

REQUEST FOR PROPOSALS FOR THE PROVISION OF CLEANING SERVICES TO SKOKIE PUBLIC LIBRARY

Skokie Public Library is requesting proposals for a contract for the provision of cleaning services for a 133,190 square foot library.

Sealed proposals, clearly labeled "Proposal – Cleaning Services", will be received weekdays between 9:00am and 5:00pm in the Administrative Office, Skokie Public Library, 5215 Oakton Street, Skokie, IL 60077, until 10:00am on April 21, 2017. An electronic copy of the proposal must also be included. Proposals received after 10:00am on that day will not be accepted. All proposals will be required to include a list of five clients 50,000 square feet or larger.

Request for proposal documents may be obtained on the library's website www.skokielineibrary.info beginning 9am, April 4, 2017. A pre-proposal meeting and walk-through will be held at 11am, Tuesday, April 11, 2017 **and 9am, Monday, April 17, 2017.**

Submit questions to: Richard Simon, Facilities Manager
Skokie Public Library
rsimon@skokielineibrary.info or 847.324.3125

Submit sealed proposal to: Administrative Office
Attention: Richard Kong, Director
Skokie Public Library
5215 Oakton Street
Skokie, IL 60077

Proposals will be evaluated by the Director and Facilities Manager. The selected proposal will be presented to the Board of Library Trustees at their May 10, 2017, board meeting. All proposals should be open for acceptance for a period of 60 days from deadline for receipt of quotes, and may not be revoked or withdrawn during that period. The library reserves the right to accept or reject any and all proposals, to waive technicalities, and to accept or reject any item of any proposal.

EVALUATION OF PROPOSALS

1. Proposals will only be accepted from principals of the firm that will actually be doing the work. The duties and obligations of this contract cannot be assigned.
2. All questions must be answered completely. Additional pages may be added if more room is needed to answer a question.
3. To be considered qualified, a contractor must provide a list of clients as specified.
4. In selecting the contractor, experience, services offered, and quality of service will be considered as well as costs.
5. The library reserves the right to accept or reject any and all proposals, to waive technicalities, and to accept or reject any item of any proposal.

Cleaning Services Agreement

Company Name:

Representative Name:

1. General

- 1.1. The Contractor shall employ personnel who are experienced and competent in all tasks to be provided under this agreement. The Contractor is responsible to make sure that their personnel are properly trained to perform all tasks expected of them and of all safety requirements according to OSHA requirements.
- 1.2. The Contractor's employees shall be carefully interviewed, screened, and covered by Bond. Every employee who works in the library will be bonded for at least \$5,000.
- 1.3. The library will provide all equipment, cleaning supplies and necessary paper products the contracted will need.
- 1.4. The library will maintain a daily log to communicate with contractor of any issues needing attention. The Contractor will provide a monthly record of completed tasks.
- 1.5. The Contractor's employees shall not disturb papers on desks, tables, cabinets, etc. The Contractor's employees shall not use the library's telephones, computers, copying machines, calculators, or other equipment or appliances.
- 1.6. In order to be considered for cleaning services, the Contractor must perform all services listed in Appendix A, Regular Cleaning Specifications and Appendix B, Questions Concerning Cleaning Services.
- 1.7. In order to be considered, all questions in Appendix B, Questions Concerning Cleaning Services, must be answered.
- 1.8. In all hiring related to this agreement, the Contractor is expected to advertise and afford equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, order of protection status, military status, sexual orientation, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service. The Contractor shall comply with the provisions of the Equal Employment Opportunity Clause, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights.

2. Term of Contract

- 2.1. The Contractor shall render all regular services as specified in this agreement to the complete satisfaction of Skokie Public Library for three years. The library will be billed in monthly payments for the regular cleaning services listed in Appendix A for the duration of the contract.
- 2.2. Skokie Public Library or the Contractor may cancel this agreement at any time subject to thirty days prior written notice

3. Insurance

- 3.1. The Contractor shall provide public liability and property damage insurance covering all of the Contractor's operations in the library. General liability insurance coverage shall be for not less than \$1,000,000 each occurrence, with additional umbrella liability of not less than \$1,000,000.
- 3.2. The Contractor shall provide Lost Key Coverage to indemnify the library for the purchase and installation of new locks and keys should the contractor's employees lose or misplace keys to the library.
- 3.3. The Contractor shall provide Worker's Compensation Insurance, including occupational disease provisions, as required by Illinois statute for all of the contractor's employees performing work related to this agreement.
- 3.4. To the fullest extent permitted by law, the Contractor shall indemnify, keep and save harmless the Owner and its agents, officers, and employees, against all injuries, deaths, losses, damages claims, suits, liabilities, judgments, costs and expenses which may arise directly or indirectly from any negligence or from the reckless or willful misconduct of the Contractor, its employees, or its subcontractors. The Contractor shall at its own expense, appear, defend, and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connected there with, and, if any judgment shall be rendered against the Owner in any such action, the Contractor shall, at its own expense, satisfy and discharge the same.
- 3.5. With the proposal, the Contractor shall provide proof of insurance and bonding. On or before the effective date of this agreement, the Contractor shall provide a certificate of insurance evidencing that Skokie Public Library has been named as additional insured and that the Contractor's insurance policies will not be changed or canceled during their term until after at least thirty days prior notice has been given by registered mail to Skokie Public Library.

4. Cleaning Schedule and Specifications

- 4.1. Skokie Public Library is 133,190 square feet. The library is open seven days per week and has over 810,000 visitors each year.
- 4.2. The Contractor shall provide all regular services described in Appendix A seven days per week, Sunday through Saturday, except on the following days: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
- 4.3. Services shall be rendered after the close of normal working hours. Normal working hours are 7:30 a.m. to 9:30 p.m., Monday-Friday; 7:30 a.m. to 6:30 p.m., Saturday; and Noon to 6:30 p.m. Sunday.
- 4.4. Appendix A describes all work expected to be completed on a daily basis, except specified holidays.

5. Proposal for One-Year Contract for Cleaning Services

The Contractor shall render all services as specified in this agreement to the complete satisfaction of Skokie Public Library for the charges detailed below.

All Regular Cleaning Services specified in Appendix A, for the annual sum of:

Year \$ _____ at \$ _____ per month

6. Agreement Terms

This agreement will be effective on June 1, 2017 through May 31, 2018.

Skokie Public Library or the Contractor may cancel this agreement at any time subject to thirty days prior written notice.

Skokie Public Library

Contractor

(Representative)

(Representative)

(Title)

(Title)

(Date)

(Date)

Appendix A
Regular Cleaning Specifications

- Empty all waste containers and dispose into garbage dumpster – Nightly
- Empty all recycling containers and dispose into recycling dumpster – Nightly
- Vacuum all carpeted areas – Nightly
- Mop all hard surfaces – Nightly
- Clean restrooms (stock paper products, mop floor, wipe all surfaces, mirrors, urinals, and toilets with disinfectant) – Nightly
- Bookmobile (vacuum rug, mop hard surfaces and steps, wipe down counters and door glass, empty waste baskets)
- Replace trash container liners nightly in eating areas or soiled liners. Replace all other trash container and recycling container liners weekly.

Appendix B
Questions Concerning Cleaning Services

1. Describe the Contractor's experience in cleaning jobs of 50,000 square feet or larger.
2. On a separate sheet of paper, provide names and telephone numbers of five clients which are jobs of 50,000 square feet or larger. Indicate the size of each client. Indicate any clients for which you perform maintenance services as listed in Appendix A.
3. How many employees would be assigned to the library for the regular cleaning schedule?
4. The contract calls for daily cleaning, seven days per week. Are the same employees assigned to the library every night or will the work crew change regularly?
5. Who fills in during employee absences or vacations?
6. How frequently does a supervisor inspect the premises to see that the work is carried out correctly and on schedule?
7. How does the library communicate with the Contractor to make comments or complaints about cleaning services?
8. Does the Contractor offer emergency clean-up services during the library's normal business hours, if needed? How long would it take the Contractor to respond to an emergency request on a weekday? A weekday evening? A weekend?
9. What is the hourly charge, per employee, for emergency cleanup during a weekday? A weekday evening? A weekend?
10. How do you incorporate green cleaning products into your cleaning services?