



Libraries
Passionately Curious

**Request for Proposals – Janitorial Services
2022**

RFQ Response Due: Friday, November 30, 2022
Remit to: bids@ncwlibraries.org

Table of Contents

I.	Introduction_____	Page 4
II.	RFP Timeline_____	Page 4
III.	Pre-Proposal Tour_____	Pages 4-5
IV.	Scope of Work_____	Page 5
V.	Vendor Requirements_____	Pages 5-6
VI.	Proposal Requirements_____	Pages 6-7
VII.	Evaluation Criteria_____	Page 7

- A. Exhibit A – Scope List
- B. Exhibit B – Pricing Sheet
- C. Exhibit C – Certificate of Wage Compliance

I. Introduction

NCW Libraries is soliciting proposals from individuals or firms interested in providing professional janitorial services for its two (2) owned facilities: the Wenatchee Public Library and an administrative office building located in Wenatchee. Below is some additional information on each building.

Minority and women-owned businesses are encouraged to respond.

Name	Address	Size	Stories	Use
Wenatchee Public Library	310 Douglas St. - Wenatchee	24,800 sf	Two with an additional upper and lower mezz.	Public Library. Staffed and open to the public seven (7) days per week.
The Distribution Center	16 N. Columbia St. - Wenatchee	31,980 sf	Two	Admin. offices and distribution of materials. Staffed five (5) days per week, not open to the public.

The initial term of the contract shall be one (1) year. The contract shall automatically renew for up to four (4) additional one-year terms for a total possible contract life of five (5) years. Pricing shall remain fixed during the initial contract term and any subsequent renewal terms, except for a cost adjustment to cover any changes in prevailing wages or any written amendment changing the scope of work that is signed by both parties.

II. RFP Timeline

RFP Released	November 7, 2022
Pre-Proposal Tour by Appointment	November 17, 2022
Last Date to Submit Questions	November 18, 2022
Proposal Due Date	November 30, 2022
Evaluation of Proposals Completed	December 9, 2022
Interviews (if needed)	Week of December 12, 2022
Notice of Intent to Award	Date TBD
Board of Trustees Review/Approval of Contract	Date TBD
Award of Contract	Date TBD

*Note: The dates above are approximate and subject to change.

III. Pre-Proposal Tour

To assist vendors interested in submitting a proposal, NCW Libraries will be holding a pre-proposal tour on November 17, 2022, by appointment. While this tour is not mandatory, it is highly recommended.

The tour will consist of approximately 30 minutes at the Distribution Center, a 15-minute walk to WPL, and approximately 30 minutes at Wenatchee Public Library.

To schedule a tour, please contact:

Amanda Lawson, Facilities Manager

Email: alawson@ncwlibraries.org

Phone: (509) 630-2176

Available times on November 17, 2022:

- 8:00-9:15 am
- 10:00-11:15 am
- 1:00-2:15 pm
- 3:00-4:15 pm

IV. Scope of Work

The scope of work is expected to include, but not be limited to, the tasks identified in Exhibit A of this RFP. Exhibit A is a detailed list of the mandatory janitorial tasks, the frequency of each task, and the facility where the work shall be performed.

While Exhibit A outlines the Scope of Work anticipated by NCW Libraries at this time, there is no guarantee by NCW Libraries that this shall continue over the duration of the contract. NCW Libraries reserves the right to add, modify, or delete tasks and facilities as necessary; any such action shall be formalized by a written amendment to the contract.

The Wenatchee Public Library is currently in the design phase of a renovation project. This project seeks to modernize portions of the lower level of the building including staff space, the large meeting room, and the current teen section. Minor upgrades will also occur to the lower mezzanine level of the library. A temporary amendment to the contract is anticipated for the duration of construction and work on these upgrades, as cleaning in the affected areas will be in the scope of the General Contractor. Work is anticipated to begin as soon as Q3 2023.

V. Vendor Requirements

Equipment, Supplies, and Materials:

- NCW Libraries prefers the use of environmentally sustainable cleaning products. Specifically, those products that are either Green Seal or Ecologo Certified. For more information, please visit the EPA's [Sustainable Marketplace: Greener Products and Services](#). Exhibit B requests a separate pricing line item for the use of these sustainable products.
- See the table below for information on supply of equipment, materials, and supplies:

Item	NCW Libraries	Selected Vendor
All consumable cleaning products.		X
All garbage bags.	X	
Bathroom air fresheners.	X	
All bathroom consumables.	X	
Gloves.		X
Equipment such as mops, brooms, vacuums.		X
Equipment repair/replacement items. EX: vacuum bags.		X

Business License:

- Pursuant to WVC Chapter 5.76, the Vendor shall obtain a City of Wenatchee Business License prior to performing any services and maintain the business license in good standing throughout the contract term.

Performance and Payment Bond:

- Pursuant to RCW 39.08.010, the Vendor shall secure a performance and payment bond with a surety company.
- The amount of the bond shall be no less than the amount of one year of compensation.

Insurance:

- The Vendor shall obtain Commercial General Liability insurance per NCW Libraries' requirements.
- Insurance shall be maintained throughout the contract term.

Prevailing Wages:

- Pursuant to RCW 39.12.020, all work performed under the contract is subject to prevailing wages. Exhibit C, which is a Certificate of Wage Compliance, is required with the proposal.

Background Checks:

- Criminal background checks shall be required for all janitorial staff.

Federal, State, and Local Compliance:

- The Vendor shall comply with all applicable federal, state, and local laws and regulations affecting its performance.
- The Vendor shall comply with the applicable provisions of the Federal Occupational Safety and Health Administration (OSHA) and the Washington Industrial Safety and Health Act (WISHA).
- The Vendor shall comply with OSHA Enforcement of Procedures for Occupational Exposure to Blood Borne Pathogens Standard (CRF 1910.1030). Vendor shall furnish to NCW Libraries an Exposure Control Plan at the time of submittal to this RFP.

VI. Proposal Requirements

Proposals shall be returned via email only. The deadline for response is Friday, November 30, 2022 at 3:00 pm Pacific Time. Responses shall be submitted in PDF format to bids@ncwlibraries.org by the closing deadline.

Questions related to this RFP may be directed to Amanda Lawson, Facilities Manager via email at alawson@ncwlibraries.org. Questions by phone will not be accepted.

The following documentation should be included in your proposal:

- Completed Pricing Sheet as found in Exhibit B
- Summary of company history:
 - Years in janitorial business
 - Key personnel and their related experience
- Employment Information:
 - Average length of employment for managers, supervisors, and janitors.
 - Describe your process for ensuring personnel shall always be available to fulfill contractual obligations.

- What is the ratio of field supervisors to workers?
- References:
 - List at least three recent (within five years) references.
 - Include total square footage, contact person, telephone number, and email address.
 - NCW Libraries will be contacting all references.
- Staffing Plan:
 - Complete all fields of Exhibit B – Pricing Sheet, which includes staffing information like estimated monthly hours and number of staff anticipated to complete the full scope of work set forth in Exhibit A.
- Quality Assurance Program:
 - Describe your company’s process for investigating and addressing complaints.
 - Include a narrative of your process for communicating customer-initiated changes in contracts.

VII. Evaluation Criteria

NCW Libraries will use the following criteria to evaluate each proposal:

Criteria	Available Points	Total
Cost	45	
Qualifications	20	
Staffing Plan	20	
References	15	

Following the NCW Libraries representatives’ evaluation of the proposals received, selected Vendors may be invited to interview. Upon completion of both the proposal evaluation and any interviews, the representatives will determine the most qualified Vendor based on all materials and information presented. NCW Libraries will then begin the negotiation for an agreement with the selected Vendor.

Any Vendor failing to submit information in accordance with the RFP may be subject to disqualification.

NCW Libraries reserves the right to change the RFP schedule, issue amendments to the RFP, or cancel the RFP at anytime prior to the deadline.

NCW Libraries reserves the right to award janitorial services listed in this RFP to multiple vendors, if necessary. NCW Libraries also reserves the right to reject any and all proposals at any time, without penalty. Vendors eliminated from further consideration will be notified via email as soon as practical.

In accordance with all applicable regulations, NCW Libraries hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this request and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

Exhibit A

Scope List

Wenatchee Public Library

310 Douglas Street, Wenatchee, WA 98801

24,800 SF

		Mon	Tues	Wed	Thur	Fri	Sat	Sun
1 Dust, wipe, spot clean to include:								
a	Elevator walls, doors, rails	X	X	X	X	X	X	
b	Circulation desk, including children's desk	X	X	X	X	X	X	
c	Table surfaces and bases	X	X	X	X	X	X	X
d	Chairs - including backs and seats	X	X	X	X	X	X	
e	Vacuum or wipe behind all computers	X	X	X	X	X	X	
f	Interior handrails	X	X	X	X	X	X	
g	Clean glass at sliding entry doors	X	X	X	X	X	X	X
h	Sanitize and wipe down drinking fountains	X	X	X	X	X	X	X
i	Sanitize staff breakroom kitchen horizontal surfaces	X	X	X	X	X	X	
j	Clean glass at guardrail in upper and lower mezz.	X		X		X		
k	Window sills	Once Weekly						
l	Tops of book shelves	Once Monthly						
m	Clean light panels in elevator - removal all debris	Once Monthly						
n	Remove cobwebs inside library	Vendor - as needed						
o	Spot clean walls, switch plate covers, and doors	Vendor - as needed						
2 Bathrooms (both public and staff) to include:								
a	Sanitize toilets, wash basins and countertops	X	X	X	X	X	X	X
b	Sweep and mop floors	X	X	X	X	X	X	X
c	Empty trash receptacles and replace liners	X	X	X	X	X	X	X
d	Clean mirrors	X	X	X	X	X	X	X
e	Replenish supplies	X	X	X	X	X	X	X
f	Disinfect all high-touch areas inclu. door handles and baby changing tables	X	X	X	X	X	X	X
g	Additional, midday cleaning of public bathrooms	X	X	X	X	X	X	
3 Floors to include:								
a	Sweep and mop all solid surface floors, including stairs	X	X	X	X	X	X	
b	Vacuum all carpeted floors	X	X	X	X	X	X	
c	Vacuum public entrance walk-off mat	X	X	X	X	X	X	X
d	Spot clean stains on carpet	Vendor - as needed						
e	Sweep and detail stairs and treads	X		X		X		
f	Scrub solid surface floors in public area w/electric scrubber	Once Monthly						
3 Waste removal to include:								
a	Remove garbage from cans in public spaces and replace liners	X	X	X	X	X	X	X
b	Remove garbage from cans in staff spaces and replace liners	X	X	X	X	X	X	X
c	Remove recycling from public spaces and staff desks	X	X	X	X	X	X	X
d	Remove cardboard recycling from staff work area	Vendor - as needed						
e	Remove garbage from outdoor can at public entrance and replace liner	X	X	X	X	X	X	X

Distribution Center

16 N. Columbia St

31,980 SF

		Mon	Tues	Wed	Thur	Fri	Sat	Sun
1 Dust, wipe, spot clean to include:								
a	Sanitize staff breakroom kitchen horizontal surfaces	X	X	X	X	X		
b	Interior handrails	X	X	X	X	X		
c	Clean glass at main entrance and side entrance doors	X	X	X	X	X		
d	Clean waiting area furniture	Vendor - as needed						
e	Spot clean walls, switch plate covers, and doors	Vendor - as needed						
f	Remove cobwebs inside library	Vendor - as needed						
g	Dust/wipe tops of file cabinets upstairs	Once Weekly						
h	Dust/wipe granite sill behind waiting area	Once Weekly						
i	Dust/wipe window sills	Once Weekly						
j	Elevator walls, doors, rails	Once Weekly						
k	Clean all common meeting room desks	Once Weekly						
2 Bathrooms (both public and staff) to include:								
a	Sanitize toilets, wash basins and countertops	X	X	X	X	X		
b	Sweep and mop floors	X	X	X	X	X		
c	Empty trash receptacles and replace liners	X	X	X	X	X		
d	Clean mirrors	X	X	X	X	X		
e	Replenish supplies	X	X	X	X	X		
f	Disinfect all high-touch areas inclu. door handles	X	X	X	X	X		
3 Floors to include:								
a	Vacuum all carpeted floors, including stairs, and elevators	X		X		X		
b	Dry dust upstairs wood floor	X		X		X		
c	Mop upstairs wood floor	Once Monthly						
3 Waste removal to include:								
a	Remove garbage from cans in staff spaces and replace liners	X		X		X		
b	Remove recycling from bins	X		X		X		
c	Removal of breakroom/kitchen trash and recycling	X	X	X	X	X		
4 Bookmobile General Cleaning:								
a	Sweep and mop floors	Once Weekly						
b	Vacuum lower level book bins	Once Weekly						
c	Wipe horizontal surfaces free of clutter	Once Weekly						

Exhibit B

Pricing Sheet

Pricing Sheet:

General Cleaning Scope - Labor Only:

Facility	Address	Estimated Monthly Hours	Average Number of Staff	Price Per Month	Annual Amount
Wenatchee Public Library	310 Douglas Street				
Distribution Center	16 N. Columbia Street				
Total All Buidings					

Additional Specialty Cleaning - Labor, Supplies, and Equipment:

	Facility	Frequency	Price/SF	Annual Amount
1	Wenatchee Public Library			
a	Shampoo carpets	Annually		
b	Window washing	Twice Annually		
1	Distribution Center			
a	Shampoo carpets	Annually		
b	Window washing	Twice Annually		

Consumable Cleaning Products - Supplies:

Facility	Frequency	Price/SF	Annual Amount
Standard cleaning products	Annually		
Green Seal or Ecologo products	Annually		

Exhibit C

Certificate of Wage Compliance

Certification of Compliance with Wage Payment Statutes

I certify, under penalty of perjury under the laws of Washington State that

Bidder

is in compliance with the responsible bidder criteria of RCW 39.04.350(1)(g) which provides:

Within the three-year period immediately preceding the date of solicitation*,

Bidder

Has not been determined by a final and binding citation and notice of assessment issued by the Washington State Department of Labor and Industries or through civil judgement entered by a court of limited or general jurisdiction to have knowingly and intentionally violated, as defined in RCW 49.48.082, any provision of RCW chapters 49.46, 49.48, or 49.52.

Bidder Signature

Printed Name

Title

Location of Place Executed (City, State)

Date

*"Date of solicitation" means the date of publication for formal bids.