
Request for Proposal

Janitorial and
Cleaning Services
Vendor

Due: October 15, 2012 at
11:00 AM



312 W Whitewater Street
Whitewater, WI 53190

SECTION 1 – INSTRUCTIONS TO PROPOSERS

1. DUE DATE

Sealed proposals for furnishing the following must be received in the City of Whitewater City Manager's Office on 2nd floor of the Whitewater Municipal Building, located at 312 W Whitewater Street by or prior to 11:00 a.m. CST on Monday, October 15, 2012.

2. INTRODUCTION

It is the intent of this RFP to solicit sealed proposals from established and experienced janitorial and cleaning services firms to manage all the related items for the City of Whitewater. The successful firm shall furnish all labor, materials, supplies, equipment, and supervision needed to properly clean all facilities to the satisfaction of the City. Given the size of the facilities, diversity of space, variety of cleaning tasks, and critical nature of the operations and equipment, only established and experienced janitorial and cleaning services firms will be given consideration for the award of contract.

The method of procurement will be a competitive negotiation via a Performance Based Request for Proposal (PBRFP). Performance based contracting is defined as a method of contracting whereby the public entity defines the results it is seeking, rather than the process by which those results are attained. The end result will be a performance based contract between the City and the selected janitorial and cleaning service vendor.

Monetary considerations will not be the sole determinant for the award. As defined by the American Bar Association Model Procurement Code, Competitive Sealed Proposals (RFP) will be evaluated based upon criteria formulated around best value which may include among other criteria: price, cost vs. benefit, quality, performance, references, financial information, and the ability to successfully achieve the desired outcomes.

3. BRIEF DESCRIPTION OF BUILDINGS AND LOCATIONS:

Whitewater Municipal Building, located at 312 W. Whitewater Street, consists of approximately 27,000 sq. ft. of net usable square feet. All work must be performed between the hours of 5:00 p.m. and 7:00 a.m., Sunday through Thursday unless approved by City Staff. All work must be completely finished each day and if any meeting is going on in any room, the contractor will be responsible to come back to clean that part of the building by the opening of the next business day.

- Police Department - operation goes on 24 hours per day, 7 days per week.
- Fire Department and Rescue Department - Volunteer Staff for both departments may be there 24 hours per day. Several night meetings are scheduled in these areas.

- City Offices - normal business hours of operation are from 7:30 a.m. to 5:00 p.m. with various night meetings that may go until 10:00 p.m. or 11:00 p.m. at night.
- Community Rooms – Various community rooms and meeting rooms will be occupied on various nights for Plan Commission, City Council, Court, Board of Zoning Appeals, and Community Development meetings, for example.

Whitewater Innovation Center, located at 1221 Innovation Drive, consists of 37,500 sq ft LEED Gold-certified building that includes office suites, conference rooms, and open meeting space. Hours of operation vary from approximately 7:00 a.m. to 5:00 p.m. with various night meetings that may go until 10:00 p.m. at night. Additionally, suites are rented by private parties that may adjust work hours throughout the year. All areas must be completely cleaned by 7:00 a.m.

Irvin L Young Public Library, located at 431 W. Center Street, consists of 11,000 sq. ft. of library and public meeting room areas. Hours of operation vary from approximately 7:00 a.m. until the library closes at various times each night from 5:30 p.m. to 8:30 p.m. depending upon the operation of the building. Meeting areas will fluctuate during the week and all areas of the building must be completely cleaned after the building is vacated each day. All areas must be completely cleaned by 7:00 a.m.

Downtown Armory, located at 146 W. North Street, consists of approximately 11,000 sq. ft. of net usable sq. ft. The area to be cleaned includes 6,000 sq. ft. of gymnasium, a second floor that is utilized by the Food Pantry and other open meeting areas used by youth and adults, and recreation programs. Areas to be cleaned include all lobby and stairwell areas. This building has various hours of operation, starting as early as 7:00 a.m. on some days and runs up through 12:00 p.m. All areas must be completely cleaned by 7:00 a.m. This building has occasional rentals which could be occupying the building as late as 12:00 a.m. Cleaning must be completed after each rental. The contractor will be responsible to completely clean and make the building presentable by the next morning at 7:00 a.m.

Starin Park Community Building, located at 504 W. Starin Road, consists of approximately 4,000 sq. ft. of net usable area, including two outside public restrooms, two inside public restrooms, complete kitchen facility, the computer center, office and library room. Staff hours normally are from 7:30 a.m. to approximately 5:00 p.m. with various rentals week nights and weekends that may occupy the building up until 12:00 a.m. Contractor will be responsible for completely cleaning of the building by 7:00 a.m. of the day after the rental.

Cravath Lakefront Community Center, located at 341 S. Fremont Street, hours of operation varies each day, various renters, public and private users; includes two outside restrooms, main lobby, kitchen area and a large meeting area. A calendar of events will be provided to the contractor on a regular basis. Hours of operation vary from 7:30 a.m. to approximately 12:00 a.m. on various days of operation. The contractor must have the

facility completely cleaned and able to be in operation by 7:00 a.m. the next day after rentals.

4. OUTCOME

The expected outcome of this RFP is to enter into a contractual relationship with a business partner who will provide all services required to successfully manage and operate a quality janitorial and cleaning service in accordance with the requirements stated herein. The selected Vendor must continuously research and stay on the cutting edge of cleaning service trends while utilizing best in class business practices, in the most cost-effective manner, to deliver world-class service for our facilities.

5. CALENDAR OF EVENTS

Listed below are important dates related to this RFP. In the event the City finds it necessary to change any of these dates it will do so by issuing an addendum to this RFP.

DATE	EVENT
September 19, 2012	Release RFP
September 26, 2012	Deadline for Proposer inquires/questions
October 2, 2012 (8:30 AM)	Facility Tour
October 15, 2012 (11:00 AM)	Proposals Due from Vendors
October 18, 2012	Select Firms for Interview
October 23, 2012	Interviews
November 8, 2012	Council Approval of Contract
January 1, 2013	Contract Begins

6. DELIVERY OPTIONS

Any proposal received with the envelope not properly and clearly marked with the RFP description may result in the proposal being rejected. Proposers may make delivery of the proposals as follows:

6.1 MAIL

Proposals must be: 1) **SEALED**; 2) envelope clearly marked with the RFP description, and company names; and 3) addressed to:

City of Whitewater
Matt Amundson
312 W Whitewater Street
Whitewater, WI 53190

6.2 HAND DELIVERY & COURIER SERVICE

Proposals must be 1) **SEALED**; 2) envelope clearly marked with the RFP description, and company name; and, 3) addressed to:

City of Whitewater
Matt Amundson
312 W Whitewater Street
Whitewater, WI 53190

6.3 FAX

Proposals sent via fax will not be accepted.

6.4 EMAIL

Proposals sent via email will not be accepted.

7. DEFINITIONS

7.1 Proposer: Business Entity / Vendor responding to this Request for Proposal

7.2 Work: Complete services as described in the SCOPE OF SERVICES section

7.3 Vendor: The business entity providing the service requested in this RFP

7.4 Contract: The signed agreement entered into, as a result of this RFP, between the City and the selected Vendor

8. TOUR

A tour will be held on Tuesday, October 2, 2012 from 8:30 am – 12:00 pm, starting at the Whitewater Municipal Building located at 312 W Whitewater Street; Whitewater, WI. The tour will move to Cravath Lakefront Community Center, Downtown Armory, White Building, Library, Starin Park Community Building, and ending at the Whitewater Innovation Center. This tour is not a condition to submitting a proposal and while not mandatory, it is recommended that all companies interested in submitting a proposal provide a representative to help provide a better understanding of the nature and scope of services required.

Questions should be forwarded to the Parks & Recreation Director via email prior to the tour to ensure sufficient analysis can be made before an answer is supplied. Questions may also be asked at the tour. Answers given during the tour will not be official until verified, in writing, by the Parks & Recreation Director. All questions and written answers will be issued as an addendum to and become part of this RFP. For additional information regarding the tour, please contact Matt Amundson at 262-473-0122 or at mamundson@whitewater-wi.gov.

Failure to attend the tour will in no way relieve the successful Proposer from the necessity of furnishing any materials or equipment, or performing any Work that may be required to complete the Work in accordance with the SCOPE OF SERVICES.

9. SUBMISSION OF PROPOSALS

The entire PROPOSAL FORM and other supporting documents shall be prepared and submitted in the manner specified herein. **The City of Whitewater accepts no responsibility for any expense incurred in the proposal preparation, on-site presentations, mailing, etc.**

A proposal must be received by the City at the location specified for the receipt of proposals on or before the submission date. Vendors should provide sufficient information in their proposal to show the vendor's ability to perform all Work and

provide all services listed in the SCOPE OF SERVICES section. **All proposals must, at a minimum include:**

- a. Proposal Form
- b. Responses to TECHNICAL and FINANCIAL PROPSOAL CRITERIA in Section II
- c. Acknowledgement of SCOPE OF SERVICES in Section III
- d. Acknowledgement of STAFFING AND TRAINING requirements in Section IV
- e. Completion of Attachments
- f. PROPOSER REFERENCES Form
- g. Copy of Declaration Page from Liability Insurance Policy

The proposing Vendor shall submit a proposal that meets the requirements as stated in this request for proposal document. One (1) Electronic Copy, one (1) unbound original shall be submitted. All documents shall be provided in a professional and legible fashion suitable for additional copying and distribution.

Addenda issues while this RFP is published shall become a part of the Proposal Documents. Proposers shall acknowledge receipt of each addendum in the appropriate space provided on the PROPSOAL FORM.

Proposer shall be responsible for the sealed proposal being delivered to the designated place on or before the date and time specified as noted in the DUE DATE section. Proposals received after time of closing will be rejected and returned to Proposer unopened.

No proposals for any subdivision or any sub classification of this Work, except as indicated, will be accepted. Any conditional proposal, amendment to the PROPOSAL FORM or attachment thereto, or the inclusion of any correspondence, written or printed matter, or details of any nature other than that specifically called for, which would alter any essential provision of the Contract, or require consideration of unsolicited material or date in determining the award of the Contract, may disqualify the proposal. Telecommunication alterations to the proposal will not be accepted.

10. EVALUATION OF PROPOSALS

Proposals will first be reviewed to determine if mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all vendors do not meet one or more of the mandatory requirements, the City reserves the right to continue the evaluation of proposals and to select the proposal which most closely meets the requirements specified in this RFP.

Each proposal shall be evaluated first on whether required qualification criteria are met on a pass/fail basis. The mandatory qualification criteria which the proposer must meet to be considered for an award are:

- A minimum of three years of successful professional experience functioning as a janitorial services contractor involving scheduling, diverse equipment operation, and training as well as the other functions outlined in this document.
- Reference checks from clients currently under contract with your company must indicate high quality of service has been performed consistently.
- Financial capacity of the proposer must be sufficient to support the specified service, provide initial inventories, equipment and labor and cash flow to guarantee performance.
- The proposer's response must clearly demonstrate the capacity to handle the requirements of this contract in addition to current workload.

11. RIGHT TO NEGOTIATE CONTRACT TERMS

The City of Whitewater reserves the right to negotiate the terms of the contract with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the City may negotiate a Contract with the next highest scoring proposer. The City may contract with more than one contractor if it is in the best interest of the City to do so.

12. CANCELLATION CLAUSE

If the Vendor fails to fulfill its obligations under this contract properly and on time, or otherwise violates any provision of the Contract, the City of Whitewater may terminate the Contract by written notice to the Vendor. The City of Whitewater may affirmatively collect damages which may result from the Vendor's breach.

The City of Whitewater may terminate all or any part of the contract for the convenience of the College. The Vendor will be paid for reasonable costs incurred to the date of termination.

13. EVALUATION PROCEDURE

The evaluation of the proposals will be conducted by an Evaluation Committee consisting of City staff. The evaluation of the proposals will be based upon, but not limited to, the criteria outlined below.

Following the initial evaluation, the Evaluation Committee may decide to contact one or more of the Proposers to obtain clarification to various responses given in the proposal submission. The Committee may also, at its sole discretion, contact references for any or all of the Proposers. As a result of these follow-up actions, scores may be adjusted based on the responses.

Based on the final scores assigned to each Proposal, the Evaluation Committee will determine a short list of finalists. These finalists shall be scheduled for interviews/presentations with the Evaluation Committee.

The City shall be the sole judge of which proposal, when viewed in its entirety, best meets its unique needs.

14. FINAL SELECTION PROCESS

The Evaluation Committee will interview the finalists and will make the selection of the Vendor which, in their opinion, best meets the needs of the City. The evaluation team will take into consideration the ranking conducted in the initial evaluation process, responses to follow-up questions and reference check as well as information gained during the scheduled interview/presentation.

15. EVALUATION CRITERIA

All qualified Proposers will be evaluated based on (but not limited to) the following:

Weight	Criteria	Criteria Summary
40%	Cost	Proposals will be evaluated on a basis of cost for service required at each location
25%	Experience in Comparable Cleaning Service Operations	References from municipal janitorial and cleaning service operations of similar size, scope and value; minimum of three years experience; Vendor's qualifications and experience in managing janitorial and cleaning service operations.
25%	Written Proposal (Equipment, Staffing, Training)	Appropriate management, corporate and staff structure to support oversight and day-to-day operation of the janitorial and cleaning services. Policies and procedures related to staff recruitment and hiring. Report on employee turnover rates.
10%	Other	Additional information deemed relevant to management and operation of a quality janitorial and cleaning service operation

SECTION II- TECHNICAL AND FINANCIAL PROPOSAL

TECHNICAL PROPOSAL CRITERIA:

Qualifications, Technical Ability and Management Approach-Note: The City of Whitewater will not be offering specifications on all requirements. Rather the City is requesting an industry standard or accepted specification of services organized and submitted as a part of a Proposer's response to this RFP.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP in the order requested. Emphasis should be placed on completeness and clarity of content.

Submissions are to be tabbed by subject area listed below.

The Technical and Financial Proposal should include the following: (*Tab submissions by these subject areas*)

1. ORGANIZATION

- a. Organizational History: Provide a brief history of your organization, including its mission, vision and values.
- b. Fiscal Integrity: Provide proof of fiscal integrity in the form of the most recent annual report to stockholders and/or any documentation that indicates corporate and/or financial resources that will permit the Proposer to fulfill the terms of the proposal. This may include an audited financial report, bank statement or Dunn and Bradstreet rating.
- c. Management Structure: Provide an organizational chart showing the management structure of the Vendor with a description of the qualifications and credentials and the location of both upper level management and regional management and support staff.
- d. Corporate Support: Provide a description of corporate support services, including internal systems support, and corporate programs that will be provided by the Vendor.
- e. Staffing: Identify the positions, number of staff in each position and skills and talents qualified candidates would possess. Provide a description of your recruitment and hiring practices, including criminal background investigation, and training program.
- f. Equal Opportunity Statement: The City of Whitewater believes in equal opportunity practices which conform to both the spirit and the letter of all laws against discrimination and is committed to non-discrimination because of race, creed, color, sex, age, national origin, or religion. To be considered for inclusion as a Vendor under this agreement, the Proposer must **include a statement** of the Vendor's commitment to Equal Opportunity Employment.

2. EXPERIENCE / REPUTATION

- a. Complete Client List: Provide a complete list of campuses where the Vendor is currently managing college or university janitorial and cleaning services.

- b. References: In addition to the complete client list, on the attached PROPOSER REFERENCES FORM, list at least five (5) references and indicate the following: client name and location; the length of time the Vendor has held the contract for the management of the services; and, the name, email address, and telephone number of an **official with the authority over the cleaning service operation** who can be contacted concerning the operation of the cleaning while under the management of the Vendor.
3. OPERATIONS & PERFORMANCE NARRATIVE
 - a. For the cleaning and janitorial services, the following is to be part of the descriptive proposal:
 1. Provide an explanation of how the SCOPE OF SERVICES will be met.
 2. Describe your working plan for providing janitorial and cleaning services. This should include ways in which you plan to work with City to meet the planned and unplanned janitorial and cleaning needs.

4. RENEWAL AND TERM OF SERVICE

The term of the service shall be for a period of three years with two, one-year renewal options. Contract shall begin January 1, 2013, and be renewable on an annual basis commencing January 1 of each year thereafter for a maximum possible contract life of five (5) years. The City shall advise the contractor whether it intends to exercise a contract renewal approximately ninety (90) days before the expiration of this contract. The Contractor shall have thirty (30) days to respond to such notice and accept the option of renewal.

Approximately 90 days prior to the anniversary date of the contract an annual meeting shall be scheduled to evaluate contractor's performance and shall address the following topics. It will be the responsibility of the contractor to set up this meeting with City's Facilities Manager.

- A. Cleaning quality.
- B. Employee training.
- C. Changes in the scope of work.
- D. Management performance.
- E. Annual increase.

If the contract is renewed beyond the first option year, that option year and each additional option year can be subject to a price increase with proper documentation by the firm and approval of the City. This increase will be determined by using the Consumer Price Index- All Urban Consumers (CPIU from December to December) as reported annually by the Bureau of Labor Statistics. Prices may not be increased in any one-year by more than three percent (3%).

SECTION III – SCOPE OF SERVICES

SUPPLIES, MATERIALS AND EQUIPMENT

The contractor shall furnish all cleaning supplies, materials and equipment necessary for the performance of the work of this contract, including but not limited to brooms, brushes, wiping, polishing, treated and untreated dusting cloths, porcelain ware cleaner, liquid and powder detergents, glass cleaner, floor finish, floor stripper, metal polish, furniture polish, scouring powder, if required. The Contractor shall not use any material which would be unsuitable for the purpose or harmful to any part of the building, its contents or equipment. The Contractor shall furnish, for the use of the city and its employees, one copy of each of the MSDS Sheets required for chemicals used.

All supplies such as paper towels, toilet paper, sanitary napkins, bags and soap will be provided by the City and installed by contractors as needed, only for use in City bathrooms, kitchens and other areas as needed.

The successful bidder must have a supervisor assigned to Whitewater that is accessible during business hours and in times of emergency.

The following pages include a listing by facility of the work and frequency required.

WHITEWATER INNOVATION CENTER							
SPECIFICATIONS							
Cleaning to be done after scheduled events before 7 AM							
Monday thru Friday							
Green certified cleaning products and vacuums must be used at this facility.							
TASK	M	T	W	TH	F	OTHER	COMMENTS
Entryways							
Spot clean door glass	x	x	x	x	x		
Sweep, vacuum, mop, etc.	x	x	x	x	x		
Vacuum lobby stairs	x	x	x	x	x		
Clean and disinfect railings	x	x	x	x	x		
Vending food areas							
Clean and sanitize sink	x	x	x	x	x		
Clean and straighten counter	x	x	x	x	x		
Empty, reline and clean wastebaskets	x	x	x	x	x		
Empty, reline and clean recycling baskets	x	x	x	x	x		
Clean inside and outside microwave	x	x	x	x	x		
Spot fronts of cupboards and refrigerator	x	x	x	x	x		
Wipe tables and chairs	x	x	x	x	x		
Dust and damp mop floors	x	x	x	x	x		
Vacuum carpeting	x	x	x	x	x		
Lobby and coat room							
Clean reception counter	x	x	x	x	x		
Dust and damp mop floor	x	x	x	x	x		
Vacuum carpeting	x	x	x	x	x		
Dust shelves, ledges, sills, etc.	x	x	x	x	x		All flat surfaces.
Training room - check for use clean as needed							
Clean tables with disinfectant	x	x	x	x	x		
Straighten chairs clean as needed	x	x	x	x	x		
Vacuum carpeting	x	x	x	x	x		
Dust all ledges, sills, etc.	x	x	x	x	x		All flat surfaces.
Empty garbage and recycling	x	x	x	x	x		Keep baskets clean
Restrooms							
Clean and sanitize sinks, stools and urinals	x	x	x	x	x		
Sweep floor mop with sanitizer	x	x	x	x	x		
Shine mirrors and Chrome	x	x	x	x	x		
Spot clean partitions	x	x	x	x	x		
Replenish paper towels, toilet paper, and hand soap	x	x	x	x	x		Keep dispensers clean
Empty garbage, reline and keep baskets clean	x	x	x	x	x		
Vacuum hall to end of Cesa area							High traffic area
Clean and shine drinking fountain	x	x	x	x	x		
Clean elevator door	x	x	x	x	x		
Vacuum remainder of first floor hall	x		x		x		
East stairs							
Vacuum					x		
Clean and disinfect railings					x		
Clean building manager's office							
Vacuum carpeting					x		
Dust exposed area of desk					x		
Dust files, sills, shelves, etc.					x		All flat surfaces
Conference Rooms (4)							
Clean and disinfect tables		x					
Clean and straighten chairs		x					
Dust ledges and sills		x					
Empty garbage containers and reline		x					
Vacuum carpeting		x					
Buff hard surface floors						Monthly	
Scrub no wax floors						Quarterly	
Scrub restroom floors						Quarterly	
Shampoo Carpeting						2xyear	
Windows						2xyear	

WHITEWATER MUNICIPAL BUILDING							
SPECIFICATIONS							
Cleaning to be done Sunday after 11AM							
Tuesday through Thursday after 4:30 PM							
(Includes Fire Department and Police Department)							
TASK	S	M	T	W	TH	OTHER	COMMENTS
RESTROOMS							
Clean and disinfect toilets	x	x	x	x	x		Leave seats up
Clean and disinfect toilets-use heavy duty cleaner							
Clean and disinfect urinals - put in blocks	x	x	x	x	x		Urinal blocks furnished by City
Clean and disinfect sinks, shine chrome	x	x	x	x	x		
Clean and shine mirrors	x	x	x	x	x		
Spot any obvious stains on partitions and walls	x	x	x	x	x		
Clean and chrome, ledges, shelves, etc.	x	x	x	x	x		
Refill towel dispensers and dust	x	x	x	x	x		
Refill soap dispenser and wipe clean	x	x	x	x	x		
Refill toilet paper and dust dispenser	x	x	x	x	x		
Empty trash and re-line, keep baskets clean	x	x	x	x	x		Liners furnished by City
Empty sanitary napkins dispensers and re-line	x	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x	x		
Dust vents						Monthly	
ROOM / OFFICE CLEANING							
Dust mop all hard flooring	x	x	x	x	x		
Wipe up any spills, completely damp mop if needed	x	x	x	x	x		
Vacuum all carpeting and matting	x	x	x	x	x		Use caution in dispatch
Empty garbage and recycling, reline and keep clean	x		x		x		Liners furnished by City
Damp dust all horizontal surfaces, sills, files, tables, etc. x	x	x	x	x	x		
Dust exposed areas of desk.	x	x	x	x	x		Do not move personal items or paper work.
Clean front counter with disinfectant	x	x	x	x	x		
Check chairs wipe as needed	x	x	x	x	x		
Clean and disinfect telephones							
Dust picture frames, door frames, TV's, etc.						Monthly	
Clean chair mats						As needed	
Clean and straighten Board room	x	x	x	x	x		Must stay and clean after late meetings..
Clean and straighten Conference rooms	x	x	x	x	x		
ENTRANCES, LOBBIES AND MAIN CORRIDORS							
Spot clean entrance glass	x	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x	x		
Front stairs - sweep and mop	x	x	x	x	x		
Employee stairs - sweep and mop	x	x	x	x	x		
Fire Department stairs - sweep and mop	x	x	x	x	x		
Vacuum carpeting and matting	x	x	x	x	x		
Empty garbage and recycling, reline and keep clean	x	x	x	x	x		
Clean, delime and sanitize drinking fountains	x	x	x	x	x		
Secure building	x	x	x	x	x		
High speed polich all tile						Bi-weekly	
Machine scrub Ceramic tile						Bi-weekly	
Strip, scrub and wax VCT tile						4xyear	
BREAKROOMS							
Empty garbage and recycling, reline and keep clean	x	x	x	x	x		
Clean sink and counters	x	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x	x		
Clean tables and chairs with disinfectant	x	x	x	x	x		
Clean microwaves inside and out	x	x	x	x	x		
Clean exterior of appliances	x	x	x	x	x		
JAIL CELLS							
Completely clean and disinfect						Weekly	Used or not
Check cells daily clean as used	x	x	x	x	x		
FITNESS CENTER							
Sweep and mop with disinfectant						Montly	
Empty garbage						Montly	
GENERAL							
Fill out nightly report							
City of Whitewater staff responsible for:							
Computer screens							
All contracted staff must be pre-approved to work at this location.							
All contracted staff must be finger-printed to work at this location.							

WHITEWATER CRAVATH LAKEFRONT CENTER								
<u>SPECIFICATIONS</u>								
Cleaning to be done after scheduled events before 7 AM								
Tuesday - Thursday - Friday								
Saturday - Sunday only if event is scheduled								
<u>TASK</u>	<u>I</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>S</u>	<u>OTHER</u>	<u>COMMENTS</u>	
<u>RESTROOMS</u>								
Clean and disinfect toilets	x	x	x	x	x		Leave seats up	
Clean and disinfect toilets-use heavy duty cleaner			x					
Clean and disinfect urinals - put in blocks	x	x	x	x	x		Urinal blocks furnished by City	
Clean and disinfect sinks, shine chrome	x	x	x	x	x			
Clean and shine mirrors	x	x	x	x	x			
Spot any obvious stains on partitions and walls	x	x	x	x	x			
Clean and chrome, ledges, shelves, etc.	x	x	x	x	x			
Refill towel dispensers and dust	x	x	x	x	x			
Refill soap dispenser and wipe clean	x	x	x	x	x			
Refill toilet paper and dust dispenser	x	x	x	x	x			
Empty trash and re-line, keep baskets clean	x	x	x	x	x		Liners furnished by City	
Empty sanitary napkins dispensers and re-line	x	x	x	x	x			
Sweep and mop floors with sanitizer	x	x	x	x	x			
Dust vents						Monthly		
<u>ENTRANCES, LOBBIES AND MAIN CORRIDORS</u>								
Spot clean entrance glass	x	x	x	x	x			
Clean, delime and sanitize drinking fountains	x	x	x	x	x			
Sweep and mop floors with sanitizer	x	x	x	x	x			
<u>RENTAL HALL</u>								
Dust mop all hard flooring	x	x	x	x	x			
Wipe up any spills, completely damp mop if needed	x	x	x	x	x			
Vacuum all carpeting and matting	x	x	x	x	x			
Spot clean windows if needed	x	x	x	x	x			
Leave blinds down in open position	x	x	x	x	x			
Damp dust all horizontal surfaces, sills, files, tables, etc. x	x	x	x	x	x			
Dust picture frames, door frames, TV's, etc.						Monthly		
<u>KITCHEN</u>								
Empty garbage and recycling, reline and keep clean	x	x	x	x	x			
Clean sink and counters	x	x	x	x	x			
Sweep and mop floors with sanitizer	x	x	x	x	x			
Clean microwaves inside and out	x	x	x	x	x			
Clean exterior of appliances	x	x	x	x	x			
<u>FLOOR MAINTENANCE</u>								
High speed polich all tile						Bi-weekly		
Machine scrub Ceramic tile						Bi-weekly		
Strip, scrub and wax VCT tile						4xyear		
<u>GENERAL</u>								
Fill out nightly report	x	x	x	x	x			
Secure building	x	x	x	x	x			
Rentals responsible for set up and tear down, if this is not done cleaning contractor will be responsible.								
Rental responsible for removal of trash, if this is not done cleaning contractor will be responsible.								
Cleaning contractor takes garbage from site to dumpsters at City Hall. If over six bags contractor sits outside and								
City Maintenance will pick up.								
Additional cleaning maybe required during special events.								

WHITEWATER COMMUNITY CENTER-STARIN PARK												
<u>SPECIFICATIONS</u>												
Cleaning to be done after 11PM or scheduled event whichever is the later.												
<u>TASK</u>	<u>T</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>S</u>	<u>OTHER</u>	<u>COMMENTS</u>					
<u>RESTROOMS - Must be done after 11 PM</u>												
Clean and disinfect toilets	x	x	x	x	x		Leave seats up					
Clean and disinfect toilets-use heavy duty cleaner			x									
Clean and disinfect urinals - put in blocks	x	x	x	x	x		Urinal blocks furnished by City					
Clean and disinfect sinks, shine chrome	x	x	x	x	x							
Clean and shine mirrors	x	x	x	x	x							
Spot any obvious stains on partitions and walls	x	x	x	x	x							
Clean and chrome, ledges, shelves, etc.	x	x	x	x	x							
Refill towel dispensers and dust	x	x	x	x	x							
Refill soap dispenser and wipe clean	x	x	x	x	x							
Refill toilet paper and dust dispenser	x	x	x	x	x							
Empty trash and re-line, keep baskets clean	x	x	x	x	x		Liners furnished by City					
Empty sanitary napkins dispensers and re-line	x	x	x	x	x							
Sweep and mop floors with sanitizer	x	x	x	x	x							
Dust vents						Monthly						
<u>ENTRANCES, LOBBIES AND MAIN CORRIDORS</u>												
Spot clean entrance glass	x	x	x	x	x							
Clean, delime and sanitize drinking fountains	x	x	x	x	x							
Sweep and mop floors with sanitizer	x	x	x	x	x							
<u>RENTAL HALL</u>												
Dust mop all hard flooring	x	x	x	x	x							
Wipe up any spills, completely damp mop if needed	x	x	x	x	x							
Vacuum all carpeting and matting	x	x	x	x	x							
Spot clean windows if needed	x	x	x	x	x							
Leave blinds down in open position	x	x	x	x	x							
Damp dust all horizontal surfaces, sills, files, tables, etc. x	x	x	x	x	x							
Dust picture frames, door frames, TV's, etc.						Monthly						
<u>KITCHEN</u>												
Empty garbage and recycling, reline and keep clean	x	x	x	x	x							
Clean sink and counters	x	x	x	x	x							
Sweep and mop floors with sanitizer	x	x	x	x	x							
Clean microwaves inside and out	x	x	x	x	x							
Clean exterior of appliances	x	x	x	x	x							
<u>OFFICE</u>												
Empty garbage and recycling, reline and keep clean	x	x	x	x	x							
Vacuum all carpeting and matting	x	x	x	x	x							
Dust exposed areas of desk	x	x	x	x	x							
Dust sills, files, all flat surfaces	x	x	x	x	x							
<u>FLOOR MAINTENANCE</u>												
High speed polich all tile						Bi-weekly						
Machine scrub Ceramic tile						Bi-weekly						
Strip, scrub and wax VCT tile						4xyear						
Fill out nightly report	x	x	x	x	x							
Secure building	x	x	x	x	x							
Rentals responsible for set up and tear down, if this is not done cleaning contractor will be responsible.												
Rental responsible for removal of trash, if this is not done cleaning contractor will be responsible.												

<u>WHITEWATER ARMORY BUILDING</u>						
<u>SPECIFICATIONS</u>						
Cleaning to be done after scheduled events before 7 AM						
Monday - Wednesday - Friday - Saturday						
<u>TASK</u>	<u>M</u>	<u>W</u>	<u>F</u>	<u>S</u>	<u>OTHER</u>	<u>COMMENTS</u>
<u>RESTROOMS</u>						
Clean and disinfect toilets	x	x	x	x		Leave seats up
Clean and disinfect toilets-use heavy duty cleaner			x			
Clean and disinfect urinals - put in blocks	x	x	x	x		Urinal blocks furnished by City
Clean and disinfect sinks, shine chrome	x	x	x	x		
Clean and shine mirrors	x	x	x	x		
Spot any obvious stains on partitions and walls	x	x	x	x		
Clean and chrome, ledges, shelves, etc.	x	x	x	x		
Refill towel dispensers and dust	x	x	x	x		
Refill soap dispenser and wipe clean	x	x	x	x		
Refill toilet paper and dust dispenser	x	x	x	x		
Empty trash and re-line, keep baskets clean	x	x	x	x		Liners furnished by City
Empty sanitary napkins dispensers and re-line	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x		
Dust vents					Monthly	
<u>GYM</u>						
Dust mop all hard flooring	x	x	x	x		
Damp mop with wood floor sanitizer			x	x		
Empty garbage and recycling, reline and keep clean	x	x	x	x		
<u>FLOOR MAINTENANCE</u>						
High speed polich all tile					Bi-weekly	
Machine scrub Ceramic tile					Bi-weekly	
Strip, scrub and wax VCT tile					4xyear	
Page one						
<u>ROOM / OFFICE CLEANING</u>						
Dust mop all hard flooring	x	x	x	x		
Wipe up any spills, completely damp mop if needed	x	x	x	x		
Vacuum all carpeting and matting	x	x	x	x		
Empty garbage and recycling, reline and keep clean	x		x			Liners furnished by City
Damp dust all horizontal surfaces, sills, files, tables, etc. x	x	x	x	x		
Dust exposed areas of desk or tables.	x	x	x	x		
Dust picture frames, door frames, TV's, etc.					Monthly	
<u>ENTRANCES, LOBBIES AND MAIN CORRIDORS</u>						
Spot clean entrance glass	x	x	x	x		
Clean, delime and sanitize drinking fountains	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x		
Basement hall damp mop as needed, check daily	x	x	x	x		
Stairs - sweep and mop			x			
<u>KITCHEN</u>						
Empty garbage and recycling, reline and keep clean	x	x	x	x		
Clean sink and counters	x	x	x	x		
Sweep and mop floors with sanitizer	x	x	x	x		
Clean tables and chairs with disinfectant	x	x	x	x		
Clean microwaves inside and out	x	x	x	x		
Clean exterior of appliances	x	x	x	x		
<u>GENERAL</u>						
Fill out nightly report	x	x	x	x		
Secure building	x	x	x	x		

SECTION IV- STAFFING AND TRAINING

2.6. STAFFING.

- 2.6.1. The contractor shall maintain an adequate staff of competent and reliable employees to ensure the efficient delivery of janitorial and cleaning services in accordance with this contract.
- 2.6.2. The contractor agrees the janitorial and cleaning services covered by this contract shall be performed by carefully selected and efficient employees in conformity with accepted janitorial standards and practices.
- 2.6.3. The contractor agrees that upon request by the City, the contractor shall *remove* from their assignment at the City any employee who in the opinion of the City is guilty of improper or illegal conduct, or is not qualified to perform the work assigned. The contractor and its employees are expected to abide by the City's Code of Conduct.
- 2.6.4. The contractor shall indicate the number of personnel that will be provided to perform services to the City. The contractor shall provide the City with a steady and dependable work force, and make *every* reasonable effort to limit employee turnover to a minimum.
- 2.6.5. All contractor shall prohibit their employees from disturbing or viewing papers on desks, opening desk drawers or cabinets, or using telephone or office equipment provided for official city use.
- 2.6.6. The contractor shall require their employees to wear photo ID and name tags showing the Company Name and Employee Name provided by the contractor at all times while working for the City.
- 2.6.7. The contractor must submit an employee listing whenever there is a change in staff.

2.7. MANAGEMENT AND SUPERVISION.

- 2.7.1. The contractor shall provide a reliable, qualified and experienced person to act as supervisor to direct the contractor's staff in completion of the tasks outlined in the proposal.

2.8. INSPECTIONS.

- 2.8.1. The City's Facilities Manager and the contractor's supervisor will make inspections of the premises to identify any variations from the standards or specifications. Any such variations shall be corrected as specified.
- 2.8.2. The supervisor will prepare a written summary report of the inspections providing a specific schedule for completion of any corrective actions necessary.
- 2.8.3. The contractor's supervisor will make at least one monthly inspection of all work areas.

- 2.8.4. Scheduled inspections per section 2.8.1. will be conducted to determine any work deficiencies. A verbal notification will be provided for the first occurrence of any work deficiency. Any subsequent occurrences of the same or similar deficiency shall result in a written notification to the contractor. The contractor shall correct the deficiency as soon as possible and no later than the next scheduled work shift or a time mutually agreed upon without penalty. Any future occurrences of the same or similar deficiency shall result in a deduction in pay from the contractor's next invoice, the dollar amount being based on the value of the work deficiency as established by the hourly rate.
- 2.8.5 Scheduled inspections can also be used to identify any potential changes in the scope of service. Any changes must be made in writing, mutually agreed upon, and signed by the City and by the appropriate contractor representative before changes in the scope of work made. Copies of these documents shall be provided to both parties and attached to original contract.
- 2.8.6 Repeated instances of non-performance by contractor will be grounds for termination of contract.

2.10 TRAINING.

- 2.1 0.1 It is the contractor's responsibility to provide adequate training and to guarantee that the specifications are met and that the scope of work outlined in the contract is provided to the City. The contractor shall provide regularly scheduled training and development programs for its employees at all levels of the organization.
- 2.1 0.2 Expenses associated with the cost of training its employees shall be the responsibility of the contractor.
- 2.1 0.3 All staff assigned to work at City facilities shall minimally receive training in the following areas prior to being placed on site:
 - a) Proper Janitorial and Cleaning Methods.
 - b) Cleaning Product Use and Care.
 - c) Hazardous Communication.
 - d) Blood borne Pathogens.
 - e) Equipment Operation and Safety.
 - f) Personal Conduct and Habits.
 - g) Positive Customer Relations.
 - h) Lead Abatement Training.
- 2.1 0.4 The contractor's employees shall be polite and diplomatic in all dealings with City staff, students and guests.
- 2.1 0.5 All employees shall be instructed in and practice proper personal hygiene.
- 2.1 0.6 The contractor's employees shall be made aware of City service standards.

2.11 COMPLIANCE WITH BTC POLICIES AND REGULATIONS.

Personnel of the contractor shall observe all regulations and policies of the City. Failure to do so may be grounds for discipline or dismissal.

SECTION V - PROPOSAL FORM B

RFP for Janitorial & Cleaning Services Vendor

Due Date - October 15, 2012 at 11:00 AM

Company Name: _____

Bid Option A: Per Scope of Services

<u>Facility:</u>	<u>Monthly Cost</u>
Whitewater Municipal Building	\$ _____
Whitewater Innovation Center	\$ _____
Irvin L Young Public Library	\$ _____
Downtown Armory	\$ _____
Starin Park Community Building	\$ _____
Cravath Lakefront Community Center	\$ _____

Bid Option B: Reduce frequency of cleaning in each facility by one weekday

<u>Facility:</u>	<u>Monthly Cost</u>
Whitewater Municipal Building	\$ _____
Whitewater Innovation Center	\$ _____
Irvin L Young Public Library	\$ _____
Downtown Armory	\$ _____
Starin Park Community Building	\$ _____
Cravath Lakefront Community Center	\$ _____

Bid Option C: Only clean following use of facility

<u>Facility:</u>	<u>Per Time Cost</u>
Cravath Lakefront Community Center	\$ _____

PROPOSER REFERENCES FORM
List at least five (5) References

Proposer Name: _____

Client Name, Location	Length of Contract (From Date to Date)	Institutional Contact Person	Contact Phone	Contact Email	Comments