



## AUSTIN STREET CENTER

### **Request for Proposal (RFP)**

### **Facility Services/Supplies Service Provider - Mats, Restroom & Hygiene Products**

**Issued by:** Austin Street Center

**Issue Date:** 7/21/2025

**RFP Number:** RFPFACILITYSVCSFY25

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### **1. Introduction**

Austin Street Center is a nonprofit organization committed to providing safe shelter and meeting the basic needs of the most vulnerable homeless. We are seeking proposals from qualified facility service providers to supply and maintain a consistent inventory of high-traffic floor mats, restroom dispensers and refills, odor control products, and hygiene solutions across multiple buildings on our campus.

The ideal vendor will be experienced in servicing nonprofit or institutional settings, ensuring reliability, cleanliness, and a professional appearance. Maintaining clean, safe, and hygienic facilities is essential to the health and dignity of our clients, staff, and visitors.

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### **2. Scope of Work**

The selected vendor shall provide, install (as applicable), replenish, and service the following items on a recurring basis:

#### **Traffic Mats**

- Entrance mats for high-traffic areas (indoor/outdoor)
- Weekly or biweekly laundering and replacement service

#### **Soap Dispensers & Refills**

- Wall-mounted soap dispensers
- Regular refilling of soap (foaming and/or antibacterial as needed)
- Dispenser maintenance or replacement as needed

#### **Air Fresheners**

- Wall-mounted automated air freshener units
- Regular refill and maintenance schedule
- Placement in high-use restrooms and common areas

#### **Urinal Screens**

- Monthly replacement of urinal deodorizer screens in all men's restrooms

#### **Hand Sanitizer Dispensers & Refills**

- Wall-mounted and/or stand-alone dispensers
  - Regularly maintained and filled with alcohol-based sanitizer
  - Placement in entrances, dining areas, clinics, and other high-use zones
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### 3. Locations and quantities to be supplied/serviced:

1717 Jeffries St. Dallas, TX 75226

- Qty 14 - 1x/week SIG Air Freshener Svc & Refill
- Qty 26 - 1x/week SIG Soap Foaming Refill
- Qty 31 - 1x/week SIG Autos soap Dispenser
- Qty 2 - 1x/week SIG Hand Sanitizer Alcohol Foam Svc & Refill
- Qty 3 - 1x/week 4x6 Active Scraper
- Qty 9 - 1x/week 4x6 Traffic Mat
- Qty 3 - 3x/week 3x10 Traffic Mat
- Qty 3 - 1x/week 3x5 Duralite Mat
- Qty 7 - 1x/week Urinal Screens

2929 Hickory St. Dallas, TX 75226

- Qty 3 - 1x/month SIG Air Freshener Svc & Refill
- Qty 3 - 1x/month SIG Soap Foaming Refill
- Qty 1 - 1x/month SIG Hand Sanitizer Alcohol Foam Svc & Refill

2916 Hickory St. Dallas, TX 75226

- Qty 3 - 1x/week SIG Air Freshener Svc & Refill
- Qty 2 - 1x/week SIG Soap Foaming Refill

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### 4. Proposal Requirements

Vendors must include the following in their proposal:

- Company name, address and contact information
  - Company Overview: Years in business, size, and relevant experience.
  - Detailed product specifications and options
  - Maintenance/service schedule (weekly, biweekly, monthly, etc.)
  - Installation timelines for dispensers and fixtures
  - Emergency or unscheduled service response process
  - Sample service agreement or terms
  - Itemized pricing for all dispensers, mats, and products. Also include:
    - Recurring service or refill rates (weekly, monthly, etc.)
    - Any setup, delivery, or installation fees
    - Volume or nonprofit discounts
    - Optional pricing for upgrades (e.g., touchless dispensers)
  - Proof of general liability insurance.
  - Payment terms and accepted payment methods
  - Three (3) references from current or past clients
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### 5. Term of Agreement

The contract will be awarded for an initial **one-year term** beginning **September 1, 2025**, with **options to renew annually for up to three years**, contingent on performance and mutual agreement.

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### 6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Cost-effectiveness and clarity of pricing
  - Service and product quality
  - Vendor experience and references
  - Responsiveness and flexibility
  - Quality of completeness of proposal
  - Quality of references
  - Minority or Women-Owned Business Certified
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### 7. Timeline

Site walkthroughs can be scheduled upon request before the proposal deadline.

Milestone	Date
RFP Released	07/21/2025
Questions Due	08/04/2025
Proposal Submission Due	08/11/2025
Vendor Interviews (if needed)	08/18/2025
Vendor Selection/Notification	08/25/2025
Contract Start Date	09/01/2025

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### 8. Submission Instructions

Attn: Alissa Rodgers, Chief Financial Officer  
Austin Street Center  
[accounting@austinstreet.org](mailto:accounting@austinstreet.org)  
PO Box 710729 Dallas, TX 75371  
972-807-0017

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### 9. Questions and Clarifications

Any questions related to this RFP must be submitted in writing to [accounting@austinstreet.org](mailto:accounting@austinstreet.org) by the date listed in the Timeline. Please include the RFP Number in the subject of the email.

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### 10. Terms and Conditions

Austin Street Center reserves the right to:

- Accept or reject any or all proposals
  - Award contracts to multiple vendors
  - Request additional information from any respondent
  - Cancel or modify this RFP at any time
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