Section 2 of this RFP. The Agency intends to award a Contract for the initial period specified on the RFP cover sheet. In its sole discretion, the Agency may extend the Contract for up to the number of extensions identified on the RFP cover sheet.

B. Definition. For this RFP and the resulting Contract, the following terms shall mean:

"Agency" means the MAOF, the Agency, boards, and any political subdivisions making purchases from the Contract as permitted by this RFP.

"Contract" means the Contract(s) entered into with the successful Respondent(s).

"General Terms and Conditions" means the General Terms and Conditions for Service Contract as referenced on the RFP cover page.

"Proposal" means the Respondent's proposal submitted in response to the Request for Proposal (RFP).

"Respondent" means the company, organization or other business entity submitting a proposal in response to this RFP.

"Responsible Respondent" means a Respondent that has the capability in all material respects to perform the scope of work and specifications of the Contract. In determining whether the Respondent is a Responsible Respondent, the Agency may consider various factors, including, but not limited to the Respondent's competence and qualifications to provide the goods or services requested, the Respondent's integrity and reliability, the past performance of the Respondent, and the best interest of the Agency.

"Responsive Proposal" means a Proposal that complies with the material provisions of this RFP.

"RFP" means Request for Proposals and any attachments, exhibits, schedules, or addenda hereto.

C. Overview of the RFP Process. This RFP is designed to provide Respondents with the information necessary to prepare competitive Proposals. The RFP process is for the Agency's benefit and intends to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive, and each Respondent is responsible for determining all factors necessary to submit a comprehensive Proposal.

The Agency intends to evaluate Proposals from all Respondents that submit timely responsive proposals and award the Contract following the evaluation and selection criteria provided in this RFP.

2.0 Statement of Work

See Exhibit-A, Exhibit B, Appendix A and Appendix B.

3.0 Proposal Requirements & Contents

A. General Requirements:

1. To be considered for selection, proposers must submit a complete response to this solicitation either electronic or email bid to the addresses as directed on Page 1 of this RFP "Custodial Cleaning Services, RFP 26-019". The proposer shall make no other distribution of the proposals.
2. Proposals shall include a letter of transmittal signed by an authorized representative of the proposer. All information requested should be submitted. Please submit all requested information. MAOF may reject proposals that are substantially incomplete or lack key information.
3. Proposals should be prepared, as thorough and detailed as possible, providing a straightforward, concise description to satisfy the solicitation's requirements. Emphasis should be placed on completeness and clarity of content.
4. All responsive proposals are to be submitted on standard 8.5" X 11" paper size and 12-point font minimum type. Proposers shall respond to the items in the order they are shown in the solicitation. The responses should describe the most favorable terms and remain firm for 60 days from the proposal opening date.
5. Price should be submitted on the attached Rate Worksheet (Exhibit B), including any applicable federal, State, and local taxes. The Contractor shall provide an all-inclusive price, including labor, supervision, equipment, and materials necessary for the services.
6. Ownership of all data, materials, and documentation originated and prepared for this solicitation by any proposer shall belong exclusively to MAOF.

All pages of the proposal should be numbered and should be addressed in the proposer's response in the following order:

- a. Proposer's Cover Page (Vendor Identification) in Appendix-A of this RFP must be completed and signed.
- b. Letter of transmittal, signed by an authorized representative of the proposer.
- c. Table of Contents, cross-referencing the contents of the proposal.
- d. Rate Worksheet in the attachment Exhibit B to this solicitation must be completed and signed.
- e. Contractor shall include a copy of the current business license, and, where applicable, evidence of registration with the California Labor Commissioner as a janitorial employer.

f. Include a copy of the current certificate of liability insurance evidencing coverage of the minimum required in this solicitation.

Award of the Contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to MAOF in terms of cost, functionality, qualifications, and other factors as specified elsewhere in this RFP.

MAOF reserves the right to:

a. Reject any or all offers and discontinue this RFP process without obligation or liability to any potential candidate, when it is in the Agency's best interest; and

b. Accept other than the lowest priced offer.

The proposal shall:

a. Include the completed Custodial Cleaning Services Bid Submittal per Rate Worksheet on Exhibit-B attached hereto. Costs must be identified as monthly cost per location, along with hourly, after-hours, weekend, holiday, emergency response, and event cleaning rates. The Contractor's rates shall remain firm and fixed for the term of the Contract. The Contract rate after the initial 3-year term may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment.

Certain MAOF programs are required to match a portion of the Federal funding they receive. Please indicate in the In-Kind Match column of Exhibit-B any donation you would be willing to make to the program. Examples of in-kind match donations include: staff training, supervisory site visits, donated equipment or supplies, or other program support.

Include evidence of the Contractor's registration as a janitorial employer with the California Labor Commissioner, if applicable, and confirmation that required sexual violence and harassment prevention training will be provided to assigned employees as required by California law.

b. Provide at least three current client references for which you have performed similar work. References should include contact name, address and telephone number.

c. Complete and return Rate Worksheet, Exhibit-B as Contractor's proposed pricing, along with other documentation and references.

d. Proposals may be submitted **electronically or in person (walk-in)**. Vendors choosing to submit electronically shall provide **one (1) complete electronic copy** of their proposal. Vendors choosing to submit in person shall provide **two (2) printed hard copies** of their proposal at the time of delivery. All proposals, regardless of submission method, must be complete, responsive, and received by the deadline stated in this RFP. Copies of proposals, including rate worksheet, shall be submitted marked: "RFP NO. 26-019, Custodial Cleaning Services" or via courier to:

PLEASE DELIVER TO:

Mexican American Opportunity Foundation (MAOF)
Attn: Procurement Department
401 N. Garfield Avenue
Montebello, CA 90640

T: 323-278-3600

Procurement@maof.org

DEADLINE FOR SUBMISSION: All proposals are due by Thursday, July 30, 2026, at 4 pm. Any bid received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be considered and evaluated.

The Contractor's assigned custodial staff must be professional, reliable, and capable of working independently during non-business hours in facilities that serve children, families, seniors, and other members of the community. Custodial staff must follow MAOF site access procedures and maintain the confidentiality and security of all facilities serviced.

The proposal must include the following documentation:

- W-9
- Certificate of General Liability Insurance
- Written statements regarding Worker's Compensation Insurance
- Evidence of California janitorial employer registration with the Labor Commissioner, if applicable
- Confirmation of required sexual violence and harassment prevention training program

e. To be considered responsive, a proposal must contain the following, referenced by number and in the order below:

1. A brief description of the history and organization of the bidder's firm, and of any proposed subcontractor. This description should include a history of the firm(s), number of employees and organizational structure of the firm(s).
2. Provide a brief overview of Contractor's technical experience, qualifications, and background in providing custodial/janitorial cleaning services for similarly sized customers, particularly nonprofit, community-based, or office environments. Indicate the prior experience of Contractor that is relevant to this contract. Include sufficient detail to demonstrate the relevance of such experience.
3. A statement that business licenses, California janitorial employer registration, or other credentials necessary for the performance of the services here sought are in place, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in California.
4. A description of similar projects completed by the bidder within the past two (2) years.
5. Qualifications, background and experience of staff proposed to work on the project, including supervisory/account management personnel.
6. References with contact information from organizations that have used bidder's services for similar projects/type of work within the last 12-18 months.
7. A general description of the techniques, approaches and methods to be used in completing the project, including staffing, scheduling, training, supervision, and quality control plans.
8. A description of the chronology for completing the work, including a timeline and deadlines for each task, if any, including proposed transition/start-up plan to begin services by the desired start date.
9. A detailed description of bidder's compensation formula, including any travel costs and other expenses. Bidders must submit a sample breakdown of charges and costs, detailed by location and service type, as well as

a maximum not-to-exceed total for all services. Invoices for services satisfactorily performed must be itemized by date, location, and services performed.

As MAOF may award a contract based on the initial offer, a bidder should make its initial offer on the most favorable terms available. MAOF reserves the right, however, to have discussions with those bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. Note that responses to questions must be specifically answered within the context of the submitted proposal. MAOF's evaluation team will not refer to a designated web site, brochure, or other location for the requested information. Responses that utilize references to external materials as an answer will be considered non-responsive.

4.0 Background / Site Access Screening

Because services will be performed during non-business hours with unsupervised access to MAOF facilities, MAOF can require the awarded Contractor to provide the following for each team member assigned to a MAOF location:

- Criminal background check for each team member performing services;
- Drug screening check for each team member performing services; and
- Verification of identity and employment eligibility for each team member issued keys, alarm codes, or access credentials.

5.0 Invoicing/Billing

Contractor's invoice shall be submitted to MAOF's Accounts Payable team at ap@maof.org on the first of each month. Invoices shall clearly identify service location, dates of service, and total charges by location, consistent with Section 13 of Exhibit-A. Payment for services rendered will be made 30 calendar days from the date of submitting the monthly invoice and supporting documentation to MAOF Accounts Payable.

6.0 Schedule of Events

The dates provided in the procurement timetable below are provided for informational and planning purposes. The Agency reserves the right to change the dates. If the Agency changes any of the deadlines for Respondent submissions, the Agency will issue an addendum to the RFP.

Event	Date
RFP Release	July 13, 2026
Questions Deadline	July 22, 2026
Proposal Submission Deadline	July 30, 2026
Evaluation Period	July 31 – August 1, 2026
Contract Award Notification	By August 3, 2026
Contract Start Date	August 3, 2026

(Dates Subject to change via addendum)

7.0 Inquiries

Questions regarding this RFP, including site visit requests (recommended), are to be submitted to Procurement@maof.org, with a copy to Alma Diaz, Facilities Manager, at adiaz@maof.org, with “RFP No. 26-019, Custodial Cleaning Services” in the subject line. Questions regarding this RFP will only be accepted by email.

8.0 Termination

8.1 This Contract may also be terminated by MAOF in the event that the project is permanently abandoned, as determined in the sole discretion of MAOF. MAOF may terminate the Contract in whole or in part whenever MAOF specifies, in its sole discretion, that such termination is in the interest of MAOF. Whenever the Contract is terminated following this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made. Still, such adjustment shall not include provision for loss of anticipated profit on deleted or uncompleted work. Termination of this Contract by MAOF at any time during the term, whether for default or convenience, shall not constitute a breach of Contract by MAOF.

8.2 In addition, either Party may terminate the Contract if the other Party breaches any of its duties and obligations under this Contract and fails to cure such breach within thirty (30) days after receiving notice specifying the breach. MAOF reserves the right to terminate without warning in case of a critical or material breach of the Contract.

9.0 Hold-Harmless and Indemnification

The successful Contractor shall be liable for any injury, damage, or loss occasioned by negligence or omission of the successful Contractor, its agents, or any other person the successful Contractor has designated to visit MAOF property and shall indemnify and hold harmless the Board, its officers, employees, agents, volunteers from any liability arising in the performance of this Contract. The Contractor's obligation under this section shall not extend to any liability arising from the sole negligence or willful misconduct of MAOF.

10.0 Confidentiality

10.1 Confidential Information. Under this Agreement, “Confidential Information” refers to any Information of a Party (“Disclosing Party”) that has been disclosed to the other Party (“Receiving Party”), which is designated in writing as confidential, proprietary, or secret or under the context of its disclosure ought to reasonably be considered as confidential. Confidential Information includes, but is not limited to, all information concerning a Party's existing business, business systems, business plans and information systems, trade secrets, prices, and pricing information, as well as keys, alarm codes, access credentials, and any client, staff, or facility information Contractor's personnel may observe or become aware of while performing services at MAOF sites.

10.2 Use of Confidential Information. Each Party will comply with all laws and regulations for the use, transmission, storage, disclosure, or destruction of Confidential Information. Both Parties agree to hold the other Party's Confidential Information in strict confidence. The Contractor agrees not to use MAOF's Confidential Information in any way except as expressly permitted by or required to achieve the purposes of this Agreement. Both Parties agree to use all reasonable efforts to protect against unauthorized use or distribution of Confidential Information, and the Receiving Party agrees to use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the Disclosing Party as the Disclosing Party uses to

protect its own Confidential Information. Each Party agrees to ensure that its employees, agents, representatives, and contractors are advised of the confidential nature of the Confidential Information and are precluded from taking any action prohibited under this Agreement.

11.0 General Terms and Conditions

1. Additions and Deletions of Service: MAOF reserves the right to add and delete goods or services, including service locations, to any contract with the Contractor. Should a requirement be deleted, payment to the Contractor shall be reduced proportionally to the amount of service reduced following the bid price. Should additional services be required from the Contract, prices for such additions will be negotiated between the Contractor and MAOF.

2. Licenses: By submitting a proposal, the proposer certifies that it has procured and shall maintain in full force all permits, licenses, and registrations, including any applicable California janitorial employer registration, required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal, state, and local laws, ordinances, and regulations that affect in any manner Contractor's fulfillment of the Contract.

3. Anti-Kickback Provision: This Contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding Agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of MAOF for the purpose of obtaining this or any other agreement, purchase order, or Contract from MAOF and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.

4. Non-Collusion/Fraud: By submitting a proposal, the proposer warrants and certifies that neither the proposer nor its employees or associates have contacted any unauthorized MAOF employee, officer, or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither the proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. Should it be found that the proposer or its employees or associates have, in the presenting of its proposal, colluded with any other party or parties to prevent or restrict free competitive bidding, its proposal shall be immediately rejected. Any contract awarded prior to MAOF's discovery of proposer's collusion shall be terminated, and the proposer shall be liable for all damages sustained by MAOF due to the proposer's collusion.

5. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or state law. Any violation of this provision shall be considered a violation of a material provision of this Agreement and shall be grounds for cancellation, termination, or suspension in whole or in part of the Agreement by MAOF, which may result in ineligibility for further MAOF contracts. At all times in the proposal and contract process, the proposer shall comply with all applicable MAOF, CA, and Federal Anti-Discrimination Laws, Rules, Regulations, and Requirements.

6. Right to Audit: MAOF shall have the right to audit all invoices submitted by the Contractor. MAOF shall have the right to audit all relevant data based on the Contractor's fees.

7. Informal Communication: From the date of receipt of this RFP by each proposer and until a binding contractual agreement exists with the awarded Contractor and all other proposers have been notified, or when MAOF rejects all proposals, informal communications regarding this procurement shall cease. There shall be no

requests from proposers to any Office or Department at MAOF except contact for information, comments, etc., and they shall be emailed.

8. Formal Communication: From the date of receipt of this RFP by each proposer and until a binding contractual agreement exists with the selected Contractor and all other proposers have been notified, or when MAOF rejects all proposals, all communications between MAOF and the proposers will be formal emails.

9. Costs Incurred: The proposer's sole responsibility shall assume any costs incurred by proposers in preparing or submitting a proposal or subsequent oral presentation demonstration.

10. Minority/Women-Owned Business Enterprises: Pursuant to Federal Acquisition Regulations and MAOF's procurement policy, MAOF may offer contracting opportunities to small and minority firms, women's business enterprises, and labor surplus area firms to the extent possible.

11. Federal, State, and Local Taxes: MAOF is not exempt from State and federal taxes. Such applicable taxes shall be included in quoted prices, but if any taxes are known to be borne by the Contractor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.

12. Payment Terms: Preferred invoice payment terms will be 30 calendar days from the date of invoice. If there is a discrepancy between the order and the invoice, payment terms shall be practical starting when the discrepancy is resolved. Monies due or to become due to the Contractor under the Contract may be retained by MAOF as necessary to satisfy any outstanding claim that MAOF may have against the Contractor. At any time or times before final payment and three years thereafter, MAOF may have the Contractor's invoices or vouchers, and statement of cost audited.

13. Indemnification: The Contractor shall indemnify, protect, defend, and hold harmless MAOF, its directors, officers, employees, and representatives from and against any claims arising from or connected with: (1) any alleged or actual breach by the Contractor or (2) any act or omission by the Contractor and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the Contractor under the Contract may be retained by MAOF as necessary to satisfy any outstanding claim that MAOF may have against the Contractor.

14. Insurance: Contractor shall, at all times, at its own expense, obtain and carry comprehensive liability insurance, including errors and omissions coverage, property damage insurance, and workers' compensation insurance in adequate amounts. The Contractor shall keep such insurance in full force for the duration and term of this Agreement. All certificates of insurance or evidence of insurance must contain a ten (10) business day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company(ies) licensed to do business in the State of California and shall be kept in full force for 90 days after the last payment under the Contract, at minimum:

- Workers' Compensation Insurance providing statutory limits in the State of California.
- Employer's Liability Insurance.
- Business Automobile Liability Insurance with a minimum of \$1,000,000 per occurrence, if applicable.
- Commercial General Liability Insurance coverage with a minimum of \$1,000,000 per occurrence / \$2,000,000 aggregate limit. The Contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.

15. RFP Addendum: In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be posted on the MAOF website: <http://www.maof.org/procurement-department>.

16. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm submitting the proposal.

17. Withdrawal of Bids: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude another proposal's submission before the deadline for submitting the bid. After the scheduled time and date for submitting proposals, a proposer will be permitted to withdraw the bid if the award is delayed for a period exceeding 60 days.

18. Receipt and Opening of Proposals: Proposers are responsible for ensuring their bid is delivered to MAOF by the scheduled date and time. Only those bids received promptly, as outlined in this RFP, will be considered. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late bids will be dated, marked as received late, and placed unopened in the bid file. Proposers must pay particular attention to ensure the proposal is properly addressed. MAOF is only responsible if the proposal reaches the destination specified by the appointed date and time.

19. Contract Award Notification: When the evaluation process of the proposals is completed, the selected proposer will be formally notified by mail or email. Other notifications will not be honored and should not be considered as a valid offer of award.

20. By submitting a proposal, the proposer represents that:

- a. The proposer has read and understands the RFP and submits the response in accordance therewith.
- b. The proposer possesses the capabilities, equipment, licensing, and professional personnel necessary to provide an efficient and successful service as required by MAOF.
- c. The proposer has all the required licenses and insurance during the duration of the contract terms.
- d. The proposer is advised to become familiar with all conditions, instructions, and specifications of this RFP. By submitting a proposal, proposer represents and warrants that it has thoroughly examined and is familiar with work required under this RFP, that proposer has conducted such additional investigation as it deems necessary and convenient, that proposer can provide the services requested by MAOF in a manner that meets MAOF's objectives and specifications as outlined in this RFP, and that proposer has reviewed and inspected all materials submitted in response to this RFP. Once the Contractor has been selected, a failure to read the conditions, instructions, and specifications herein shall not be cause to alter the Contract or for proposer to request additional compensation.

21. Other Claims: No claim will be allowed for additional compensation or time for completion based on a lack of knowledge or lack of understanding of any part of the RFP.

22. Suspension and Debarment: The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in federally funded transactions by any federal department or agency. The Contractor shall comply with all applicable requirements of 2 C.F.R. Part 180 and 2 C.F.R. Part 3000. The Contractor further agrees to verify that all subcontractors are not debarred or suspended from federal participation and shall notify MAOF immediately if its status changes during the term of this Agreement.

23. Service Locations:

- Los Angeles County

EXHIBIT-A

STATEMENT OF WORK (SOW)

Custodial Cleaning Services, RFP No. 26-019

Mexican American Opportunity Foundation (MAOF) Custodial Cleaning Services Contract Term: Three (3) Years

Project Overview

This contract consists of providing professional custodial and janitorial cleaning services for three (3) MAOF office facilities. Services shall be performed during non-business hours based on each site's approved cleaning schedule. The scope includes daily, weekly, monthly, and as-needed cleaning tasks necessary to maintain clean, sanitary, safe, and professional office environments for MAOF staff, clients, families, visitors, and program participants.

The intent of this contract is to ensure all assigned MAOF facilities are consistently maintained in a clean, orderly, sanitary, and safe condition, with particular attention to restrooms, kitchens, lunch areas, office areas, lobbies, conference rooms, shared spaces, high-touch surfaces, floors, trash disposal, and supply restocking.

The Contractor shall provide all labor, supervision, management, transportation, cleaning equipment, and coordination required to perform the work described herein. MAOF will provide standard cleaning supplies and consumable restroom/kitchen supplies unless otherwise agreed in writing. Contractor shall comply with all applicable federal, state, and local labor, safety, and workplace requirements, including California janitorial contractor requirements where applicable. California requires janitorial service providers to register with the Labor Commissioner and provide required sexual violence and harassment prevention training every two years.

1. General Service Requirements

- Contractor shall provide custodial/janitorial cleaning services at all three (3) MAOF office locations listed in Section 12.
- Services shall be performed Monday through Friday, unless otherwise requested by MAOF.
- All work shall be completed during non-business hours according to the approved cleaning window for each location.
- Contractor shall provide sufficient staffing to complete all required cleaning tasks within the assigned service window.
- Contractor shall provide a designated supervisor or account manager responsible for:
 - Scheduling
 - Quality control
 - Staff supervision
 - Issue resolution
 - Communication with MAOF
- Contractor shall ensure all cleaning staff are trained, professional, reliable, and properly supervised.
- Contractor shall maintain continuity of service and provide replacement staff for planned or unplanned absences.
- Contractor shall not leave any MAOF facility unsecured after service.

2. Cleaning Supplies, Equipment, and Consumables

- MAOF will provide standard cleaning materials, cleaning chemicals, paper products, hand soap, trash liners, and related consumable supplies unless otherwise agreed in writing.
- Contractor shall provide all labor and standard cleaning equipment necessary to perform the work, including but not limited to:
 - Vacuums
 - Mops and mop buckets
 - Brooms
 - Dusting tools
 - Cleaning carts
 - Microfiber cloths
 - Floor care tools
 - Personal protective equipment required for Contractor's employees
- Contractor shall use MAOF-provided supplies responsibly and shall notify MAOF when supplies are low.
- Contractor shall not use unauthorized chemicals or cleaning products without prior MAOF approval.
- All cleaning products shall be used in accordance with manufacturer instructions and applicable safety requirements.

3. Daily Services

Daily services shall be completed each service day at all assigned locations unless otherwise directed by MAOF.

3.1 Restroom Areas

Contractor shall thoroughly clean, sanitize, and disinfect all restroom areas, including:

- Toilets, including:
 - Interior bowl
 - Exterior surfaces
 - Toilet seats
 - Toilet bases
 - Flush handles
- Urinals, including:
 - Interior surfaces
 - Exterior surfaces
 - Bases
 - Flush handles
- Sinks, faucets, counters, partitions, stall doors, handles, dispensers, and other restroom surfaces.
- Bathroom mirrors.
- Restroom walls as needed, including splash areas and visibly soiled surfaces.
- Floors, including sweeping and wet mopping with appropriate disinfectant.
- Doors, doorknobs, push plates, handles, and other high-touch surfaces.
- Corners, edges, and baseboards as needed.
- Trash receptacles:

- Empty trash
- Replace liners
- Clean and disinfect cans as needed
- Restock:
 - Toilet paper
 - Paper towels
 - Hand soap
 - Seat covers, if applicable
 - Other restroom supplies provided by MAOF

3.2 Kitchen, Breakroom, and Lunch Areas

Contractor shall clean and sanitize all kitchen, breakroom, and lunch areas, including:

- Sweep and mop kitchen/breakroom floors.
- Clean behind and around easily movable items.
- Clean and disinfect:
 - Sinks
 - Faucets
 - Counters
 - Tabletops
 - Chair contact surfaces
 - Exterior of cabinets
 - Appliance exterior surfaces
- Clean and disinfect microwave:
 - Exterior
 - Interior
 - Door handle
 - Control panel
- Clean and disinfect exterior refrigerator surfaces, including:
 - Handles
 - Doors
 - High-touch areas
- Empty trash and recycling containers.
- Replace trash liners.
- Clean and disinfect trash cans as needed.
- Return chairs, trash cans, and movable items to their proper locations.

Note: Contractor is not responsible for washing dishes, removing personal food items from refrigerators, or deep-cleaning refrigerator interiors unless specifically requested by MAOF as an additional service.

3.3 Office Areas, Workstations, Lobbies, and Conference Rooms

Contractor shall clean all general office and administrative areas, including:

- Dust furniture, desks, chairs, tables, counters, cabinets, and accessible horizontal surfaces.
- Sweep, mop, and/or vacuum floors as appropriate for surface type.
- Spot clean visible spills, marks, and stains where feasible.
- Empty trash containers.
- Replace trash liners.
- Clean and disinfect trash cans as needed.
- Clean beneath easily movable items where practical.
- Clean and sanitize drinking fountains and water bottle filling stations, if applicable.
- Clean interior glass partitions, entry glass, and visible smudges on doors.
- Return chairs, furniture, and trash containers to proper positions.
- Secure designated office doors and building doors upon completion of cleaning.

3.4 High-Touch Surface Cleaning

Contractor shall clean and disinfect high-touch surfaces daily, including but not limited to:

- Door handles
- Push plates
- Light switches
- Countertops
- Shared tables
- Reception surfaces
- Handrails
- Common-area cabinet pulls
- Appliance handles
- Faucet handles
- Dispenser touch points

4. Weekly Services

Weekly services shall be completed at least once per week at all assigned locations.

Contractor shall:

- Clean and disinfect telephones and shared office equipment surfaces, where accessible.
- Dust window ledges and sills.
- Dust tops of partitions and cubicle panels.
- Clean and disinfect doorknobs, light switches, and other high-touch areas not already addressed daily.
- Spot clean walls, doors, and baseboards.
- Detail clean restroom partitions and restroom fixtures.
- Clean interior door glass and lobby glass more thoroughly.
- Detail clean kitchen and breakroom areas, including cabinet fronts and exterior appliance surfaces.
- Vacuum edges and corners of carpeted areas where applicable.

5. Monthly Services

Monthly services shall be completed at least once per month at all assigned locations.

Contractor shall:

- Dust shelves, ledges, vents, and accessible high surfaces.
- Dust blinds.
- Remove cobwebs from interior areas.
- Clean baseboards.
- Detail clean floor edges and corners.
- Spot clean interior walls where visible marks are present.
- Detail clean restroom corners, floor edges, and fixture bases.
- Clean chair legs, table bases, and accessible furniture bases.
- Report any facility conditions requiring maintenance attention.

6. As-Needed and Additional Services

MAOF may request additional cleaning services outside the regular scope. These services shall be billed separately at the agreed contract rate or as otherwise approved in writing.

As-needed services may include:

- Emergency cleaning due to health or safety concerns.
- Event support cleaning.
- Additional site cleaning.
- One-time deep cleaning.
- Post-event cleaning.
- Additional restroom servicing.
- Floor care beyond routine sweeping/mopping/vacuuming.
- Carpet spot cleaning or carpet extraction.
- Interior refrigerator cleaning.
- Power washing, if requested.
- Window cleaning beyond routine interior glass spot cleaning.

Contractor shall provide pricing for additional services in its proposal.

7. Emergency Response Services

Contractor shall maintain the ability to respond to urgent health, safety, or facility cleaning needs.

Emergency cleaning may include, but is not limited to:

- Spills or water intrusion cleanup.
- Bodily fluid cleanup, if Contractor is properly trained and equipped.
- Restroom sanitation emergencies.
- Post-incident cleaning.
- Contamination concerns.

- Unexpected event cleanup.

Emergency services shall be billed separately unless otherwise included in the awarded contract.

Contractor shall identify in its proposal:

- Emergency response availability.
- Response time.
- After-hours rates.
- Weekend rates.
- Holiday rates.
- Minimum service charges, if applicable.

8. Quality Control and Performance Standards

Contractor shall maintain consistent cleaning quality across all assigned locations.

Contractor shall:

- Provide supervision and periodic inspections.
- Correct deficiencies promptly when identified by MAOF.
- Maintain a cleaning checklist for each location.
- Report completed work upon request.
- Notify MAOF of supply shortages, facility damage, leaks, safety hazards, pest activity, or unusual conditions.
- Ensure cleaning staff understand site-specific expectations.

MAOF reserves the right to request replacement of any assigned cleaning personnel due to performance, conduct, reliability, or security concerns.

9. Site Security and Access Requirements

Because services will be performed during non-business hours, Contractor shall be responsible for securing each facility after cleaning.

Contractor shall:

- Follow all MAOF site access procedures.
- Maintain custody and confidentiality of keys, alarm codes, badges, and access credentials.
- Never duplicate MAOF keys or access devices without written authorization.
- Lock designated office doors and building doors upon completion.
- Set alarms where required.
- Immediately report access issues, unsecured doors, alarm problems, or suspicious activity.
- Ensure only authorized Contractor personnel enter MAOF facilities.

10. Safety and Compliance Requirements

Contractor shall comply with all applicable federal, state, and local workplace safety requirements.

Contractor shall be responsible for worker safety, training, and compliance related to janitorial work, including safe chemical handling, slip/trip/fall prevention, ergonomics, personal protective equipment, and equipment use. Cal/OSHA provides janitorial safety guidance covering chemical safety, PPE, ergonomics, slips and falls, mopping, dusting, moving trash, and related custodial hazards.

Contractor shall comply with applicable OSHA standards related to cleaning industry hazards, including personal protective equipment, hazardous materials, toxic substances, walking-working surfaces, and sanitation requirements.

Contractor shall:

- Maintain required California janitorial registration, if applicable.
- Provide required training to employees.
- Use safe cleaning practices.
- Properly label and store chemicals.
- Maintain Safety Data Sheets for applicable cleaning products.
- Use wet floor signs and other safety controls when needed.
- Protect MAOF staff, clients, families, visitors, and property.

11. Contractor Staffing Requirements

Contractor shall ensure assigned janitorial staff:

- Are properly trained for office and facility cleaning.
- Are professional and reliable.
- Follow MAOF site rules and access procedures.
- Wear identifiable uniforms or badges, if requested by MAOF.
- Maintain confidentiality regarding MAOF operations, staff, and client information.
- Do not disturb files, desks, personal items, confidential records, computers, or equipment.
- Report issues to their supervisor and/or designated MAOF contact.

12. Service Locations and Cleaning Hours

Location 1

2650 Zoe Ave, Huntington Park, CA 90255

Approved Cleaning Window: 6:00 PM – 6:00 AM

Approximate Size: 18,400 sq. ft.

Known Site Information:

- Furnished office facility
- 4 bathrooms
- 3 kitchen areas
- 2 conference rooms
- 3 lobby areas
- Approximately 51 office desks

Location 2

2621 Zoe Ave, Huntington Park, CA 90255

Approved Cleaning Window: 5:00 PM – 6:00 AM

Approximate Size: 7,800 sq. ft.

Known Site Information:

- Furnished office facility
- 2 bathrooms
- 1 kitchen
- 1 conference room
- Approximately 14 office desks

Location 3

401 N Garfield Ave, Montebello, CA 90640

Approved Cleaning Window: To be confirmed by MAOF

Approximate Size / Site Information: Refer to the Montebello Office Floor Plan attached at the end of this Exhibit A. Contractor shall field verify site conditions prior to proposal submission (see Section 17, Contact Information).

13. Proposal Pricing Requirements

Contractor shall provide clear pricing in its proposal, including:

- Monthly cost per location.
- Total monthly cost for all four (4) locations.
- Annual cost.
- Three-year total cost.
- Hourly rate for additional services.
- Emergency response rate.
- Event cleaning rate.
- After-hours, weekend, and holiday rates.
- Any minimum service charges.
- Any proposed cost escalation by contract year, if applicable.

14. Contract Modifications

MAOF reserves the right to:

- Add or remove service locations.
- Modify cleaning schedules.
- Increase or reduce service frequency.

- Request additional cleaning services.
- Request event support services.
- Adjust scope based on facility needs.

Any contract modification shall be documented in writing through an amendment or approved change order.

15. Exclusions

Unless specifically authorized in writing, the following are excluded from the routine monthly cleaning scope:

- Exterior window washing.
- Carpet extraction or shampooing.
- Floor stripping, waxing, sealing, or polishing.
- Biohazard remediation beyond Contractor's licensed/trained capabilities.
- Mold remediation.
- Pest control.
- Repairs or maintenance work.
- Moving heavy furniture or equipment.
- Cleaning personal dishes or personal employee items.
- Removing confidential documents or records.

16. Acceptance

This Statement of Work is subject to MAOF review and approval prior to contract award.

Final acceptance and ongoing contract performance shall be based on:

- Completion of required services.
- Cleanliness of assigned areas.
- Timeliness and reliability.
- Quality of workmanship.
- Responsiveness to MAOF concerns.
- Compliance with site security procedures.
- Compliance with applicable labor and safety requirements.

17. Contact Information

For questions regarding this Request for Proposal or site visit requests (recommended), please contact:

Alma Diaz

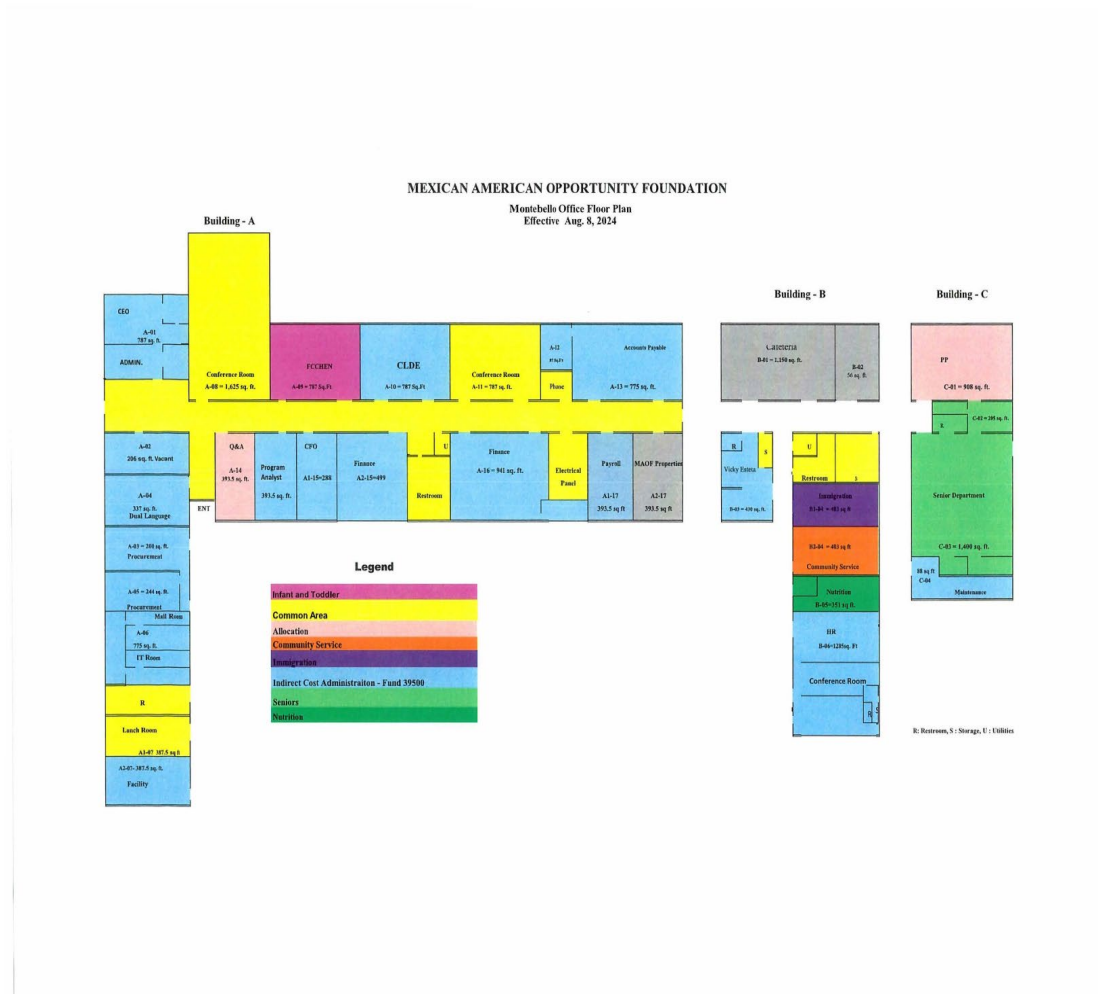
Facilities Manager

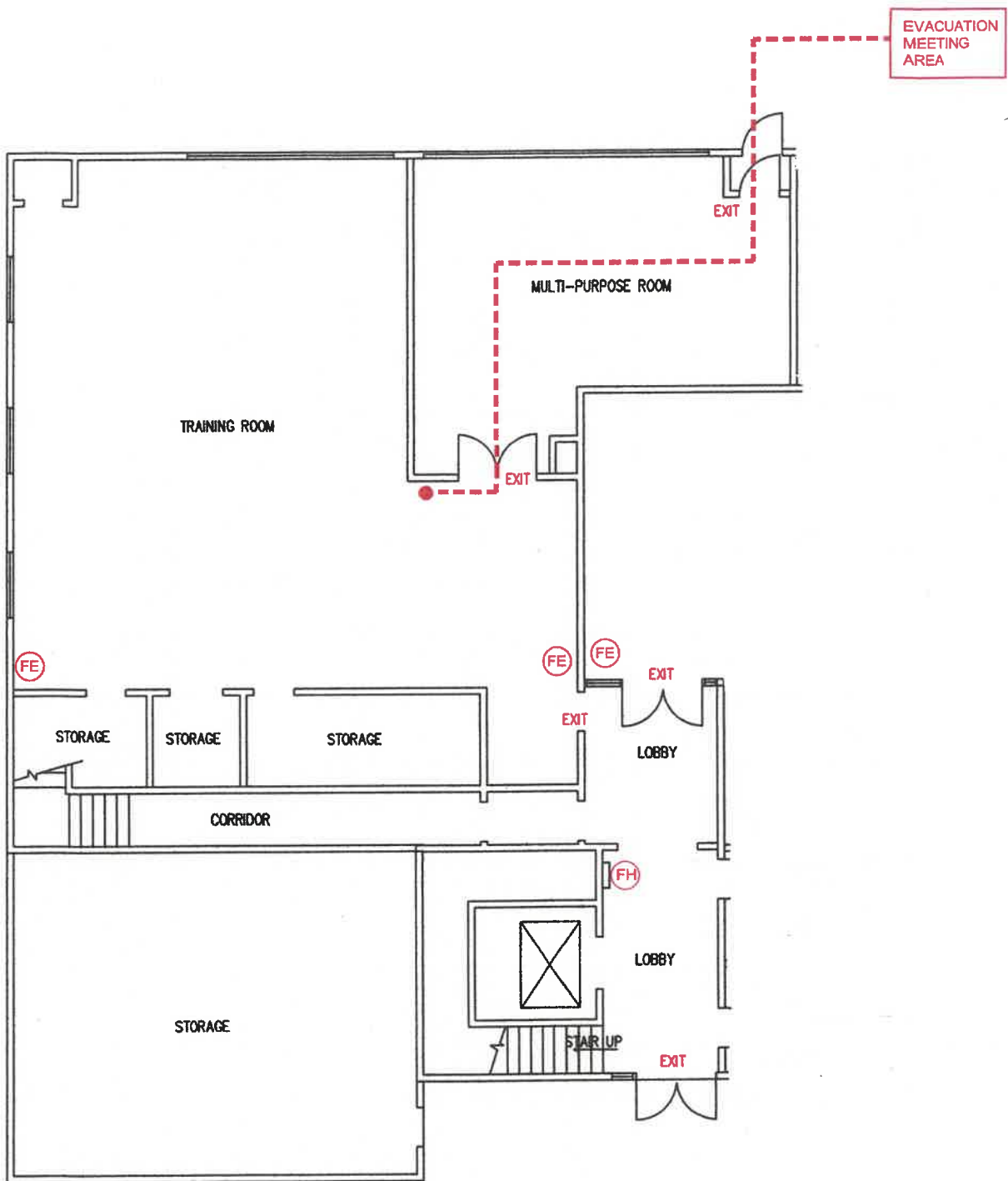
Email: adiaz@maof.org

ATTACHMENT 1

Montebello Office Floor Plan – 401 N Garfield Ave, Montebello, CA 90640

Effective August 8, 2024.



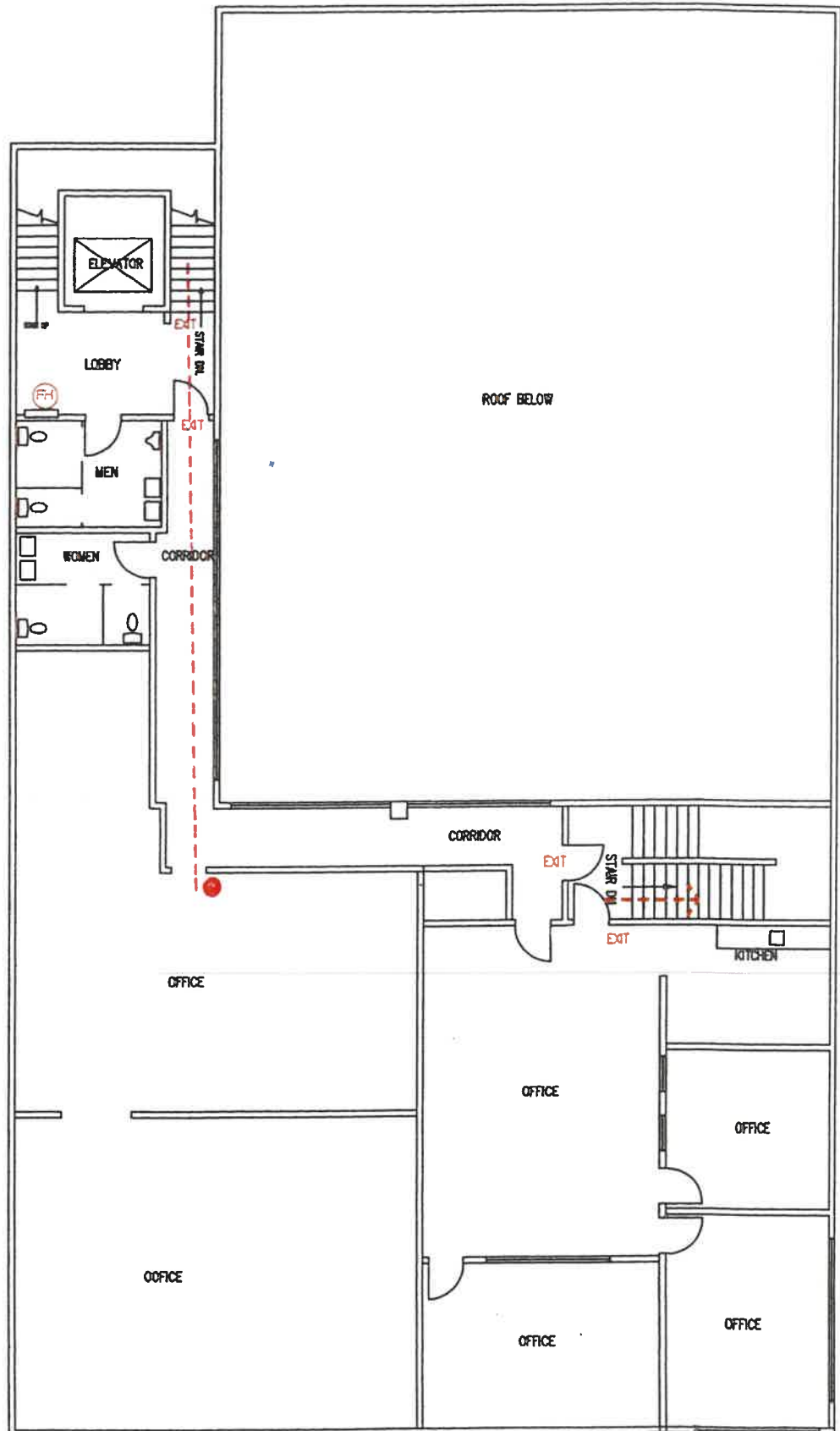


EVACUATION DIAGRAM
MAOF ADMINISTRATION OFFICE
2650 ZOE AVENUE
HUNTINGTON BEACH, CA 90255
(323) 588-7320

- YOU ARE HERE
- (FE) FIRE EXTINGUISHER
- (SD) SMOKE DETECTOR
- (SD) FIRE HOUSE CABINET

EMERGENCIES: CALL 911
CLASSROOM EVACUATION PLAN



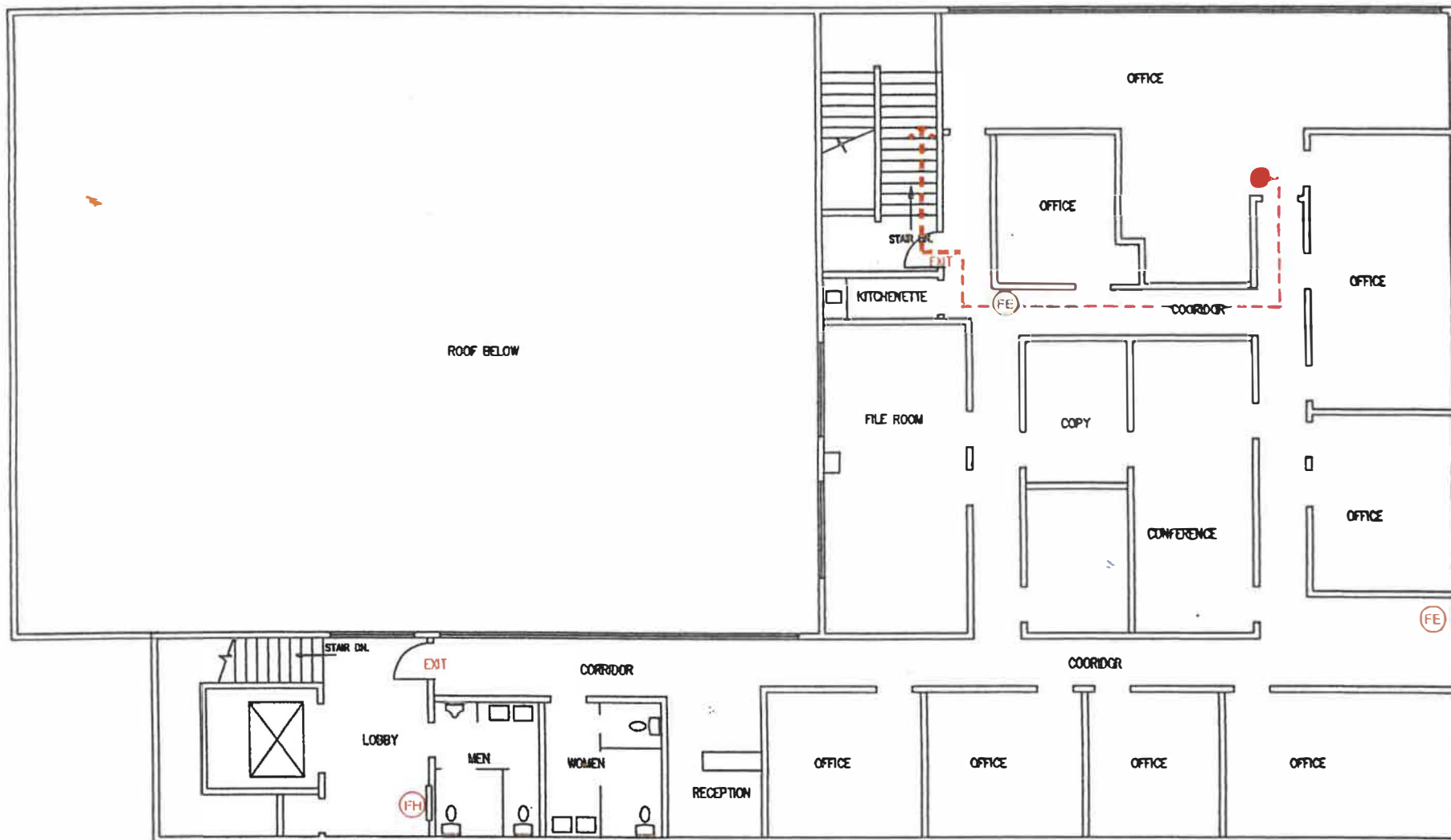


EMERGENCIES: CALL 911
 EVACUATION DIAGRAM
 MAOF ADMINISTRATION OFFICE
 2650 ZOE AVENUE
 HUNTINGTON BEACH, CA 90255
 (323) 588-7320

SECOND FLOOR PLAN

- YOU ARE HERE
- FIRE EXTINGUISHER
- SMOKE DETECTOR
- FIRE HOUSE CABINET





THIRD FLOOR EVACUATION PLAN

EMERGENCIES: CALL 911
EVACUATION DIAGRAM
MAOF ADMINISTRATION OFFICE
2650 ZOE AVENUE
HUNTINGTON BEACH, CA 90255
(323) 588-7320

- YOU ARE HERE
- (FE) FIRE EXTINGUISHER
- (FH) FIRE HOUSE CABINET



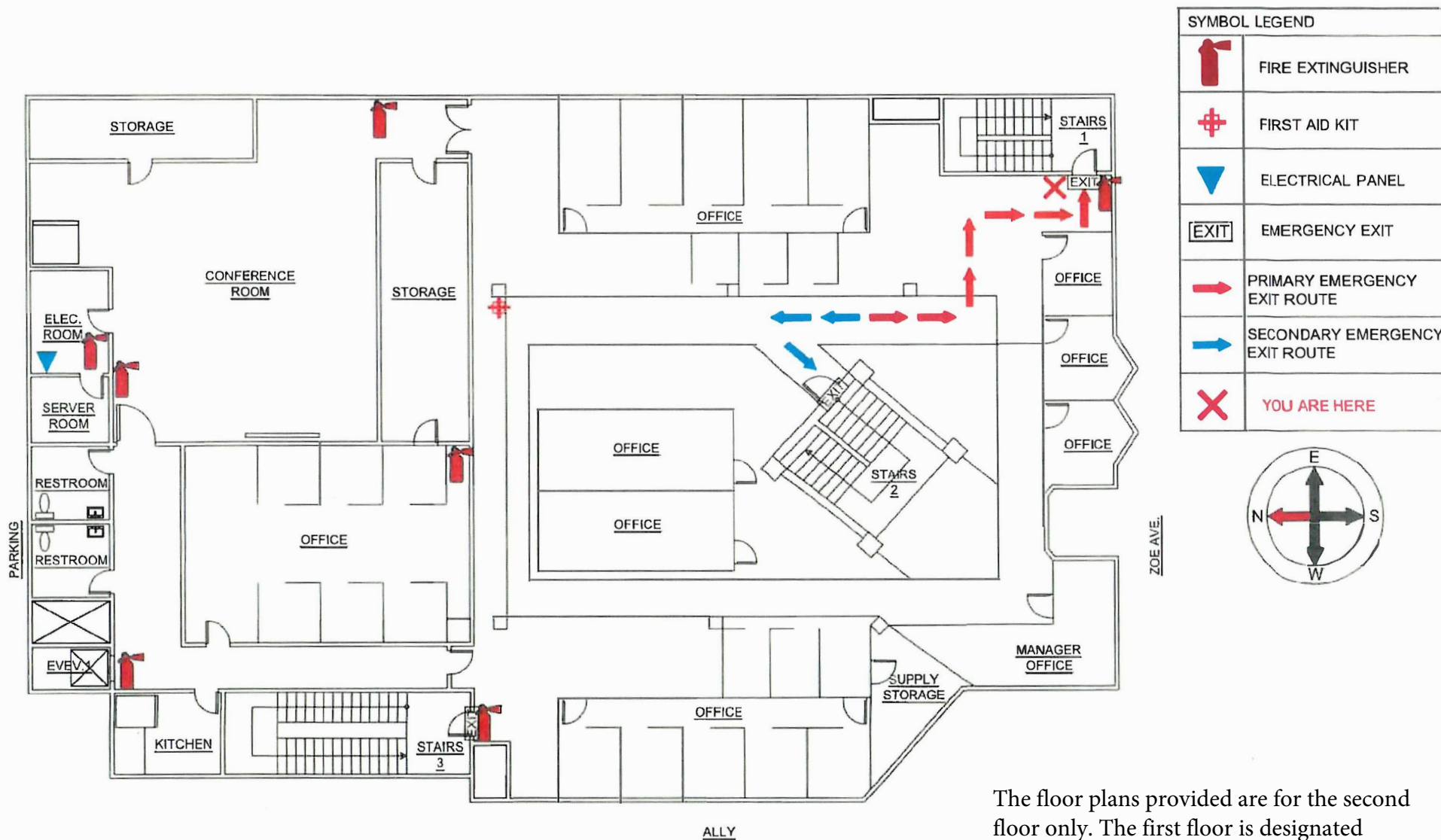


MAOF
 Mexican American Opportunity Foundation
 Empowering Families from Child to Senior

PACIFIC OFFICE
 2621 Zoe Ave Huntington
 Park CA 90255

EVACUATION PLAN

- R. REMOVE people from immediate danger.
 A. ALERT others and emergency services.
 C. CLOSE windows and doors, contain the spread of fire.
 E. EVACUATE the premises
- P. PULL the pin from the extinguisher and test.
 A. AIM the nozzle at the base of the fire.
 S. SQUEEZE the operating handle to release the extinguishing agent
 S. SWEEP from side to side.
- INCASE OF EMERGENCY:DIAL 911



The floor plans provided are for the second floor only. The first floor is designated solely as an accessible route to provide access to the second floor and is not part of the primary floor plan.









EXHIBIT-B

RATE WORKSHEET

Custodial Cleaning Services, RFP No. 26-019

Monthly Cost by Location

Location	Year 1	Year 2	Year 3	In-Kind Match
Location 1: 2621 Zoe Ave, Huntington Park, CA (7,800 sf)	\$	\$	\$	
Location 2: 2650 Zoe Ave, Huntington Park, CA (18,400 sf)	\$	\$	\$	
Location 3: 401 N Garfield Ave, Montebello, CA	\$	\$	\$	
Total Monthly Cost (All 3 Locations)	\$	\$	\$	

Additional Rates

Rate Type	Rate			
Hourly rate for additional services	\$			
Emergency response rate	\$			
Event cleaning rate	\$			
After-hours rate	\$			
Weekend rate	\$			
Holiday rate	\$			
Minimum service charge, if applicable	\$			
Proposed annual cost escalation (%)				
Pricing assumes MAOF provides supplies? (Y/N)				

Total Annual Cost (All Locations): \$ _____

Total Three-Year Contract Cost (All Locations): \$ _____

NOTE: The price shall remain firm and fixed for three (3) years. The contract (monthly, hourly, unit rate, etc.) rate after the 3-year term may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment.

APPENDIX – A

VENDOR IDENTIFICATION

Custodial Cleaning Services, RFP No. 26-019

(Must be completed and returned to MAOF)

Firm/Individual's Name:	
Doing Business As (DBA):	
Company Federal ID# or Social Security No.:	
Address:	
Remit To Address:	
Telephone:	
Fax:	
Email:	
Web address:	
California Janitorial Employer Registration # (if applicable):	
Main Contact Person:	
Person responsible for response (if different):	

Print Name	Title	Authorized Signature	Date

APPENDIX – B
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Custodial Cleaning Services, RFP No. 26-019
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