



February 12, 2018

## **REQUEST FOR PROPOSALS: JANITORIAL SERVICES FOR DOWNTOWN LIBRARY**

The Board of Directors of the Huntsville-Madison County Public Library (HMCPL) is issuing a Request for Proposals (RFP) for janitorial services for the Downtown Library (“Library”) located at 915 Monroe Street, Huntsville, AL 35801.

### RFP OVERVIEW

RFP Title:	Janitorial Services for Downtown Library
Timeline:	
RFP Issuance Date	February 12, 2018
Mandatory Pre-proposal Conferences	Tuesday, February 20, 2:00 p.m. Wednesday, February 21, 10:00 a.m.
Proposal Submission Due	2:00 p.m., Tuesday, March 6, 2018
Anticipated Start of Service	April 16, 2018
Contract Period	Three (3) years with no automatic renewal

The RFP information is available at <https://hmcpl.org/janitorialservices>.

### MANDATORY PRE-PROPOSAL CONFERENCES FOR PROPOSERS

Mandatory pre-proposal conferences for proposers will be held on Tuesday, February 20 at 2:00 p.m. and Wednesday, February 21 at 10:00 a.m. Attendance at one of these sessions is required. Each session will begin in the Administrative Board Room on the third floor of the Downtown Library. Interested proposers should notify the Library of their intention to attend a pre-proposal conference by calling the Library Administration Office at 256-532-5950 or by email to [sroyer@hmcpl.org](mailto:sroyer@hmcpl.org).

### SCOPE OF WORK

Janitorial services for the Downtown Library will begin on April 16, 2018. The services are required 7 days per week beginning at 6:00 a.m. Monday through Saturday and before

1:00 p.m. on Sunday. Floor work in all public areas, including meeting and study rooms, must be completed and all public restrooms cleaned by the time the Library opens. Cleaning of non-public areas and pulling trash may be done after the Library opens. A day porter/maid is required 7 days per week: Monday through Thursday from 9:30 a.m. until 6:00 p.m., Friday and Saturday from 9:00 a.m. until 5:00 p.m. and Sunday from 1:00 p.m. until 5:00 p.m. The day porter/maid's responsibilities include maintaining the cleanliness of all public and staff restrooms, cleaning the public and staff elevators, cleaning certain Library office areas that are not open for cleaning by the morning crew, and being on call for spills, restroom accidents and extra cleaning needs while the Library is open. The day porter/maid may be assigned other responsibilities by the cleaning service that can be scheduled around these tasks.

### QUALITY CONTROL

The HMCPL Executive Director or her representative, shall make a weekly inspection of the facility. If the work done is of poor quality in the opinion of the Library, a 24-hour notice will be given to the Contractor to remedy the situation. If the Contractor fails to remedy the situation, the Library shall have the right to hire another vendor and deduct the cost from the Contractor's payment due or that may become due.

### RESPONSIBILITIES OF CONTRACTOR

The Contractor shall take all responsibility for the work, shall bear all costs or losses resulting from the amount or character of the work, or from any unforeseen obstructions or difficulties which may be encountered, or because the conditions of the facility in which the work is done are different from what is assumed or expected. The Contractor shall assume defense of, and indemnify and hold harmless HMCPL, Library Board of Directors, and its officers, employees and agents, from all claims of any kind arising from the performance of this Contract.

The Contractor will maintain confidentiality concerning Library cleaning requests.

The Contractor shall provide the necessary supervision for the project. The Contractor must furnish the library with a phone contact for the responsible supervisor.

The Contractor shall furnish the Library with a current list of all employees that will perform work at the Library. Mandatory qualifications for Contractor personnel:

- Must be employees of the Contractor.
- Shall be fully trained and skilled in safe and proper housekeeping techniques.
- Shall be professional and courteous at all times. The Library may require the Contractor to remove any employee from work for reasonable cause as determined by the Library.

- Must wear appropriate clothing identifying them as employees of the Contractor.
- May not bring family or friends to work.

The Contractor will meet with Library staff monthly for a walk-through to inspect the facility and the effectiveness or possible deficiencies of the cleaning services.

The Contractor must verify Library holidays and closings each year.

The Contractor will supply plastic trash can liners, cleaning supplies and equipment necessary to provide janitorial services. The Contractor shall be responsible for keeping the cleaning equipment in proper working condition at all times. All supplies and equipment costs are to be included in the proposal.

The Library will provide restroom paper products, hand soap and soap dispensers, and a computer cleaning product. The Contractor will notify the Library when these supplies need to be reordered so that these items are always available.

A vacuum cleaner with HEPA filter must be used to vacuum the carpet and the dust bag must be sealed and discarded daily.

A separate mop is required for use on bathroom floors only and shall not be used for cleaning any other area.

The Contractor will use the manufacturer's recommended product strengths. The Contractor shall submit to the Library all Safety Data Sheets (SDSs) for each cleaning powder, solution or any other chemical used at the facility. These forms shall be readily accessible and contained in a notebook (in alphabetical order) where cleaning supplies are stored in the Library.

All trash must be collected and placed in the outside dumpster. Trash can liners must be placed in a drip-proof container for transport to the dumpster.

Any personal belongings, excluding food, found in public areas should be placed inside a black garbage bag, the bag tied, and placed at the closest public desk. Food items should be discarded.

The Contractor shall report immediately any damaged facilities and/or broken items that need to be repaired or replaced.

The Contractor is to provide a monthly invoice for services. Additional services provided are to be invoiced separately the first of each month.

### BUILDING ACCESS

The Library will furnish building keys and access cards to the Contractor for the staff entrance on the back loading dock. The Contractor must notify the Library within

5 working days when anyone leaves the employment of the Contractor without returning the access card or keys. The Library has the right to charge the Contractor for lost access cards or keys.

Access to the facilities shall be directed by the Library. When working during times the Library is closed, the Contractor is responsible for the following:

- All doors shall remain locked.
- No doors shall be propped open at any time.
- Building is locked and secured upon exiting the building.

At no time shall the Contractor allow anyone into the building other than bona fide employees of the Contractor or the Library.

PROJECT SPECIFICATIONS AND DETAILED REQUIREMENTS

Required cleaning services include but are not limited to the following:

<b>General Library, Public Areas</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Wet mop hard surface floors, including elevators, stairs, and front stairwell	<b>X</b>		
Dust all horizontal areas under 6' in height, excluding bookshelves		<b>X</b>	
Remove debris from furniture and floors	<b>X</b>		
Empty and remove trash and replace liner if necessary	<b>X</b>		
Empty recycling containers	<b>X</b>		
Clean computer screens and mice using screen cleaning cloths and library-supplied solution	<b>X</b>		
Clean and polish drinking fountain, including the metal housing	<b>X</b>		
Spot vacuum all carpet	<b>X</b>		
Clean public elevator walls, doors and door tracks, including stainless steel areas inside and outside elevator	<b>X</b>		
Clean staff elevator walls, doors and door tracks, including stainless steel areas inside and outside elevator		<b>X</b>	
Vacuum floor mats	<b>X</b>		
Spot clean spills	<b>X</b>		
Spot clean indoor glass surfaces	<b>X</b>		
Arrange furniture	<b>X</b>		
Detail vacuum all carpet		<b>X</b>	
Detail vacuum corners and edges		<b>X</b>	
Clean and disinfect tables and counters in Public Lounge	<b>X</b>		
Clean wall surfaces in Public Lounge			<b>X</b>

Spot clean walls, light switches, and door surfaces around door knobs and handles	X		
Spot clean carpet, hard surface floors, and furniture, i.e. stains	X		
Damp wipe all tables and countertops using appropriate cleaner	X		
Vacuum, damp wipe or brush upholstered furniture		X	
Detail dust all areas, including bookshelves			X
Clean and sanitize telephones			X
Remove cobwebs from ceiling corners, lights, door jams			X
Clean indoor glass surfaces			X
Scrub floors along corners, furniture, and walls			X
Clean doors			X
Clean 2 emergency stairwells			X

<b>Restrooms, Public and Staff</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Empty trash and sanitary receptacles and replace liners	X		
Refill and restock consumables	X		
Clean and disinfect restroom fixtures	X		
Plunge toilets as necessary	X		
Clean mirrors, counters, and chrome	X		
Clean door surfaces around door knobs and handles	X		
Sweep and mop floor	X		
Spot clean partitions, walls and doors	X		
Clean partitions, walls and doors		X	
Scrub floors along corners, fixtures, and walls			X

<b>Offices</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Dust mop hard surface floors	X		
Dust all horizontal areas under 6'	X		

Remove debris from furniture and floors	X		
Empty and remove trash and replace liner if necessary	X		
Spot vacuum all carpet	X		
Spot clean spills	X		
Arrange furniture	X		
Spot clean indoor glass surfaces	X		
Detail vacuum all carpet		X	
Detail vacuum corners and edges		X	
Wet mop hard surface floors		X	
Spot clean walls, light switches, and doors		X	
Spot clean carpet and furniture, i.e. stains		X	
Damp wipe all cleared horizontal services and use appropriate cleaner		X	
Empty recycling containers		X	
Detail dust all areas			X
Vacuum or brush upholstered furniture			X
Clean and sanitize telephones			X
Remove cobwebs from ceiling corners, lights, door jams			X
Clean indoor glass surfaces			X
Scrub floors along walls, covers, and furniture			X
Clean whiteboard with appropriate cleaner			X

<b>Staff, Auditorium and Board Room Kitchens</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Dust mop hard surface floors	X		
Dust all horizontal areas under 6'	X		
Remove debris from furniture and floors	X		
Empty and remove trash and replace liner if necessary	X		
Refill and restock consumables	X		
Spot clean spills	X		
Spot clean indoor glass surfaces	X		
Clean and disinfect sinks	X		

Wet mop hard surface floors		X	
Spot clean walls, light switches, and doors		X	
Damp wipe all horizontal services and use appropriate cleaner		X	
Detail dust areas all areas			X
Remove cobwebs from ceiling corners, lights, door jams			X
Clean indoor glass surfaces			X
Scrub floors along corners, furniture, and walls			X

<b>Meeting Rooms (unless occupied)</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Dust all horizontal areas under 6'	X		
Remove debris from furniture and floors	X		
Empty and remove trash and replace liner if necessary	X		
Spot vacuum all carpet	X		
Spot clean spills	X		
Spot clean indoor glass surfaces	X		
Detail vacuum all carpet		X	
Detail vacuum corners and edges		X	
Spot clean walls, light switches, and doors		X	
Damp wipe all horizontal services and use appropriate cleaner		X	
Detail dust high and low areas			X
Remove cobwebs from ceiling corners, lights, door jams			X
Clean indoor glass surfaces			X
Clean whiteboard with appropriate cleaner			X

<b>Outside the Library</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>
Empty and remove trash from front walkway bins and replace liners	X		
Remove debris from entryway	X		
Remove debris from sidewalks		X	



OPTIONAL SERVICES (Please price separately on Cost Sheet)

- 1 annual carpet extraction on 1<sup>st</sup> floor.
- Quarterly cleaning of Auditorium carpet and adjacent hallway carpet.
- 1 annual strip and wax (3 coats) of all VCT tile.
- 1 annual cleaning of all windows on 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> floors, inside and outside, including dusting high, hard to reach ledges and window sills around atrium.
- 1 annual dusting of top of planter around circulation desk.

ADDITIONAL INFORMATION

- The Library is open to the public 7 days per week:
  - Monday through Thursday – 9:00 a.m. to 9:00 p.m.
  - Friday and Saturday – 9:00 a.m. to 5:00 p.m.
  - Sunday – 1:00 p.m. – 5:00 p.m.
- The Library has a total of 123,000 square feet with approximately 100,000 square feet to be cleaned.
- There are 10 public restrooms and 5 staff restrooms in the building.
- Flooring includes carpet, VCT, rubber tile and ceramic tile.
- The Downtown Library had 487,142 visitors in 2017.
- No tobacco products may be used in the Library building or on the grounds.

REFERENCES

Proposers must provide 3 references of firms or companies where similar janitorial services are currently being provided. Contact names and numbers must be listed.

CERTIFICATE OF LIABILITY INSURANCE

Proposers must be bonded and must provide a certificate of liability insurance.

The winning proposer must add HMCPL, the Library Board of Directors, employees and agents as additional insureds under any such insurance policy for purposes of services provided pursuant to this RFP and any resulting contract.

## QUESTIONS

All questions concerning this RFP shall be submitted by email to Sue Royer at [sroyer@hmcpl.org](mailto:sroyer@hmcpl.org). The Library will post on our website [www.hmcpl.org](http://www.hmcpl.org) a written response in the form of an Addendum for each question requiring a clarification or interpretation of the specifications. It is the responsibility of the bidder to look for Addendums. The Library will not be responsible for any other explanation of the specifications.

Questions submitted must provide, at a minimum, the following information:

- Proposer's name and contact information
- Question clearly stated
- Specific reference to applicable RFP section(s)

## RATING CRITERIA

The contract will be awarded to the proposer submitting the most responsive and responsible proposal consistent with the specifications and requirements detailed in the RFP.

The following qualifications of a proposer will be considered by the Library:

1. Ability, capacity and skill to perform the contract and provide the service required within the time specified, without delay or interference;
2. Character, integrity, reputation, judgment, experience and efficiency
3. Quality of performance of previous contracts or services

All proposals will be rated on the following scale:

- |  |     |
|--|-----|
| • Cost   | 40% |
| • Company Qualifications and Experience (including reference checks) | 30% |
| • Availability and Capacity of Company to Perform the Work           | 30% |

## PROPOSAL DELIVERY INSTRUCTIONS

In order to fully respond to the RFP, each proposer must include:

- Signed Project Specifications and Detailed Requirements Acceptance Form (page 13)
- Signed Proposal Form (page 14)
- Certificate of Liability Insurance
- 3 References
- 1 original and 1 print copy of the complete proposal
- 1 electronic copy of complete proposal

Failure to include any of the required deliverables listed above or to comply with RFP specifications may result in the response being disqualified or receiving a lower rating.

Proposals are to be mailed or delivered to Sue Royer, Huntsville-Madison County Public Library, PO Box 443, Huntsville, AL 35804, or 915 Monroe Street, Huntsville, AL 35801. The words "Sealed Proposal—Janitorial Services" must be on the outside of the envelope.

Proposals must be received by 2:00 p.m. on Tuesday, March 6, 2018. The proposals will be opened at 2:00 p.m. in the Board Room located on the third floor of the Downtown Library, 915 Monroe Street. Late proposals will not be considered and will be returned unopened to the proposer. HMCPL will not be responsible for any carrier's failure to deliver a proposal.

HMCPL reserves the right to reject any and all proposals. HMCPL also reserves the right to implement all or portions of the proposal.

For further information, please contact Sue Royer at 256-532-5952, or by email at [sroyer@hmcpl.org](mailto:sroyer@hmcpl.org).

HUNTSVILLE-MADISON COUNTY PUBLIC LIBRARY

PROPOSAL SUMMARY

RFP TITLE: Janitorial Services for Downtown Library

PROPOSAL DUE: 2:00 p.m., Tuesday, March 6, 2018  
“Sealed Proposal—Janitorial Services” must be printed on outside of envelope

PROPOSAL OPENING: 2:00 p.m., Tuesday, March 6, 2018  
Library Board Room, 3<sup>rd</sup> Floor Administrative Office  
Huntsville-Madison County Public Library

ADDRESSES:      Mailing address:      Delivery address:  
Sue Royer      Sue Royer  
Huntsville-Madison County      Huntsville-Madison County  
Public Library      Public Library  
P.O. Box 443      915 Monroe Street  
Huntsville, AL 35804      Huntsville, AL 35801

EMAIL:      sroyer@hmcpl.org

PLEASE SUBMIT ONE (1) ORIGINAL PROPOSAL

AND

ONE (1) PRINT COPY OF COMPLETE PROPOSAL

AND

ONE (1) ELECTRONIC COPY OF COMPLETE PROPOSAL

All proposals must be signed on the Proposal Form (page 14), and include a signed Project Specifications and Detailed Requirements Acceptance Form (page 13), Certificate of Liability Insurance and three (3) References.

HUNTSVILLE-MADISON COUNTY PUBLIC LIBRARY

PROJECT SPECIFICATIONS AND DETAILED REQUIREMENTS

ACCEPTANCE FORM

I acknowledge that I will comply with the Project Specifications and Detailed Requirements listed in the RFP.

COMPANY NAME: \_\_\_\_\_

AUTHORIZED REPRESENTATIVE: \_\_\_\_\_(print)

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

HUNTSVILLE-MADISON COUNTY PUBLIC LIBRARY  
COST/PROPOSAL FORM  
JANITORIAL SERVICES FOR DOWNTOWN LIBRARY

Monthly cost \$ \_\_\_\_\_

Optional Services:

1 annual carpet extraction on 1<sup>st</sup> floor \$ \_\_\_\_\_

Quarterly cleaning of Auditorium carpet and adjacent hallway carpet \$ \_\_\_\_\_

1 annual strip and wax (3 coats) of all VCT tile \$ \_\_\_\_\_

1 annual cleaning of all windows on 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> floors, inside and outside, including dusting high ledges and window sills around atrium \$ \_\_\_\_\_

1 annual dusting of top of planter around circulation desk \$ \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_ FAX#: \_\_\_\_\_

AUTHORIZED REPRESENTATIVE: \_\_\_\_\_ (print)

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

By signing the above, I certify that I am authorized by the Company named above to respond to this Request for Proposal.