777 Front Street
Lisle, IL 60532
lislelibrary.org
(630) 971-1675

LISLE LIBRARY DISTRICT REQUEST FOR PROPOSALS/BIDS FOR CLEANING SERVICES

April 1, 2019

The Lisle Library District (LLD) requests proposals (RFP)/bids from qualified firms to provide regular cleaning services for the Library interior.

LLD:

Lisle Library District is located 25 miles west of Chicago in the western suburbs of DuPage County, Illinois. Serving the Village of Lisle and a portion of unincorporated Lisle and Naperville, the LLD is committed to enhancing the cultural, social, and lifelong educational development of the community.

Square feet: 29,500
Building features a variety of surfaces: wood, laminate, glass and stainless steel sinks. Carpet tiles are used throughout with tile in the kitchen, lobby, receiving area and restrooms.

The Library is open to the public Monday – Friday 9:30am – 9pm, Saturday 9:30am – 5pm and Sunday 1pm– 5pm.

The LLD maintains its reputation for quality public service. It is known in the community as the place to go for knowledgeable, friendly assistance with a pleasant and inviting atmosphere.

SCOPE OF WORK:

The cleaning firm shall be required to perform cleaning services for the Library on a nightly schedule and be available on as-needed basis. Proposals will only be accepted from firm owners. Cleaning duties and service obligations cannot be outsourced. The scope of work includes, but is not limited to:

- Daily, weekly, monthly and annual cleaning of the restrooms, staff areas, meeting rooms, and public spaces . The complete list of cleaning specifications is described in the Appendix.
- Empty trash and recycling bins nightly plus one exterior trash can to the outside dumpster. Replace trash can liners.
- Service agent provides cleaning tools, products and equipment such as vacuum, mops, buckets, dusters, and spray bottles. All tools, supplies and equipment used on a daily basis shall be stored in the Library and only used for cleaning at the Library. The Library provides toilet paper, hand soap, paper towels, air freshener, and urinal guards.

Library cleaning instructions will be provided by the LLD.

SITE TOUR: A mandatory pre-proposal meeting and facility walk-through will be held at 2:00 pm. Monday, April 8th. All questions concerning the proposal can be directed to Beth McQuillan, Assistant Director, at mcquil@lislelibrary.org or 630-971-1675 x1005.

QUALIFICATIONS:

The cleaning firm shall employ personnel who are experienced and competent in all tasks as described in this RFP. The firm's employees shall be carefully interviewed, screened and bonded. With the proposal, the firm shall provide proof of insurance and bonding. A certificate of insurance will be required before the effective date of the contract.

PROPOSAL/BID REQUIREMENTS:

Firms responding to this RFP must submit the proposal via e-mail. A response to this RFP must include the following:

- A cover letter briefly stating the firm's understanding of the work to be performed. The cover letter should also include name(s) of the person authorized to represent the firm, title, address, telephone, and email.
- Provide references of three office/municipal buildings where the company is currently providing cleaning services. Libraries are preferred. Provide information on the experience or qualifications of staff assigned to this building.
- Provide a staff count: include how many staff will be in the building, for how long, and a range of hours staff will be on premises.
- Provide a supply list of what is included in the contract and what tools or equipment might need to be stored on the premises.
- Provide costs of services for one year (annual contract) beginning July 1, 2019 with option to renew, and a not-to-exceed amount for year two (three). Provide a fixed cost for the cleaning services identified in Appendix A and a fixed cost for extra services outlined in Appendix B. Provide an hourly rate for on-call or out of scope work.
- Provide copies of insurance, license and bonding documents.
- Answer the "LLD QUESTIONS/DETAIL" below.

LLD QUESTIONS/DETAIL:

1. Describe your firm's cleaning service experience.
2. Are the same employees assigned to the Library every night?
3. Who fills in during employee absences or vacations?
4. How frequently does a supervisor inspect the premises to check work or the maintenance schedule?
5. Will a specific individual be assigned as our customer service representative?
6. Does the firm offer emergency clean-up during the Library's normal business hours?
7. Do you incorporate green cleaning products into your cleaning services?

PROPOSAL/BID SUBMISSION:

Please submit proposals/bids to LLD Assistant Director, Beth McQuillan (mcquil@lislelibrary.org) and copy Director, Tatiana Weinstein via e-mail (tatiana@lislelibrary.org) in PDF format no later than 5:00 p.m., on Tuesday, April 30, 2019. Please reference "Cleaning Bid" in the subject line. Confirmation will be sent upon receipt. Proposals will be kept confidential until the public announcement of bids. Response contents may be subject to public disclosure upon the public announcement. Questions and requests for clarification/s regarding this RFP shall be sent to Beth McQuillan.

Responding firms may not contact individual LLD Trustees or staff members other than the contact person specified above during this submission period.

PROCESS:

There will be a public announcement of all bids received by the LLD on Wednesday, May 1, 2019 at 9:30 a.m. in the LLD's meeting room. LLD staff and the Board of Trustees will review submitted proposals. Firms may be asked to provide additional information. All costs related to the RFP/bid process are at the cost of the firm.

The LLD reserves the right to accept or reject any or all proposals and is not bound to accept the proposal that cites the lowest costs/fees. This request for proposal does not constitute an offer by the LLD to enter into a contract with any person or firm. The LLD reserves the right to negotiate with those responding.

The LLD Board of Trustees anticipates making a selection in May of 2019.
All candidates will be notified of the Board's decision within five business days after official selection.

Thank you for your time. We look forward to hearing from you.

Sincerely,

Beth McQuillan

Beth McQuillan, Assistant Director | LLD

Appendix

A. Regular Cleaning Specifications

Nightly

- Empty waste and recycling receptacles nightly including one outside receptacle. Remove refuse to the outside dumpster. Damp-wipe inside and outside of receptacles as necessary.
- Vacuum carpeting, including under desks and tables. Vacuum lobby, elevator cab and receiving area floor mats. Dust all furniture including chairs, tabletops and counters.
- Mop tile flooring in the lobby, restrooms, and kitchen areas with approved detergent solutions. Spot clean the tile at the receiving door as needed.
- Spot clean inner and outer glass doors and windows at the entrance. Check for fingerprints.
- Clean two tables and chairs in the staff lounge. Clean tables in the meeting rooms and study rooms.
- Clean kitchen counter tops. Clean and polish sinks and faucets in kitchens.
- Clean inside and outside of toilets and urinals with approved germicidal detergent.
- Clean restroom sinks, fixtures and counters with approved germicidal detergent.
- Wipe clean restroom mirrors, dispensers, and baby changing areas.
- Clean and sanitize toilet seats and chrome hardware.
- Empty sanitary receptacles. Fill toilet paper, towel and soap dispensers to the full limit.
- Clean, sanitize and polish drinking fountains.
- Clean and dust chairs, end-tables and shelf/tabletops.
- Inspect carpet for spots and spills. Spot clean carpet as needed.
- Clean and organize janitor closets.
- Disinfect handrails.

Weekly

- Completely clean the inside and outside of the entrance glass doors and entrance windows.
- Clean and wipe restroom partition doors with approved germicidal detergent. Remove graffiti if necessary.
- Clean the tabletops in the public areas.
- Mop receiving area tile flooring.

Monthly

- Edge-tool vacuum all carpeting under couches and upholstered chairs.
- Clean restroom vents.
- Dust the tops of the bookshelves including the tops of books and materials.
- Vacuum fabric chairs.

Quarterly

- Dust HVAC diffusers in ceiling.

Bi-annually

- Sweep the emergency stairwell.

B. Extra cleaning services. Please specify the cost for each service.

- Deep clean all carpet using extraction method.
- Deep clean carpet traffic areas using extraction method.
- Clean all light fixtures.
- Window cleaning inside and outside; include office glass partitions.