

Request for Proposal (RFP) Janitorial Services for Hamilton East Public Library (HEPL)

Issue Date: May 14, 2024

Due Date: June 20, 2024

Contact: Molly Mrozowski
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Hamilton East Public
Library
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1. General Information

1.1 Timeline

The timeline supplied is HEPL’s best estimate and is not binding on the Library.

RFP Issued	Tuesday, May 14, 2024
<u>MANDATORY SITE VISITS</u> Noblesville Library 1 Library Plaza Noblesville, IN 46060 Fishers Library 5 Municipal Drive Fishers, IN 46038	May 23 rd - June 6 th , 2024 <i>contact Molly Mrozowski to schedule, no less than 3 business days in advance</i>
DEADLINE FOR VENDOR QUESTIONS	Thursday, June 13 th
PROPOSAL DUE	Thursday, June 20 th
Library Decision and Recommendation to Library Board of Trustees	Thursday, June 27 th
Selected Vendor Notification	Monday, July 1 st
Estimated Contract Start	Thursday, August 1 st , 2024

All questions must be emailed and directed to Molly Mrozowski, mrozowskim@hamiltoneastpl.org

A complete listing of all Vendor questions relating to this RFP along with HEPL responses will be provided to each Vendor via written addendum.

1.2 Statement of Purpose

This Request for Proposal (RFP), issued by Hamilton East Public Library (hereby referred to as “HEPL”) is for the provision of routine janitorial services (“Services”) for each of HEPL’s two library locations (Noblesville and Fishers.)

1.3 Facility Information

Hamilton East Public Library (HEPL) is located in Hamilton County in central Indiana approximately 25 miles north of downtown Indianapolis. The district covers 150 square miles, or about one-third of the total area in Hamilton County, including Delaware, Fall Creek, Noblesville, and Wayne

Townships, the City of Noblesville, and the Town of Fishers. Hamilton County has experienced tremendous growth in the past few decades. Between the 2010 and 2020 census, the library district population grew from 140,680 to 180,617.

HEPL has two locations open 68 hours per week and serves approximately 87,000 cardholders. The Fishers Library is 95,000 square feet in size over two floors and welcomes an average of 438,000 visitors through its doors each year. The Noblesville Library, meanwhile, is 105,000 square feet in size over three floors, with an average annual door count of 231,000. A recent renovation project between 2020 and 2024 has updated the facilities to respond to changing patron needs. Highlights of the renovation project included an overhaul of the Noblesville third floor housing local and state history materials, a new entrance at the Fishers location and refreshing staff and public spaces in both buildings.

Floor plans for each building are included for reference.

1.4 Proposal Evaluation & Selection Criteria

An Evaluation Committee shall review all proposals to determine which Vendors have qualified for consideration.

HEPL reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Vendors. The purpose of any such discussions shall be to ensure full understanding of the proposal. If clarifications are made because of such discussion, the Vendor shall put such clarifications in writing.

The selection of the winning proposal will be based on a numerical scoring system. All proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

Suitability of proposal to meet owner’s cleaning needs	45%
Cost	40%
Vendor experience and capability	10%
Clarity and completeness of the submitted proposal	5%

HEPL reserves the right to select the Vendor deemed most suitable, which may or may not be the lowest cost Vendor.

2. Description of Requirements

2.1 Cleaning Schedule

The following is a list of desired cleaning tasks to be performed by the vendor. This schedule is an estimate only, and HEPL does not guarantee to purchase services in the frequencies specified. The services purchased will be limited to the amount of monies budgeted and appropriated for them.

General Public Spaces: Entryways, Collection & Study Areas, Corridors, Study/meeting Rooms, Adult Department, Children’s Department, Teen Zones, Crossroads Discovery Center, Ignite Studio

Task	Frequency
Wipe all entry glass, glass doors and frames clean of smudges, grime & spots	As needed, not less than monthly
Wipe all interior glass (glass walls, windows, stair & mezzanine enclosures, etc.) clean of smudges, grime & spots	As needed, not less than monthly
Wipe down all service desk countertops with disinfectant cleaner	As needed, not less than weekly
Wipe down all countertops & tables in study/meeting rooms with disinfectant cleaner	As needed, not less than weekly
Wipe down all tables and public work surfaces with disinfectant cleaner	As needed, not less than weekly
Wipe down all handrails (stairs, mezzanine, etc.) with disinfectant cleaner	As needed
Wipe all door handles, push plates and light switch plates with disinfectant cleaner	As needed
Vacuum all public and staff vestibule carpet & rugs	Daily
Spot vacuum interior carpeted spaces and stairways - giving special attention to public computer areas and study/meeting rooms	As needed
Vacuum all interior carpeted spaces and stairways (Note: only vacuums with HEPA filters are to be used.)	Weekly
Dust Terrazzo flooring	Daily
Wet mop Terrazzo flooring	Weekly
Dust/sweep laminate flooring	Daily
Wet mop laminate flooring	Weekly
Spot sweep rubber flooring (Noblesville/Fishers children’s department, Ignite Studio)	Daily
Wet mop rubber flooring (Noblesville/Fishers children’s department, Ignite Studio)	Weekly
Dust window frames, trim, and cabinetry.	Quarterly
Wipe walls in study/meeting rooms clean of dirt and grime	As needed; Not less than quarterly
Sweep & wet mop emergency stairwells	Quarterly

Drinking Fountains

Task	Frequency
Wipe down entire unit with disinfectant cleaner	Daily
Keep drain pan and spigot clean of lime and scale	As needed
Sweep and wet mop floor under fountains	Daily

Restrooms (Public & Staff)

Task	Frequency
Clean toilets, urinals and sink with a proper bathroom cleaner & keep clean of scale and lime buildup	Daily
Wipe down all vanity fronts, countertops, changing stations, hand dryers, dispensers & toilet partitions with disinfectant cleaner. (All stainless steel shall be polished with proper stainless steel cleaner.)	Daily
Wipe down walls around urinals and hand dryers with disinfectant cleaner	Daily
Wipe walls clean of smudges, grime and spots	As needed; Not less than quarterly
Wipe mirrors clean, free of streaks, smudges, spots and fingerprints	Daily
Sweep and wet mop floors	Daily
Refill all dispensers (with the exception of tampon dispensers)	Daily
Empty & wipe down all trash and diaper receptacles, including a fresh liner	Daily
Wipe down all door handles/push plates with disinfectant cleaner	Daily

Elevators

Task	Frequency
Wipe down all stainless steel walls, door fronts (inside & out), handrails, plates, etc. with stainless steel cleaner.	Daily
Vacuum carpets	Weekly

Staff Lounges, Conference Rooms, Meeting Rooms, Program Rooms

Task	Frequency
Wipe down all countertops, sinks, refrigerator & microwave fronts and handles with disinfectant cleaner	Daily
Empty all trash receptacles, adding a fresh liner as needed (does not include recycling centers)	Daily
Spot sweep/vacuum all flooring	As needed; Not less than monthly
Wet mop hard surface flooring	Weekly
Vacuum carpets	Weekly
Clean and polish sinks	Monthly

Offices & Staff Workrooms

Task	Frequency
Empty all trash receptacles, including a fresh liner	Daily
Wipe all windows clean of smudges, grime and spots	Daily
Spot sweep/vacuum all flooring	As needed; Not less than monthly
Wet mop hard surface flooring	Weekly
Vacuum carpets	Weekly

2.2 Special Events

On occasion, the Library may have special events or circumstances necessitating additional cleaning or a Day Porter. The Library will provide at least 2 weeks' notice for such events.

2.3 Access Hours

Hamilton East Public Library's daily hours of operation are as follows:

Monday - 9:00 a.m. to 8:00 p.m.

Tuesday - 9:00 a.m. to 8:00 p.m.

Wednesday - 9:00 a.m. to 8:00 p.m.

Thursday - 9:00 a.m. to 8:00 p.m.

Friday - 9:00 a.m. to 6:00 p.m.

Saturday - 9:00 a.m. to 6:00 p.m.

Sunday - 12:00 p.m. to 6:00 p.m.

All janitorial work is expected to be performed during non-operating hours. Building security system codes will be provided to the chosen Vendor for after-hours access.

2.4 Materials & Supplies

The Vendor is expected to provide all materials, supplies and tools for the purpose of providing the cleaning services as outlined. HEPL will provide janitorial closets (including sinks and mop sinks) for the storage of materials and supplies.

3. Proposal Submission Guidelines

Proposals are due on the date and time indicated in Section 1.1

Prior to proposal submissions, **Vendors must schedule a Mandatory Site Visit during the week indicated in Section 1.1 to better understand the Library’s facilities and cleaning needs.** To schedule a site visit, the Vendor should contact Molly Mrozowski no less than three business days in advance of the day they wish to visit. Visits must be scheduled between 9:00 a.m. and 5:00 p.m. EST. Visits will include both the Noblesville Library and the Fishers Library, approximately a 15-minute drive away. Vendors should plan for at least 2 hours for the visit to include both libraries.

Proposals may be submitted in print or electronic form. If submitting a print document, please deliver in a sealed envelope or package that is clearly marked as HEPL JANITORIAL PROPOSAL. One If submitting proposal in an electronic format, please email a PDF copy of the proposal to Molly Mrozowski, with the subject heading HEPL JANITORIAL PROPOSAL. (mrozowskim@hamiltoneastpl.org)

Proposals may be delivered by hand, U.S. Mail, or courier service. Proposals received beyond the deadline (date and time) will not be considered.

Proposals should be addressed to:

Molly Mrozowski
Deputy Director
Hamilton East Public Library
1 Library Plaza
Noblesville, IN 46060

Responses shall follow the format laid out in Section 4: Proposal Format.

Any costs associated with preparing and delivering this proposal will be borne solely by the Vendor.

3.1 Liability

Any contract for services shall include the following indemnification language. Vendors acknowledge that submitting a proposal indicates their willingness and ability to contract with HEPL under these terms:

Contractor agrees to indemnify and hold harmless Hamilton East Public Library and its officers, officials, employees and volunteers from and against all claims, damages, losses and expenses including attorney’s fees arising out of the performance of the work described herein caused by any negligence, recklessness, or willful misconduct of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable.

The parties expressly agree that any payment, attorney’s fee, costs or expense HEPL incurs or makes to or on behalf of an injured employee under HEPL’s self-administered workers’ compensation is included as a loss, expense or cost for the purposes of this section, and that this

section will survive the expiration or early termination of this Agreement.

3.2 Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more Vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s). Vendors are invited to visit HEPL to help prepare their responses.

Vendors may not use omissions or errors in the Specifications or other contract documents to their advantage. HEPL reserves the right to issue new instructions correcting any such errors or omissions, which new instructions shall be treated as if originally included.

HEPL may make any investigation it deems necessary to determine the ability of the Vendor to perform the work. Vendors shall furnish information for this purpose to HEPL upon request. HEPL reserves the right to reject any proposal if the evidence submitted by, or other investigation of, the Vendor fails to satisfy HEPL that the Vendor has the proper qualifications, experience, equipment, manpower, or financial and managerial capability to carry out the obligations of the contract agreement or to perform the work as specified.

A Vendor may withdraw a proposal in writing to Library prior to the deadline for proposal receiving.

3.3 Negotiation

The Vendor acknowledges HEPL's right to reject any and all proposals and to waive any formality or irregularity in any proposal received. The Vendor recognizes HEPL's right to reject any proposal which fails to submit the data required by the RFP or is in any way incomplete or irregular. An award to the lowest Vendor is not required.

Library reserves the right to enter into negotiation with one or more Vendors. Library reserves the right to waive any informality as may be permitted by law. Library reserves the right to award multiple contracts for different portions of the work or commodities, or to reject all proposals.

3.4 Contract Documents

Each Vendor shall examine the RFP carefully. Any interpretation or correction will be issued as an Addendum by HEPL. Only a written interpretation or correction by Addendum shall be binding. Addenda are written or graphic instruments issued prior to proposal receiving which modify or interpret the RFP, including specifications, additions, deletions, clarifications or corrections. Prior to proposal receiving, HEPL will send any Addenda to each Vendor in writing.

The successful responder will be expected to enter into a contract with Library pursuant to the documents that include the RFP, the Vendor's proposal, the summary of negotiation, and any and all other additional materials submitted by the Vendor. The selected Vendor may be requested to submit copies of their applicable standard contract forms.

The only official answer or position of Library will be the one stated in writing.

3.5 Prices

Vendor will also provide a detailed quote sheet using the format provided in Section 4.4. Prices reflected in the proposal shall include any discounts.

Unit and extended prices must be quoted in U.S. Dollars for each line item specified on the Cost Worksheets.

Unit and extended prices must be quoted in U.S. Dollars for any additional and necessary or recommended services.

No Vendor will be allowed to modify or resubmit its proposal, for any reason whatsoever, after the proposals have been opened. Proposals will not be opened until the specified due date.

4. Proposal Format

Proposals must be structured, presented, and labeled as described in this section.

Failure to follow the specified format, to label the responses correctly, or to address all the subsections may, at HEPL's sole discretion, result in the rejection of the Proposal.

Proposals should be prepared on standard 8 1/2" x 11" paper.

4.1 Cover Letter

The proposal must include a cover letter that provides the following:

1. Vendor's legal and DBA (trade) name;
2. Vendor's primary contact to include name, address, phone, and email;
3. Identification of any subcontractors and scope of work to be performed by subcontractors;
4. Identification of any pending litigation against the Vendor;
5. Disclosure of any bankruptcy or insolvency proceedings in last ten (10) years;
6. Statement indicating the proposal remains valid for at least 180 days;
7. Statement that the Vendor or any individual who will perform work for the Vendor is free of any conflict of interest
8. Signature of a company officer empowered to bind the Vendor to the provisions of this RFP and any contract awarded pursuant to it.
9. The proposal cover letter should be concise and brief and not exceed two (2) pages.

4.2 Overview of Services

Provide a brief and concise synopsis of the proposal and a description of the Vendor's credentials to deliver the services sought under the RFP.

4.2.1 General Procedures

Including:

- Supervision of staff

- Training of staff
- Wage scale for employees
- Security procedures (including information regarding staff background checks)
- Insurance

4.2.2 Access Days & Times

For each library location (Noblesville Library, Fishers Library) please provide a summary of the days and times the Contractor will be onsite each week to provide janitorial services.

4.2.3 Materials & Supplies

Please describe any special provisions for materials and supplies that the Contractor will require in order to perform the cleaning schedule as described.

4.2.4 Quality Control & Support

Please provide a summary of how your company monitors for quality control and provides customer support, addressing the following questions:

- Is there an evaluation/inspection schedule?
- What are the procedures for contacting your company for support?
- Who are the key support team personnel/customer contacts?
- How are supplies provided?

Please provide any sample support and maintenance agreements with the corresponding Cost Worksheet.

4.2.5 Cleaning Requirements

For each task listed below, please note YES or NO to indicate whether the task is included in the proposed service contract.

General Public Spaces: Entryways, Collection & Study Areas, Corridors, Study/meeting Rooms, Adult Department, Children’s Department, Teen Zones, Indiana Room, Ignite Studio

Task	Frequency	YES/NO
Wipe all entry glass, glass doors and frames clean of smudges, grime & spots	As needed, not less than monthly	
Wipe all interior glass (glass walls, windows, stair & mezzanine enclosures, etc.) clean of smudges, grime & spots	As needed, not less than monthly	
Wipe down all service desk countertops with disinfectant cleaner	As needed, not less than weekly	
Wipe down all countertops & tables in study/meeting rooms with disinfectant cleaner	As needed, not less than weekly	
Wipe down all tables and public work surfaces with disinfectant cleaner	As needed, not less than weekly	

Wipe down all handrails (stairs, mezzanine, etc.) with disinfectant cleaner	As needed	
Wipe all door handles, push plates and light switch plates with disinfectant cleaner	As needed	
Vacuum all public and staff vestibule carpet & rugs	Daily	
Spot vacuum interior carpeted spaces and stairways - giving special attention to public computer areas and study/meeting rooms	As needed	
Vacuum all interior carpeted spaces and stairways (Note: only vacuums with HEPA filters are to be used.)	Weekly	
Dust Terrazzo flooring	Daily	
Wet mop Terrazzo flooring	Weekly	
Dust/sweep laminate flooring	Daily	
Wet mop laminate flooring	Weekly	
Spot sweep rubber flooring (Noblesville/Fishers children's department, Ignite Studio)	Daily	
Wet mop rubber flooring (Noblesville/Fishers children's department, Ignite Studio)	Weekly	
Dust window frames, trim, and cabinetry.	Quarterly	
Wipe walls in study rooms and meeting rooms clean of dirt and grime	As needed; Not less than quarterly	
Sweep & wet mop emergency stairwells	Quarterly	

Drinking Fountains

Task	Frequency	YES/NO
Wipe down entire unit with disinfectant cleaner	Daily	
Keep drain pan and spigot clean of lime and scale	As needed	
Sweep and wet mop floor under fountains	Daily	

Restrooms (Public & Staff)

Task	Frequency	YES/NO
Clean toilets, urinals and sink with a proper bathroom cleaner & keep clean of scale and lime buildup	Daily	
Wipe down all vanity fronts, countertops, changing stations, hand dryers, dispensers & toilet partitions with disinfectant cleaner. (Note: all stainless steel shall be polished with proper stainless steel cleaner.)	Daily	
Wipe down walls around urinals and hand dryers with disinfectant cleaner	Daily	
Wipe walls clean of smudges, grime and spots	As needed; Not less than quarterly	
Wipe mirrors clean, free of streaks, smudges, spots and fingerprints	Daily	
Sweep and wet mop floors	Daily	
Refill all dispensers (with the exception of tampon dispensers)	Daily	

Empty & wipe down all trash and diaper receptacles, including a fresh liner	Daily	
Wipe down all door handles/push plates with disinfectant cleaner	Daily	

Elevators

Task	Frequency	YES/NO
Wipe down all stainless steel walls, door fronts (inside & out), handrails, plates, etc. with stainless steel cleaner.	Daily	
Vacuum carpets	Weekly	

Staff Lounges, Conference Rooms, Meeting Rooms, Program Rooms

Task	Frequency	YES/NO
Wipe down all countertops, sinks, refrigerator & microwave fronts and handles with disinfectant cleaner	Daily	
Empty all trash receptacles, adding a fresh liner as needed (does not include recycling centers)	Daily	
Spot sweep/vacuum all flooring	As needed; Not less than monthly	
Wet mop hard surface flooring	Weekly	
Vacuum carpets	Weekly	
Clean and polish sinks	Monthly	

Offices & Staff Workrooms

Task	Frequency	YES/NO
Empty all trash receptacles, including a fresh liner	Daily	
Wipe all windows clean of smudges, grime and spots	Daily	
Spot sweep/vacuum all flooring	As needed; Not less than monthly	
Wet mop hard surface flooring	Weekly	
Vacuum carpets	Weekly	

Special Events

Task	Frequency	YES/NO
Provide additional cleaning support for special events	As needed	
Provide Day Porter services	As needed	

4.2.6 Exceptions

If the Vendor's specifications for providing services are not the equivalent of the cleaning schedule requirements in the RFP, please describe those exceptions.

Vendors are invited to propose, and HEPL will consider, reasonable modifications to the desired cleaning schedule. Please note any impact to pricing that the proposed modifications will effect.

If the Vendor can provide all cleaning services as specified in section 2.1, note “None.”

4.3 Cost Schedule

Please provide a summary of costs according to the following format:

Janitorial Service for Hamilton East Public Library Noblesville Library - 1 Library Plaza	
Hourly Rate <i>to perform cleaning schedule as outlined in 4.2.5</i>	
Hours per Week	
Monthly Cost	
Annual Cost	

Janitorial Service for Hamilton East Public Library Fishers Library - 5 Municipal Drive	
Hourly Rate <i>to perform cleaning schedule as outlined in 4.2.5</i>	
Hours per Week	
Monthly Cost	
Annual Cost	

As Needed Additional Cleaning Support Either Location	
Special Event Cleaning Support hourly rate	
Day Porter hourly rate	

4.4 References

The Vendor must supply three references for similar work it has undertaken over the past five years, preferably within a library, school, public/government building or other community space.

Provide the company/organization name; contact name(s); email address; telephone number; and a brief description of the work performed.

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered. Library reserves the right to contact any and all references to obtain information without limitation and regardless of the Vendor’s performance on the listed jobs.

4.5 Declaration and Signature

MANDATORY SITE VISIT: Representative that attended: _____

DECLARATION:

The undersigned hereby declares the proposal specifications have been carefully examined and this proposal is submitted in compliance therewith. The undersigned understands that competence and responsibility, time of completion, as well as other factors of interest to HEPL may be a consideration in making the award. HEPL reserves the right to reject any and all proposals, to accept or reject alternate proposals and unit prices, and waive technicalities concerning the proposals received as it may be in HEPL's best interest to do so.

AUTHORIZED REPRESENTATIVE:

Authorized Representative's Name Title

Authorized Representative's Signature Date

Company Telephone

Street Address E-Mail

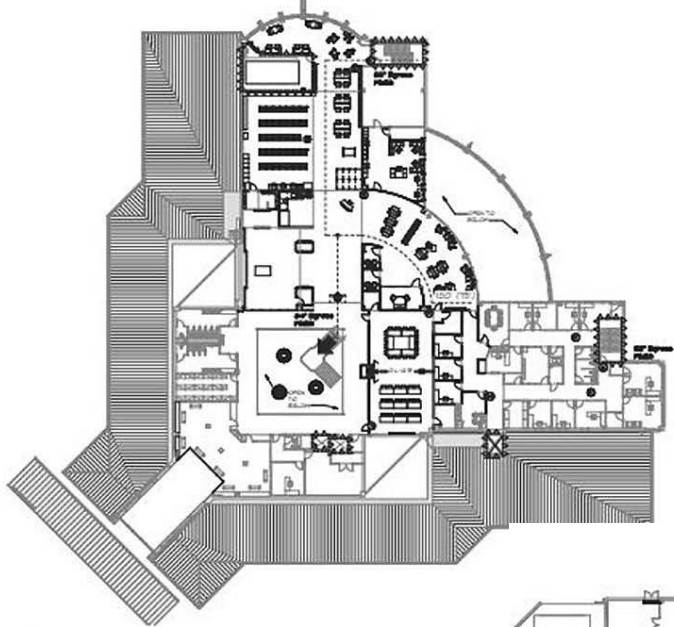
City/State/Zip Fax

5. Attachments

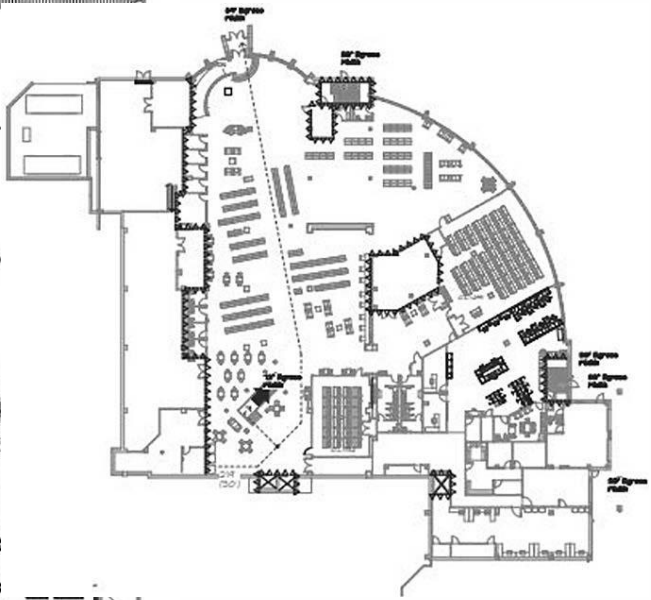
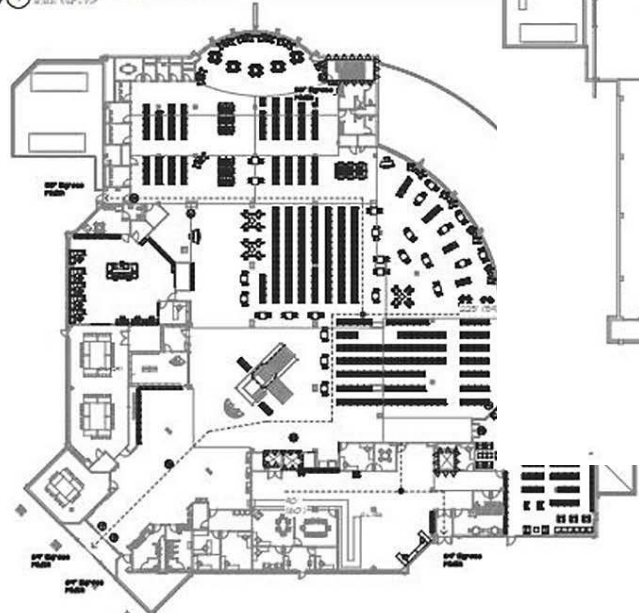
A: Noblesville Library Floor Plans (attached)

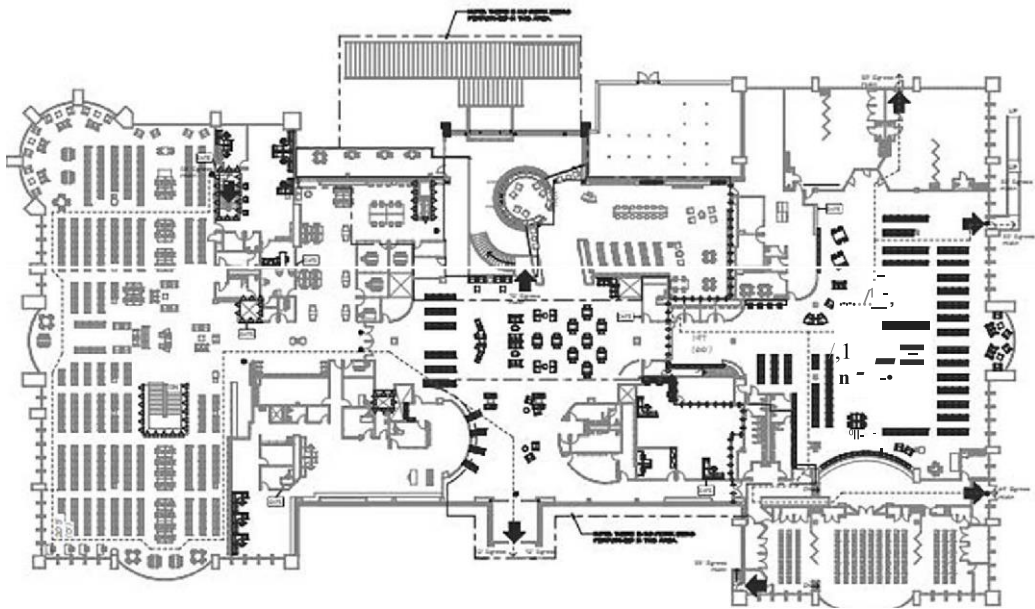
B: Fishers Library Floor Plans (attached)

ATTACHMENT A NOBLESVILLE LIBRARY



3 UPPER FLOOR LIFT SAFETY PLAN
REVISED 10/20/10





ATTACHMENT B FISHERS LIBRARY

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