

**REQUEST FOR PROPOSAL
FOR
JANITORIAL SERVICES
BENZIE COUNTY
RELEASED OCTOBER 26, 2018**

Dear Proposers:

The County of Benzie is requesting proposals from a qualified public entity or private firm, to establish a contract to provide professional janitorial services. The service provider must be bonded and capable of furnishing required materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide superior interior cleaning for the County Government Center, as defined in the RFP document. The intent in soliciting proposals is to obtain the best service at a fair price, and to allow for a competitive process.

The County Government Center consists of one building of 38,495 square feet.

To be considered, respondents must submit to this solicitation in accordance with the requirements, specifications, commercial terms, and provisions as described and set forth herein. Proposals must embrace a concept that the successful offer will satisfy all of the objectives and service specifications in the most cost-effective and efficient way possible.

The expected term will be three (3) years commencing December 1, 2018 and end on October 30, 2021. If mutually agreeable to both parties, the Agreement may be extended on a year-to-year basis, with notification from one party to the other in writing, 30 days before expiration of the Contract or any extension thereof. An extension of the Contract is subject to negotiation of revisions in the Contract terms, as mutually agreed upon by the Contractor and Benzie County.

1. SCHEDULE OF EVENTS

This request for proposal will be governed by the following schedule:

| | |
|---|----------|
| Release of RFP | 10/18/18 |
| Walk Through 9:00 a.m. at Government Center | 11/09/18 |
| Proposals due | 11/16/18 |
| Approval of Contract | 11/27/18 |

All dates are subject to change at the discretion of the County.

2. SCOPE OF WORK

The purpose of this specification is to define the janitorial services requirements for the Benzie County Government Center facility. The objectives of the County are to secure a timely, consistent, and cost effective janitorial contract, to ensure clean and safe office facilities for employees and customers doing business with the County. The work covered in this specification includes furnishing all labor, equipment, specified supplies and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided. The County will consider innovative solutions and alternatives that will best accomplish the desired outcome.

GENERAL REQUIREMENTS/PROVISIONS

The Custodial/Janitorial Services contractor is responsible for the cleanliness and sanitation of the building. The contractor shall provide services to the County for cleaning of the facility located at 448 Court Place, Beulah, MI 49617. The Contractor shall provide services as detailed in the Building Scope of Services attached.

Notwithstanding any other provisions of this proposal, the Custodial/Janitorial Services contractor warrants that the services, equipment, and supplies furnished shall be of the best quality as specified in this RFP. Such warranties shall include performance, workmanship, labor, and materials.

Subcontracting: No portion of the work covered by these specifications may be subcontracted or assigned without prior approval of the County. Requests to subcontract all or any portion of services required by this contract will be submitted to the County Administrators office, at least thirty (30) days in advance of the proposed effective date of the subcontract. Contractor shall include in this written request a detailed description of how the Contractor plans to oversee the services performed by the proposed subcontractor. Contractor shall be responsible for services provided by any subcontractor as if Contractor were providing the services with its own organization.

The County may make reasonable investigations deemed necessary and proper to determine the ability of a Contractor or Sub-contractor to perform the work, and the contractor shall furnish the County all information requested for this purpose.

PERFORMANCE STANDARDS

The contract specifications define the minimum level of service and frequency deemed acceptable. It is intended that the Contractor will schedule his/her operations to meet or exceed these requirements. It is further intended that the Contractor shall put forth a level of effort to provide a thorough cleaning of the facilities, not merely a surface cleaning. Some examples include, but are not limited to: floors shall be swept and mopped, carpeted floors shall be

completely and thoroughly vacuumed, windows shall be cleaned to where all film, smudges, and streaks are removed, and the restroom facilities cleaned and disinfected.

- A. It is the objective of the County to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this end, the County is contracting for the complete performance of each cleaning job as specified in this contract. Therefore, deductions for tasks not completed or not satisfactorily completed shall be made in accordance with the schedule detailed herein.
- B. The County's Maintenance Coordinator or designee shall contact the Contractor by telephone, fax, or email to notify them of performance issues. The County's Maintenance Coordinator shall also notify the Contractor of complaint(s) received from building occupants.
- C. Major problems require immediate attention, and shall be responded to and corrected within one day. Examples of major problems include, but are NOT limited to: toilets not cleaned, not stocking sufficient paper products in large areas, offices not cleaned, or trash not removed, etc. The County's Maintenance Coordinator or designee shall have authority to classify a complaint as major or minor.

Failure by the Contractor to respond to specific complaints as stated above, as well as preventing continuing occurrences of such complaints, may result in deductions of invoiced payments or termination of the contract agreement.

- D. Contractor billing shall be done on a timely basis. The successful proposer shall submit monthly invoices for work completed in the previous month by the 15th of the following month.

Expectation: The contractor shall render the County facilities clean, defined as free from dirt, sanitary, and disinfected. This includes timely removal of trash, dust, cobwebs, and other waste.

Frequency: Janitorial services shall be provided five (5) days per week in the evening (Monday – Friday) excluding County-recognized holidays. The work schedule for completing daily services requirements is defined in the Scope of Service. The task and frequency schedule indicates the minimum acceptable cleaning frequencies. The contractor shall in no way interfere with the normal work of County employees.

Holidays: The following ten (10) days are County holidays on which Contractor is not required to provide service.

| | |
|--------------------------|------------------------|
| New Year's Day | Labor Day |
| Martin Luther King's Day | Veteran's Day |
| President's Birthday | Thanksgiving Day |
| Memorial Day | Day after Thanksgiving |

Independence Day

Christmas Day

***NOTE:** It is expected that the awarded Contractor shall be made aware of current meeting schedules, holidays, and other work routines by the Maintenance Coordinator and conduct his/her work in such a manner as to cause no interference with the execution of County business.*

Changes: Changes in the areas serviced and/or specifications may be necessary during the term of this contract. Changes in the contract requirements and corresponding changes in compensation may be implemented upon mutual agreement of the County and the Contractor. All such changes will be processed through the County Administrator and the Board. The County reserves the right to add or delete services at any time with 30 days written notice to vendor. If services are requested, the Contractor is required to provide a cost estimate detailing them as an attachment to the bid along with prices, where applicable, which may be offered as an addendum for the term of this contract agreement.

Deficient Performance: The County reserves the right to deduct from payments due or to become due to the Contractor for deficient performance. The amount of such deductions will be based on the value and extent of the unsatisfactory work. A copy of the County inspection record for the facility, with associated deduction calculation will be furnished to the Contractor prior to a deduction being made. All work determined by the Maintenance Coordinator to be deficient in any of the requirements shall be remedied by the Contractor at Contractor's expense and in a manner acceptable to the County of Benzie.

CONTRACTOR'S RESPONSIBILITY

Adherence to all Local, State and Federal Laws and Requirements

The Contractor shall adhere to all current applicable federal, state, and local laws, codes and ordinances.

Key Personnel

It is essential that the contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract.

- A. **Personnel:** Personnel employed by the Contractor shall be competent, trustworthy and properly trained for the work requirements. The Contractor and employees shall be required to comply with all applicable regulations of the County, as directed, and full cooperation shall be expected and required at all times.
- B. **Conduct:** No person(s) shall be employed for this work that is found to be incompetent, disorderly, and troublesome, under the influence of alcohol or drugs, which fails or otherwise

refuses to perform the work properly and acceptably, or is otherwise objectionable. Any person found to be objectionable shall be immediately removed from this assignment.

- C. **Nondiscrimination:** The Contractor shall not engage in discrimination in employment of persons because of race, color, national origin, ancestry, sex, sexual orientation, or religion of such persons.
- D. **Unauthorized Personnel:** Employees of the Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor, while performing duties related to the contract. This includes friends, children and/or other relatives.
- E. **County & Personal Property of County Personnel:** The Contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the County and against unauthorized use of County personal property, such as: telephones, radios, copy machines, computers, terminals, fax machines, calculators, etc., which may be in the County facility. The Contractor shall be responsible to see that Contractor employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets.
- F. **Telephones:** Telephones shall not be used by the Contractor or its employees for personal or business reasons with the following exceptions(s): to report need of emergency medical aid, fire or need of law enforcement, and notification to Benzie County of damage as required in this contract.
- G. **Care of Facilities:** Contractor and Contractor employees shall regularly observe the general condition of the County building and report problem areas to the Maintenance Supervisor or County Administrator.
 - 1. **Security:** Contractors' personnel shall not be allowed in the County facility outside of normal business hours unless they are performing work for the Contractor. Keys shall not be left in the door locks. The Contractor shall be responsible for securing/locking the interior and exterior portions of the building during hours to be specified by the Maintenance Coordinator. All work spaces shall be locked and the lights turned off when cleaning in each area has been completed. Keys/swipe cards needed by the contractor will be furnished by the County to each designated Contractor employee and shall be returned to the County on demand. Electronic security systems (where installed) shall be properly disarmed and armed each time after-hours when access is made. All exit doors are to remain locked while the contractor is in the space. The Contractor is not to block open occupant or exterior doors for any reason. The Contractor is not to assist anyone except Policy/Fire personnel. The Contractor shall not allow access to anyone other than Contractor personnel after business hours.
 - 2. **Keys:** The Janitorial Services contractor shall be issued building keys/swipe cards, where applicable, for the performance of service as specified herein. Should a lost or stolen key jeopardize the security of the County facility, the Contractor shall be solely

- responsible for all costs incurred by the County in re-keying/re-issuing a card or key for the lock system. No keys issued to the Contractor shall be duplicated.
- 3. Damages:** The Contractor will be responsible for all damages to the facility or contents caused by the Contractor or their staff during the performance of their duties.
 - 4. Protection & Restoration:** The Contractor shall protect all furnishings and improvements from damage by its operations. All damage shall be repaired or replaced, at the option of the County, at the Contractor's expense within a reasonable time after notification of such damage. Repairs and/or replacements shall be equal to original in all aspects.
 - 5. Removal of items:** The Contractor's employees shall not remove any items from the job sites except that which has been specifically authorized by the County.
- H. Tools and Equipment:** The contractor shall furnish and maintain all equipment necessary for properly maintaining the County building.
- I. Materials & Supplies:** All cleaning supplies, materials, and tools used in the performance of this contract shall be of good commercial quality, suitable for the purpose intended, and shall provide results necessary to provide the high standards of cleanliness required under this contract. The Contractor shall provide all other chemicals, supplies, and equipment. All cleaning chemicals and other supplies used by the Contractor must be used in accordance with all federal, state, and local laws. The County will supply all toilet paper, paper towels, toilet seat covers, sanitary napkins and disposable bags, hand soap, polyliners, ice melter, light bulbs, and urinal screens to the Contractor.
- J. Cleaning Schedule:** The Contractor shall submit a schedule to the Maintenance Coordinator for washing the interior and exterior windows, floor stripping, waxing, and carpet cleaning.

COUNTY'S RESPONSIBILITY

Contract Administration: The County Administrator will be responsible for administering this contract. Staff will inspect and approve services provided for compliance to the specifications prior to payment. Questions may be directed to the Maintenance Coordinator at (231) 882-0029 or Deputy County Administrator at (231) 882-0035.

Inspections: The Maintenance Coordinator or his designee will perform inspections of the County building to ascertain compliance to the specifications. A janitorial inspection report will be communicated to the Contractor listing any deficiencies found.

Termination: Benzie County and/or Contractor may terminate this Contract for Services by providing 90 days written notice of termination. Benzie County shall be responsible for payments for all work performed and payments for services shall be made to the contractor on a pro-rata basis through the effective date of termination.

DELIVERABLES REQUIRED OF SUCCESSFUL CONTRACTOR

The successful Contractor shall submit the following items to the County Administrator's office *within thirty (30) days of initiation of the contract award*:

- A. Complete work schedule for weekly, monthly, quarterly, semi-annual and annual services for the County Government Center facility.
- B. Copy of Certificate of Insurance.
- C. Provide a completed and signed W-9 form for your company.
- D. Contractor shall defend, indemnify, and hold the County, its officers, agents and employees harmless from any and all liability incurred as a result of actions, acts of omissions of Contractor.

PROPOSAL

The Contractor proposal shall be organized as follows:

1. **Title page:** Show RFP subject, the name of the firm, local address, telephone number, name of contact person, and the date.
2. **Letter of Transmittal:**
 - a. Briefly state the proposer understands of the work to be done.
 - b. State the names of the persons authorized to make representations for the firm, their titles, addresses and telephone numbers.
 - c. State that the person signing the letter will be authorized to bind the proposer.
3. **Profile of the Proposer:**
 - a. State whether the firm is local, regional or national.
 - b. State the location of the office from which the work is to be done and the number of partners, managers, supervisors and other professional staff employee at that office.
 - c. Describe the range of activities performed by the local office such as cleaning, stripping floors, washing windows or cleaning carpets.
4. **Compensation:**
 - a. State the all-inclusive fee for which the work will be done and include a breakdown between services to be provided as weekly, monthly, quarterly, semi-annual and annual.
 - b. State any services that would entail additional fees, the anticipated frequency of those services and the cost associated with each.

5. Submission of Proposals

Five (5) copies of your proposals shall be submitted to the Benzie County Administrator's Office, 448 Court Place, Beulah, MI 49617, no later than 4:00 p.m., November 16, 2018 in a sealed envelope clearly marked "Sealed Bids, Benzie County, Cleaning Services Contract".

**Benzie County Scope of Service
Cleaning Tasks**

| Service Areas (Office Areas, File Rooms, Conference Rooms, etc.) | Frequency: |
|---|-------------------|
| Empty waste receptacles and remove waste to designated area | Daily |
| Wash or damp wipe inside and outside all waste receptacles presenting a spoiled or odorous condition | Daily |
| Replace Liners when torn or spoiled | Daily |
| Dust mop all non-carpeted floors. Damp mop all spills, buff vinyl/tile floors applying spay wax if needed | Daily |
| Thoroughly vacuum all carpeted floors including corners and underneath partitions | Daily |
| Spot clean all carpeted areas | Daily |
| Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners | Daily |
| Clean and disinfect drinking fountains | Daily |
| Clean and polish all entrance glass | Daily |
| Move all lobby chairs and clean floor area underneath and replace chairs in proper place | Daily |
| Dust high and low including clocks all surfaces in which dust gathers | Weekly |
| Clean all cleared desk and counter top areas with approved desk/counter cleaner | Weekly |
| Remove all cobwebs, clean baseboards | Weekly |
| Clean, spray wax and buff all vinyl tile floors | Weekly |
| Clean by most appropriate means all lobby furniture. Wash thoroughly all children's furniture and fiberglass vinyl furniture | Weekly |
| Dust/Vacuum window hangings | Monthly |
| Spot clean walls, doors, etc. removing all cobwebs, finger prints, smears and stains | Monthly |
| Clean partition glass | Monthly |
| Vacuum exposed air bars and heating outlets | Monthly |
| Strip, seal, wax and buff all vinyl and terrazzo tile | Semi-Annually |
| Shampoo or steam clean carpets by commercial methods | Semi-Annually |
| | |
| Restrooms: | |
| Clean and sanitize all units. Clean pipes beneath all sinks | Daily |
| Clean mirrors and counters and polish chrome | Daily |
| Refill dispensers | Daily |
| Empty and disinfect all sanitary napkin receptacles | Daily |
| Sweep and damp mop floors with a germicidal solution paying special attention around wash bowls, toilet and urinals | Daily |
| Empty waste receptacles | Daily |
| Clean switch, door, and kick plates | Daily |

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| Maintain floor traps free of odor | Daily |
| Clean partition walls and doors with germicidal solution, making sure to thoroughly rinse | Weekly |
| Thoroughly clean, scrub by agitation (with hand brush or mechanical machine) and disinfect ceramic tile floors, with special attention to corner of floor, baseboards, and stalls | Weekly |
| Spot clean walls around sinks, waste receptacles, behind urinals, and toilets | Weekly |
| Dust radiators, grills, ledges, etc. | Weekly |
| Wash with germicidal solution entrance doorways, ledges, etc. | Monthly |
| | |
| Windows | |
| Wash all exterior windows, inside and out (weather permitting) | Quarterly |