

Naperville Public Library

Request for Proposal

Cleaning Services Nichols Library, Naper Blvd. Library & 95th Street Library

**Submission Date/Time:
March 08, 2018, at 10:00 a.m. CST**

**Place:
Nichols Library
Office of the Director - Board Room
200 West Jefferson Avenue
Naperville, IL 60540**

Dear Prospective Bidder:

The Naperville Public Library is pleased to invite you to submit a sealed proposal for:

Cleaning Services – Nichols Library, Naper Blvd. Library & 95th Street Library

RFP Opening: March 08, 2018, 10:00 AM, local time

**Where: Nichols Library, Office of the Director, Board Room,
200 W. Jefferson Ave., Naperville IL 60540**

Specifications packages are available on our website: www.naperville-lib.org

A **mandatory pre-bid meeting and site inspection** will be held on Tuesday, February 20, 2018, at 9:30 AM starting at the 95th Street Library, 3015 Cedar Glade, Naperville, IL 60564, continuing at the Naper Blvd. Library, 2035 S. Naper Blvd., Naperville, IL 60565, and ending at Nichols Library, 200 W. Jefferson Ave, Naperville, IL 60540. Bidders must attend and sign in for the site inspection at each building. Parties interested in attending the pre-bid meeting will meet Mr. Scott Speidel, in Meeting Room C at the 95th St Library.

Please note the following requirements of the Request for Proposal:

- Price Work Sheet
- Proposal Form
- Question Work Sheet
- Certificate of Insurance
- References
- Written Description on how the proposal meets RFP requirements
- First Three (3) Month Calendar Work Schedule by Building
- Performance Bond at Time of Award
- Original and Copy of Your Full Submitted Proposal and One Electronic Proposal

We sincerely hope that you take the time to review the specifications and submit a proposal. If you need additional information please submit your questions in writing to the Library, either by fax at 630-961-4119 or by email to jscheuerman@naperville-lib.org by 12:00 PM on February 23, 2018. The Library will post a written response on our website www.naperville-lib.org in the form of an addendum by end of day February 26, 2018.

Sincerely,

Jeffrey Scheuerman
Finance Manager

**GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS
TO PROPOSERS TABLE OF CONTENTS**

BIDDING PROCEDURES

1. Proposal Forms
2. Submission of Proposals
3. Addendum
4. Questions
5. Alternate Proposals
6. Alternate Proposals, solicited
7. Proposals Binding For 90 Days
8. Withdrawal of Proposals

Awarding the Proposal

9. Criteria for Awarding /Reservation of Rights
10. Notice of Award
11. Registration Required

Price

12. Tax Exemption

Financial Responsibility Provisions

13. General Guaranty
14. Warranties
15. Insurance
16. Indemnification
17. CERCLA Indemnification

Assignment/Termination/Default

18. Assignment
19. Termination of Contracts
20. Default

Miscellaneous

21. Material Safety Data Sheets
22. Public Works Projects-Employment of Illinois Laborers
23. Prevailing Wages
24. Non-Resident Executive and Technical Experts
25. Force Majeure

**NAPERVILLE PUBLIC LIBRARY
GENERAL TERMS AND CONDITIONS
REQUEST FOR PROPOSAL (RFP) INSTRUCTION TO PROPOSERS**

THE GENERAL TERMS AND CONDITIONS WHICH FOLLOW APPLY TO ALL PURCHASES, SOLICITATIONS FOR GOODS AND/OR SERVICES, DO BECOME A DEFINITE PART OF EACH FORMAL REQUEST FOR PROPOSAL, PURCHASE ORDER, OR CONTRACT ISSUED BY THE NAPERVILLE PUBLIC LIBRARY, UNLESS OTHERWISE SPECIFIED. BY SUBMITTING A RESPONSE, THE PROPOSER AGREES TO BE BOUND BY THESE TERMS AND CONDITIONS. PROPOSERS OR THEIR AUTHORIZED REPRESENTATIVES ARE EXPECTED TO FULLY INFORM THEMSELVES OF THE CONDITIONS, REQUIREMENTS, AND SPECIFICATIONS BEFORE SUBMITTING PROPOSALS, FAILURE TO DO SO WILL BE AT THE PROPOSER'S OWN RISK AND HE/SHE CANNOT SECURE RELIEF ON THE PLEA OF ERROR.

RFP PROCEDURES

The first **two** items must be performed by the proposer in order for the proposal to qualify for consideration by the Library. **A place to check off each item as you complete it has been provided for your convenience.**

- _____ 1. **PROPOSAL FORMS:** Proposals shall be submitted on the forms provided or in an identical format typed by the proposer, properly signed in the appropriate places, and submitted in a sealed envelope.

- _____ 2. **SUBMISSION OF PROPOSALS:** All proposals submitted must be received in an envelope by the Library before the time specified for receipt of proposal. The envelope must be clearly marked "SEALED PROPOSAL" --WITH THE RFP TITLE, DATE DUE AND TIME OF RECEIPT, written on the front of the envelope. The Executive Director, or a designated agent, will decide when the specified time for receipt has arrived (as determined by the official clock in the Library's Office of the Director). Formal sealed proposals, amendments thereto, or requests for withdrawal of bids after the time specified for the bid opening will not be considered.

3. **ADDENDUM:** Proposer shall acknowledge the receipt of any addendum interpreting the specifications on the proposal form.

4. **QUESTIONS:** All questions concerning the RFP shall be submitted to the Library. Questions requiring a clarification or interpretation of the specifications shall be submitted to the Library in writing by either fax at 630-961-4119 or by email to jscheuerman@naperville-lib.org by February 23, 2018. The Library will post a written response on our website www.naperville-lib.org in the form of an addendum by the end of day February 26, 2018. Whenever the answer to a question is contained in the documents, the proposer shall be directed to the RFP document. The Naperville Public Library (Illinois) will not be responsible for any other explanation of the specifications made prior to the receipt of proposals.

5. **ALTERNATE PROPOSALS:** The proposal specifications may not state that an alternate proposal is permissible.

6. **ALTERNATE PROPOSALS, SOLICITED:** At this time, the Library is not soliciting any alternate proposals.

7. **PROPOSALS BINDING FOR 90 DAYS:** Unless otherwise specified in the specifications, all formal RFP submitted shall be binding for ninety (90) calendar days following date of opening.

8. **WITHDRAWAL OF PROPOSALS:** A written request for the withdrawal of a proposal will be granted if the request is received by the Library prior to the specified time of receipt.

AWARDING THE PROPOSAL

9. **CRITERIA FOR AWARDING /RESERVATION OF RIGHTS:** The contract will be awarded to the responsible, responsive proposer, or any other proposer determined by the Naperville Board of Library Trustees to be in the best interest of the Library, who meets or exceeds the criteria, provisions sought by the requesting department. The Library reserves the right to reject any or all proposals or to waive any details in proposals received whenever such rejection or waiver is in the best interests of the Library. The Library also reserves the right to reject the RFP of a proposer who has previously failed to satisfactorily perform, has not completed contracts on time, or whom, upon investigation shows is not in a position to perform the contract.

In determining responsibility, the following qualifications will be considered by the Library.

- (a) The ability, capacity, and skill of the proposer to perform the contract or provide the service required;
 - (b) Whether the proposer can perform the contract or provide service promptly, or within the time specified, without delay or interference;
 - (c) The character, integrity, reputation, judgment, experience, and efficiency of the proposer;
 - (d) The quality of performance of previous contracts or services;
 - (e) The previous and existing compliance by the proposer with laws and ordinances relating to the contract or service;
 - (f) The sufficiency of the financial resources and ability of the proposer to perform the contract or provide the service;
 - (g) The quality, availability, and adaptability of the supplies or contractual services to the particular use required;
 - (h) The ability of the proposer to provide future maintenance and service for the use of the subject of the contract;
 - (i) Proposer's record of experience in this field of endeavor; and, the size and scope required in the proposals specifications;
10. **NOTICE OF AWARD:** The Library will accept in writing one of the proposals, within ninety (90) days from the date of opening, or the time specified within the specifications, unless the awardee extends the time of acceptance to the Library. Notice of Award will be mailed to all proposers of record within the time for acceptance specified in the Request for Proposal.
11. **REGISTRATION REQUIRED:** Companies awarded should be registered to do business in the State of Illinois. The Library may verify status with the State by calling 217-782-7880 prior to awarding contract.

PRICE

12. **TAX EXEMPTION:** Sales to the Naperville Public Library are exempt from state and local retailers' occupation tax, state and local service occupational tax, use tax, and service use tax pursuant to Rule No. 40 of the Illinois Retailers Occupation Tax Rules issued April 15, 1965. Our Tax Exemption Identification No. is E9991-2953-07.

FINANCIAL RESPONSIBILITY PROVISIONS

13. **GENERAL GUARANTY:** Contractor agrees to:
- (a) Save the Library, its agents, and employees harmless from liability of any nature or kind for the use of any copyrighted or uncopied composition, secret process, patented or unpatented invention, article, or appliance furnished or used in the performance of the contract which the Contractor is not the patentee, assignee, licensee, or owner; and
 - (b) Protect the Library against latent defects in materials or workmanship and to repair or replace any articles damaged or marred in transit or during delivery; and
 - (c) Pay for all permits, licenses, and fees and give all notices and to comply with all laws, ordinances, and rules of the City of Naperville and the State of Illinois.
14. **WARRANTIES:** Unless otherwise specified, the Contractor shall unconditionally guarantee the materials and workmanship on all equipment furnished by him FOR A PERIOD OF ONE YEAR from date of delivery and installation if required unless otherwise specified in the specifications. If within the guarantee period, any defects or signs of deterioration are noted which, in the opinion of the Library, are due to faulty design and installation, workmanship, or materials, the Library shall notify the Contractor. At the Contractor's expense, the Contractor shall repair or adjust the equipment or parts to correct the condition, or replace the part or entire unit to the complete satisfaction of the Library.
15. **INSURANCE:** At the Contractor's expense, the Contractor shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Contractor's operations. The Contractor shall furnish Certificates of Insurance to the Library before starting construction or within ten (10) days after the execution of the contract, whichever date is reached first. All insurance policies shall be written with insurance companies licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the Library. This provision shall also be stated on each Certificate of Insurance as "Should any of the above described policies be canceled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder named to the left".

The lowest responsive, responsible bidder will be required to provide an acceptable certificate of insurance prior to a recommendation of award.

The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law.

(A) **Commercial General Liability:**

- i. Coverage to include Premise/Operations, Products/Completed Operations, Independent Contractors, Broad Form Property Damage, Contractual and Personal Injury.
- ii. Limits:

General Aggregate	\$2,000,000.00
Products/Completed Aggregate	\$1,000,000.00
Each Occurrence	\$1,000,000.00
Personal Injury	\$1,000,000.00
- iii. Exclusions relating to the Explosion, Collapse and Underground hazards shall be deleted.
- iv. Coverage is to be written on an "occurrence" basis.
- v. Products/Completed Operations coverage is to remain in force for a period of two (2) years after the completion of the project.
- vi. Cover all claims arising out of the Contractor's operations or premises, Subcontractor's operations or premises, anyone directly or indirectly employed by the Contractor or Subcontractor, and the Contractor's obligations under indemnifications under this Contract.

(B) **Professional Liability:**

- i. Per Project Aggregate \$1,000,000.00
- ii. Cover all claims arising out of the Consultant's operations or premises, Subconsultant's operations or premises, anyone directly or indirectly employed by the Consultant or Subconsultant, and the Consultant's obligations of indemnification under this Contract.

(C) **Workers Compensation:**

- i. Shall be in accordance with the provisions of the laws of the State of Illinois, including Occupational Disease Act provisions, for all employees at the site of the project, and in case work is sublet, the Contractor shall require each Subcontractor similarly to provide this insurance. In case employees are engaged in work under this contract and are not protected under the Workers Compensation and Occupational Disease Act, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(D) **Comprehensive Automobile Liability:**

- i. Coverage to include all Owned, Hired, Non-owned vehicles, and/or trailers and other equipment required to be licensed.
- ii. Limits:

Combined Single Limit	\$1,000,000.00
-----------------------	----------------

(E) **Umbrella:**

- i. Limits:

Each Occurrence/Aggregate	\$2,000,000.00
---------------------------	----------------
- ii. Cover all claims arising out of the Contractor's operations or premises, Subcontractor's operations or premises, anyone directly or indirectly employed by the Contractor or Subcontractor, and the Contractor's obligations under indemnifications under this contract.

(F) **The Naperville Public Library shall be named as additional insured on all insurance policies, except for professional liability and workers compensation.**

The Contractor understands and agrees that any performance bond or insurance protection required by this contract or otherwise provided by Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Library as herein provided.

16. **INDEMNIFICATION:** The Contractor shall indemnify, hold harmless and defend the Library, its trustees, officers, employees, and its agents from any and all claims, suits, actions, costs, and fees, including reasonable attorney's fees, of every nature or description arising from, growing out of, or connected with the performance of this Contract, or because of any act or omission, neglect, or misconduct of the Contractor, its employees and agents, or its subcontractor(s). Such indemnification shall not be limited by reason of the enumeration of any insurance coverage herein provided.

Nothing contained herein shall be construed as prohibiting the Library, its trustees, officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys, and experts, any claims, actions, or suits brought against them. The Contractor shall be liable for the costs, fees, and expense incurred in the defense of any such claims, actions, or suits.

17. **CERCLA INDEMNIFICATION:** The Contractor shall, to the maximum extent permitted by law, indemnify, defend, and hold harmless the Library, its officers, employees, agents, and attorneys from and against any and all liability, including without limitation, costs of response, removal, remediation, investigation, property damage, personal injury, damage to natural resources, health assessments, health settlements, attorneys' fees, and other related transaction costs arising under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) of 1980, 42 U.S.C.A. Sec. 9601, *et seq.*, as amended, and all other applicable statutes, regulations, ordinances, and under common law for any release or threatened release of the waste material collected by the Contractor, both before and after its disposal.

ASSIGNMENT/TERMINATION/DEFAULT

18. **ASSIGNMENT:** Assignment of this contract or any part thereof, or any funds to be received there under by the Contractor shall be subject to the approval of the Naperville Public Library.
19. **TERMINATION OF CONTRACTS:** Contracts will remain in force for full periods and until all articles ordered before date of termination shall have been satisfactorily delivered and accepted and thereafter until all requirements and conditions shall have been met, unless:
- (a) Terminated prior to expiration date by satisfactory deliveries of entire contract requirements.
 - (b) Extended upon written authorization of the Executive Director and accepted by Contractor, to permit ordering of unordered balances or additional quantities at contract prices and in accordance with contract terms.
20. **DEFAULT:** The contract may be canceled or annulled by the Naperville Board of Library Trustees in whole or in part by written notice of default to the Contractor upon non-performance or violation of contract terms. Upon receipt of such notice, the Contractor shall have seven (7) days within which to cure any default or violation. If the default or violation is not cured within the specified time an award may be made to the next lowest Bidder, or articles specified may be purchased on the open market. In either event, the defaulting Contractor (or his surety) shall be liable to the Library for costs incurred by the Library in excess of the defaulted contract prices. However, the Contractor shall continue the performance of this contract to the extent not terminated under the provisions of this clause.
21. **MATERIAL SAFETY DATA SHEETS:** It is a federal law that chemical manufacturers and importers must develop an MSDS for each hazardous chemical they produce or import, and must provide the MSDS automatically at the time of the initial shipment of a hazardous chemical to a downstream distributor or user, or anytime the chemical makeup of the product is changed. Distributors must also ensure that downstream employers are similarly provided an MSDS.

Contractors who are awarded this contract, and if the above paragraph applies to this bid, must submit Material Data Sheets which include information regarding the specific chemical identity of the hazardous chemical(s) involved and the common names. In addition, information must be provided on the physical and chemical characteristics of the hazardous chemical; known acute and chronic health effects and related health information; exposure limits; whether the chemical is considered to be a carcinogen by NTP, IARC, or OSHA; precautionary measures; emergency and first-aid procedures; and the identification of the organization responsible for preparing the sheet.

22. **PUBLIC WORKS PROJECTS-EMPLOYMENT OF ILLINOIS LABORERS:** Whenever there is a period of excessive unemployment in Illinois, every person who is charged with the duty, either by law or contract, of constructing or building any public works project or improvement or for the cleanup and on-site disposal of hazardous waste for the State of Illinois or any political subdivision, municipal corporation or other governmental unit thereof shall employ only Illinois laborers on such project or improvement, and every contract let by any such person shall contain a provision requiring that such labor be used: Provided, that other laborers may be used when Illinois laborers as defined in this Act are not available, or are incapable of performing the particular type of work involved, if so certified by the Contractor and approved by the contracting officer.
23. **PREVAILING WAGES:** Contractor shall comply with all applicable provisions of “An Act regulating wages of laborers, mechanics, and other workers employed in any public works by the State, county, city or any public body or any political subdivision or by any one under contract for public works,” approved June 26, 1941, 820 ILCS 130/0.01 et seq. (2002)(see website address: <http://www.state.il.us/agency/idol/> for rates) and City of Naperville Ordinance 17-082, (“An Ordinance Ascertainning Prevailing Wages In The City of Naperville”), and any applicable superceding ordinance or public law.
24. **NON-RESIDENT EXECUTIVE AND TECHNICAL EXPERTS:** Every contractor on a public works project or improvement or hazardous waste clean-up and on-site disposal project in this State may place on such work no more than 3, or 6 in the case of a hazardous waste clean-up and on-site disposal project, of his regularly employed non-resident executive and technical experts, even though they do not qualify as Illinois laborers as defined in Section 1 of Article 2 of this Act.
25. **FORCE MAJEURE:** Whenever a period of time is provided for in this Agreement for either the LIBRARY or OWNER and CONTRACTOR to do or perform any act or obligation, neither party shall be liable for any delays or inability to perform due to causes beyond the control of said party such as war, riot, strike or lockout by or against either party’s own employees or suppliers, unavoidable casualty or damage to personnel, materials or equipment, fire, flood, storm, earthquake, tornado or any act of God; provided, however, that said time period shall be extended for only the actual amount of time said party is so delayed. Except as to a strike or lockout by or against either party’s own employees or suppliers, an act or omission shall not be deemed to be “beyond OWNER and CONTRACTOR’s control” if committed, omitted or caused by OWNER and CONTRACTOR, OWNER and CONTRACTOR’s employees, officers or agents or a subsidiary, affiliate or parent of OWNER and CONTRACTOR or by any corporation or other business entity that holds a controlling interest in OWNER and CONTRACTOR, whether held directly or indirectly.

Naperville Public Library Request for Proposal

Cleaning Services Nichols Library, Naper Blvd. Library & 95th Street Library

Purpose:

The Naperville Public Library is soliciting proposals for Cleaning Services. The facilities include the Nichols Library at 200 W. Jefferson Ave, Naperville, IL, 60540, the Naper Blvd. Library at 2035 South Naper Blvd., Naperville, IL 60565 and the 95th Street Library at 3015 Cedar Glade, Naperville, IL 60564.

Scope of Work:

This project involves the daily, weekly, monthly and quarterly full service cleaning of all three of its library facilities. Nichols Library has 63,300 S.F. and opened in 1986. Naper Blvd Library has 32,000 S.F. and opened in 1992. The 95th Street Library has 73,000 S.F. and opened in 2003. All three Libraries are open seven (7) days per week with the exception of a limited holiday closing schedule. A schedule of cleaning needs is attached to this document. A copy of current floor plans will be distributed during the site inspections.

Bidder's Qualifications:

Any bidding Cleaning Service provider is agreeing that they meet the following minimum requirements:

1. Company is licensed to do business in the state of Illinois.
2. Company shall be in and maintain compliance with the Owner's Fair Employment Practices Agreement, the Federal Civil Rights Act and Illinois Fair Employment Practices Act.
3. Company should be of sound financial status.
4. Company shall have a minimum of five (5) years documented experience.
5. Company shall be free of encumbering legal actions or firm history of judgments, claims and arbitration proceedings.
6. Company shall provide necessary insurance requirements as defined.

Mandatory Pre-bid Meeting:

A mandatory pre-bid meeting and site inspection will be held on Tuesday, February 20, 2018 at 9:30 AM starting at the 95th Street Library, 3015 Cedar Glade, Naperville, IL 60564, continuing at the Naper Blvd. Library, 2035 S. Naper Blvd., Naperville, IL 60565, and ending at Nichols Library, 200 W. Jefferson Ave., Naperville, IL 60540. Bidders must attend and sign in at the site inspection for all buildings. Parties interested in attending the pre-bid meeting will meet Mr. Scott Speidel, in Meeting Room C at the 95th St Library.

Supplies:

The Contractor shall provide all supplies (both chemical and paper) and equipment to adequately clean the buildings. The Contractor is directed to utilize cloth rags or towels to perform all cleaning except for glass surfaces. At no time should any equipment or product provided by the Library be utilized for cleaning. The Library shall provide the following:

Can Liners

Toilet paper, C-fold towels, kitchen roll towels, continuous roll paper towels, and napkins.

Soap dispenser refills

Paper cups and lids

Urinal screens, deodorizer refills

The bidder must restock all can liners (specific standardized sizes) appropriately and daily without waste of materials.

Equipment:

The Contractor shall provide all equipment necessary to perform the contracted work to current industry standards. The Contractor will research and select the appropriate floor scrubber machines to properly clean the different flooring surfaces that are unique to each building. Equipment must be approved by Library. The Contractor shall maintain all equipment in proper working order at all times. All equipment stored on the library premises must be clearly marked with the Contractor's company name. All equipment including mops and mop buckets must be kept clean and odor free.

Work Schedule:

The Contractor will provide the appropriate staffing and will be present in the buildings for the amount of time specified below:

Nichols Library – Minimum three cleaning staff for a minimum of three hours per night.

Naper Blvd Library – Minimum two cleaning staff for a minimum of two hours per night.

95th St. Library – Minimum three cleaning staff for a minimum of three hours per night.

The cleaning time will be set by agreement between all parties involved and may not be changed by the Contractor without expressed permission of the Facilities Manager.

Building Security

The Contractor or personnel of the Contractor are responsible for arming and disarming the alarm systems during the performance of this contract. For each false alarm that occurs due to the action of the Contractor or the Contractor's personnel, the Contractor shall be charged a minimum of \$100 and a maximum of \$350 per occurrence – based on the fines assessed by the City of Naperville. The Contractor is responsible for any theft or tampering by his workers or during the period the workers are in the building. Additionally, the Naperville Public Library requires the name and address of all Contractor employees prior to their assignment on site. Within one week of the employees start date, the Naperville Public Library must receive a clear ID-type photo of the individual. Any updates or changes will need to be communicated to the designated Naperville Public Library staff member prior to the Contractor's employees working on site.

Contract Period

The anticipated contract period for this RFP is April 1, 2018 through March 31, 2019. The Naperville Public Library reserves the right to renew for a second year at the proposal price.

Supervision:

At least one member of the crew on site at all times must be considered the lead and be able to converse, read and write instructions and directives in English. A log book, provided by the Contractor, must be maintained on each site. The Facility Manager may require an on-site walk-through inspection to be attended by the Contractor's responsible personnel with proper notice.

Subcontracting

No part of this contract may be subcontracted by the successful bidder without the expressed written permission of the Naperville Public Library. By submitting a proposal each bidder agrees that each worker assigned to this contract is a direct employee of the named organization.

References:

All respondents must provide five references of buildings of comparable size and traffic within 20 miles of Naperville. Also provide a minimum of three references for cleaning services provided over the past 12 months. Also, provide the names of libraries you currently clean or you have served in the past. The reference list shall include the company name, contact name, contact phone number, the type of work done, dates work occurred and the size of the facility.

Performance Bond

The successful bidder(s) will be required to submit a performance bond equal to the annual cost of their contract prior to the start of the contract period. In the event of documented poor performance, non-performance, or other related issues resulting in cancellation of the agreement the Naperville Public Library reserves the right to cash in the performance bond.

Deliverables:

In order to fully respond to this RFP, each bidder must include:

- Price Work Sheet(attached)
- Proposal Form(attached)
 - Including acknowledged receipt of any or no Addendums
- Responses to the Questions Work Sheet(attached)
- Certificate of Insurance
- References
- A written description on how their proposal will meet the requirements of this RFP
- First Three (3) Month Calendar Work Schedule by Building
- Performance Bond at Time of Award
- Original and Copy of Your Full Submitted Proposal and One Electronic Proposal

Failure to include any of the deliverables may result in the response being disqualified or receiving a lower rating. It is the responsibility of each bidder to look for Addendums.

Rating Criteria:

All responses shall be rated on the following scale:

Cost 40 %

Experience 20%

References 20%

Proposal Quality 20%

NAPERVILLE PUBLIC LIBRARY

PROPOSAL FORM

RFP TITLE: **Cleaning Services for:**
 Nichols Library, Naper Blvd. Library & 95th Street Library

RECEIVED BY: March 08, 2018

TIME DUE: 10:00 A. M.

The undersigned proposer, having examined the specifications and other documents, hereby agrees to supply services as per the attached specifications and to perform other work stipulated in, required by and in accordance with the proposal documents attached for and in consideration of the proposed prices and certifies meets minimum bidder qualifications.

The undersigned acknowledges receipt of addenda Nos. _____.

***PLEASE SUBMIT ONE (1) ORIGINAL
AND
ONE (1) COPY OF YOUR PROPOSAL
AND
ONE ELECTRONIC COPY OF YOUR PROPOSAL***

**TO BE CONSIDERED, ALL PROPOSALS MUST:
 **BE SIGNED,
INCLUDE WORKSHEETS
BE RECEIVED PRIOR TO DUE DATE AND TIME.****

FIRM NAME: _____

ADDRESS: _____

TELEPHONE NO.: _____ **FAX NO:** _____

AUTHORIZED REPRESENTATIVE: _____ **(Typed)**

SIGNATURE: _____

DATE: _____ **TITLE:** _____

NAPERVILLE PUBLIC LIBRARY
Cleaning Services
Nichols Library, Naper Blvd. Library & 95th Street Library

Price Work Sheet

All respondents must use the following price sheet for their proposal to be considered.

Firm Name _____

Tax ID # _____

Contact _____

Phone /Fax /Email _____

PRICING FOR ALL FACILTIES:

Year 1

Nichols Library (63,300 S.F.)	_____ per month	_____ per year
Naper Blvd (32,000 S.F.)	_____ per month	_____ per year
95 th St (73,000 S.F.)	_____ per month	_____ per year
Combined Total	_____ per month	_____ per year

Year 2

Nichols Library (63,300 S.F.)	_____ per month	_____ per year
Naper Blvd (32,000 S.F.)	_____ per month	_____ per year
95 th St (73,000 S.F.)	_____ per month	_____ per year
Combined Total	_____ per month	_____ per year

NAPERVILLE PUBLIC LIBRARY
Cleaning Services
Nichols Library, Naper Blvd. Library & 95th Street Library

Question Work Sheet

(Attach answers to this form.)

Firm Name _____

1. Many of the tasks specified are to be performed on a periodic basis – weekly and monthly. Please review the following task list and provide calendar listing for each building for the first three months of service showing when these tasks will be performed/completed.
2. The staircase at the 95th Street Library is intended to be a showpiece and focal point for the Library. It is constructed of white saddler tile with glass risers and side panels. Please describe what products, equipment, procedures, and task frequency you will use to insure the stairway looks its best at all times.
3. Nichols Library in downtown Naperville has extremely high foot traffic throughout the week. Sanitation and odor control are key for maintaining the rest rooms, please describe what products, equipment, procedures, and task frequency you will use to insure the rest rooms look their best and remain odor free at all times. Also explain how these procedures may differ from procedures at the other buildings.
4. Both Naper Blvd and Nichols Libraries have hard surface floors in the lobbies. Please describe what products, equipment, procedures, and task frequency you will use to insure the floors, including grout lines look their best at all times. Please be specific about how you would eliminate any salt residue during the winter months.
5. The main level entry area floor at 95th Street Library is luxury vinyl tile and walk-off carpeting. Please describe what products, equipment, procedures, and task frequency you will use to insure the floor looks its best at all times. Please be specific about how you would eliminate any salt residue during the winter months.
6. The Contractor, not the Owner, should perform quality control. Please describe what steps you will take to monitor and redirect the quality of the cleaning provided. Include such information as inspection frequency, recording methods, qualifications of the inspector, and steps that will be taken to correct problems.
7. Please provide the following information:
 - What size crew will work at each building?
 - How many hours will they be scheduled to work?
 - When deficiencies are found what course of action will you take to address the situation? If the problem persists how will you correct the problem?
 - How many years experience does the supervisor have? Is he a working supervisor or does he roam? If he roams at what frequency will he inspect our locations?
 - Have you had any contracts terminated early within the last five years?
 - If yes, please explain.
 - How long has your company been in the contract janitorial business?
 - Has your company been under a different name? If so, what name(s)? Is your company a subsidiary of another company? If so, what company?

Naper Blvd. Library

Cleaning specifications and task frequency

01/2018 Revision

Entrance Area/Lobby	Daily	Weekly	Monthly
Clean entry glass and Revolving Door	X		
Sweep Floor	X		
Damp mop floor (Leave NO salt residue in winter)	X		
Scrub Floor (Use special care on tile floor) Weekly in Winter.		X	
Scrub Floor (Use special care on tile floor) Monthly in Spring/Summer/Fall			X
Vacuum Walk-off carpet	X		
Spot Clean interior glass	X		
Empty interior and exterior trashcans / change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Public and staff rest rooms	Daily	Weekly	Monthly
Clean all toilets and urinals	X		
Clean all sinks, mirrors, and counters	X		
Spot clean partitions	X		
Spot clean walls	X		
Sweep floors	X		
Damp mop floors	X		
Scrub floors (Use special care on tile floor)			X
Empty trashcans and sanitary receptacles / change liners	X		

Administrative Suite	Daily	Weekly	Monthly
Empty trashcans / change liners	X		
Empty recycling containers	X		

Workrooms and offices	Daily	Weekly	Monthly
Empty trashcans, change liners	X		
Empty recycling containers	X		

Naper Blvd. Library continued

Programming rooms	Daily	Weekly	Monthly
Vacuum Carpets, Mats, and Runners	X		
Clean Sink (If applicable)	X		
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Break room and sick room	Daily	Weekly	Monthly
Clean tables	X		
Wipe chairs	X		
Sweep tile areas	X		
Mop tile areas	X		
Clean sink and counter	X		
Clean interior and exterior of microwaves	X		
Empty dishwasher, store clean dishes	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	
Clean hand contact areas		X	
Vacuum upholstered chairs		X	

Stairway and elevator	Daily	Weekly	Monthly
Clean hand contact areas	X		
Sweep tile areas	X		
Mop tile areas	X		
Sweep and damp mop stairs & landings		X	

Public Areas and stacks	Daily	Weekly	Monthly
Damp wipe tables	X		
Vacuum high traffic areas	X		
Wall to wall vacuuming of UL and LL public areas		X	
Vacuum Upholstered chairs		X	
Damp wipe vinyl chairs		X	
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Nichols Library

Cleaning specifications and task frequency

Entrance Area/Lobbies	Daily	Weekly	Monthly
Clean entry glass	X		
Sweep Floor	X		
Damp Mop Floor (leave NO salt residue in winter)	X		
Scrub Floor (Use special care on ceramic tile floors) Weekly in Winter		X	
Scrub Floor (Use special care on ceramic tile floors) Monthly in Spring/Summer/Fall			X
Vacuum walk-off carpet in lobby and vestibule	X		
Spot Clean interior glass	X		
Empty interior and exterior trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Public and staff rest rooms	Daily	Weekly	Monthly
Clean all toilets and urinals	X		
Clean all sinks, mirrors, and counters	X		
Spot clean partitions	X		
Spot clean walls	X		
Sweep floors	X		
Damp mop floors	X		
Scrub floors (Use special care on tile floor)		X	
Empty trashcans and sanitary receptacles / change liners	X		

Workrooms and office areas	Daily	Weekly	Monthly
Empty trashcans, change liners	X		
Empty recycling containers	X		

Programming rooms	Daily	Weekly	Monthly
Vacuum Carpets, Mats, and Runners	X		
Clean Sink (If applicable)	X		
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Nichols Library continued

Stairways and elevators	Daily	Weekly	Monthly
Clean hand contact areas	X		
Sweep tile areas	X		
Mop tile areas	X		
Sweep and damp mop stairs & landings	X		

Public Areas and stacks	Daily	Weekly	Monthly
Dust available workstation surfaces	X		
Damp wipe tables	X		
Vacuum high traffic carpet areas	X		
Wall to wall vacuuming of UL and LL public areas		X	
Vacuum Upholstered chairs		X	
Damp wipe vinyl chairs		X	
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Break room and sick room	Daily	Weekly	Monthly
Clean tables	X		
Wipe chairs	X		
Sweep tile areas	X		
Damp mop tile areas	X		
Clean sink and counter	X		
Clean interior and exterior of microwaves	X		
Empty dishwasher, store clean dishes	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Clean hand contact areas	X		

95th Street Library

Cleaning specifications and task frequency

Entrance Area/Lobby	Daily	Weekly	Monthly
Clean entry glass	X		
Sweep Floor	X		
Damp mop floor (Leave NO salt residue in winter)	X		
Scrub Lobby Floor (exercise special care on LVT tiles)		X	
Vacuum walk-off carpeting in vestibule and Lobby	X		
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Public and staff rest rooms	Daily	Weekly	Monthly
Clean all toilets and urinals	X		
Clean all sinks, mirrors, and counters	X		
Spot clean partitions	X		
Spot clean walls	X		
Sweep and damp mop floors	X		
Scrub floors (Use special care on Saddler Tile floor)			X
Empty trashcans and sanitary receptacles	X		

Workrooms and office areas	Daily	Weekly	Monthly
Empty trashcans, change liners	X		
Empty recycling containers	X		
Sweep floors	X		
Damp mop floors	X		

95TH Street Library continued

Programming rooms	Daily	Weekly	Monthly
Vacuum Carpets, Mats, and Runners	X		
Sweep tile areas	X		
Damp mop tile areas	X		
Clean Sink (If applicable)	X		
Spot Clean interior glass	X		
Empty trashcans, change can liner	X		
Empty recycling containers	X		
Spot clean walls		X	

Stairways, elevators and hallways	Daily	Weekly	Monthly
Clean hand contact areas	X		
Sweep and damp mop tile areas	X		
Sweep and damp mop stairs & landings		X	

Public Areas and stacks	Daily	Weekly	Monthly
Damp wipe tables	X		
Vacuum high traffic carpet areas	X		
Wall to wall vacuuming of UL and LL public areas		X	
Spot Clean interior glass	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls		X	

Break room and sick room	Daily	Weekly	Monthly
Clean tables	X		
Wipe chairs	X		
Sweep and damp mop tile areas	X		
Spot clean, Vacuum Carpets, Mats, and Runners	X		
Clean sink and counter	X		
Clean interior and exterior of microwaves	X		
Empty dishwasher, store clean dishes	X		
Empty trashcans, change liners	X		
Empty recycling containers	X		
Spot clean walls	X		
Clean hand contact areas		X	