

**Hinsdale Public Library**  
**Janitorial Services – REQUEST FOR PROPOSAL**  
**Dated September 30, 2022**

The Hinsdale Public Library (HPL) is requesting proposals for a contract for the provision of cleaning services for its 31,800 square foot library. The term of the awarded contract is for two (2) years and can be extended one (1) additional year by mutual agreement.

Sealed proposals, clearly labeled "Proposal - Cleaning Services," will be received weekdays during normal business hours at the Patron Services Desk at the Hinsdale Public Library

Proposals must include:

- A list of at least three clients, with at least one facility 20,000 square feet or larger
- Completed set of questions in Appendix A
- Proof of insurance and bonding

**DUE BY: 10/17/22**

A mandatory pre-proposal meeting and walkthrough will be held by appointment only. Submit proposals and direct questions to:

Robert Bell, IT & Facilities Manager  
rbell@hinsdalelibrary.info

Hinsdale Public Library  
20 E Maple Street  
Hinsdale, IL 60521

Proposals will be evaluated by the IT & Facilities Manager and Executive Director. The selected proposal will be presented to the Library Board of Trustees at the October 25, 2022 Board meeting.

**EVALUATION OF PROPOSALS**

1. Proposals will only be accepted from principals of the firm that will 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.

## RESPONSIBILITIES

1.1 The Contractor shall employ personnel who are experienced and competent in all tasks to be provided under this agreement.

1.2 The Contractor's employees shall be carefully interviewed, screened, and covered by Bond. Every employee who works in HPL shall be bonded by contractor for at least \$5,000.

1.3 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.

1.4. The contractor is expected to provide a letter of proof of training or a certificate verifying training for handling of biohazards as required by OSHA.

## 2. TERMS

2.1 The Contractor shall render all regular services as specified in this agreement to the complete satisfaction of HPL for two years. HPL will be billed in monthly payments for regular cleaning services for the duration of the contract. Other cleaning services, as listed in Appendix B will be itemized and billed at the rate agreed upon in the contract.

HPL reserves the right to discount the monthly invoice for work not performed or performed in an unsatisfactory manner. The discount is not to be considered a penalty but rather a compensation adjustment in direct proportion to the time and materials necessary for HPL staff to perform those services as described in the contract to a satisfactory level. A discount will be demanded after written notice is given to the contractor first by email outlining a specific complaint(s) and/or how the terms of the contract are not being fulfilled. On the first occurrence of a specific service complaint or default, the contractor will have five working days to evaluate the performance or source of the complaint and implement corrective measures and cure the default. If, after the five-day period, an improvement to the service or default is not evident by HPL, then the discount will be levied to the monthly invoice. On the second occurrence of the same or similar incident or complaint, only three days will be given to implement corrective measures and cure the default before the discount is applied. The third and subsequent occurrence of the same or similar incident or default will result in an automatic discount to the monthly invoice and will be considered a breach of contract.

2.2 HPL or the Contractor may cancel this agreement at any time subject to sixty days prior written notice.

### 3. INSURANCE

3.1 The Contractor shall provide public liability and property damage insurance covering all the Contractor's operations in HPL. 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 HPL for the purchase and installation of new locks and keys should the contractor's employees lose or misplace keys to the building.

3.3 The Contractor shall provide Worker's Compensation Insurance, including occupational disease provisions, as required by Illinois statute for all 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 connection 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.

### 4. GENERAL

4.1 The contractor's personnel shall not disturb papers on desks, or open drawers, cabinets, files, or bookcases. HPL's telephones shall not be used by the contractor's personnel for personal use. Under no circumstances shall the contractor's personnel be allowed to bring visitors, children, or other relatives into HPL's building.

4.2 A task sheet will be kept in the Supply Room that will note special instructions or specific tasks (such as spill cleanup) that are to be attended to that night. The supervisor shall initial each item as completed and/or make any notations necessary. Required weekly and monthly tasks will also be recorded here.

## 5. CLEANING SCHEDULE AND SPECIFICATIONS

The general areas to be serviced in HPL building include the following

Main Entrance/Vestibule	(7) Restrooms	(4) Public Desks
General Staff Offices	Community Meeting Room	Board Room
Private Staff Offices	Hallways	Staff Lounge
Elevator	Storytime Room	Patron Areas
(8) Study Rooms	Staff Kitchen	Stairwells

HPL will receive service six (6) days per week but will also allow bids for seven (7) days per week. (Seventh day to be priced separately for bidding purposes.)

5.1 Janitorial services at HPL shall be performed between 9:00pm and 8:00am Monday, Tuesday, Wednesday, and Thursday nights; 6:00pm and 8:00am Friday night; 5:00pm and 11am Saturday night; optional seventh day 5:00pm to 8:00am Sunday night. Janitorial staff should make reasonable effort not to disturb employees working after hours

5.2 With the exception of the following holidays, work should be performed 6 nights a week (unless a 7-day bid is submitted then expectation will be work should be performed 7 nights a week.) The following holidays are excluded: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. In the event HPL will be closed other days, the contractor will be notified.

5.3 The work schedule and/or specifications are subject to change by mutual written agreement between HPL and the contractor.

5.4 HPL shall provide the following cleaning supplies:

Bathroom tile cleaner and disinfectant	Toilet cleaner and disinfectant
Stainless steel cleaner and polish	Glass cleaner
Garbage can liners	Toilet paper
Paper towels	Liquid soap

The contractor is responsible for providing all other cleaning equipment and materials.

## 5.5 Schedule of Cleaning

### **Main Entrance/Vestibule**

#### Daily

1. Clean glass doors to 7' height.
2. Remove fingerprints for doors, frames, light switches, kick and push plates, handles, and door openers.
3. Vacuum floor.
4. Pick-up walk-off mats, clean floor, and place mats in same location.

#### Weekly

1. Remove cobwebs.
2. Dust flat surfaces.
3. Dust all wall fixtures, pictures and furniture.
4. Damp wipe furniture, book drops, and glass displays.
5. Clean baseboards.

#### Monthly

1. Thoroughly clean glass displays.

#### Quarterly

1. Polish woodwork and display cabinet frames.
2. Polish door hardware, frames, handles, and push and kick plates, and door openers.

### **Restrooms**

#### Daily

1. Empty waste containers.
2. Damp wipe/disinfect waste containers.
3. Replace can liners.
4. Refill dispensers.
5. Damp wipe/disinfect dispensers.
6. Damp wipe/disinfect sinks.
7. Clean/disinfect urinals.
8. Clean/disinfect toilets and seats.
9. Clean/disinfect changing stations.
10. Damp clean mirrors, fixtures and furnishings.
11. Spot clean walls.
12. Spot clean metal partitions.
13. Spot clean push and kick plates, automatic door openers, and polish dry.
14. Sweep floor.
15. Wet mop/disinfect floor.
16. Check for graffiti on all surfaces and remove as needed.
17. Deodorize floor drains (as needed).

### Weekly

1. Damp wipe/disinfect all brightwork and polish dry.
2. Wash and disinfect waste containers.
3. Damp wipe metal partitions.
4. Damp wipe handles, push and kick plates, and automatic door openers and polish dry.
5. Clean and polish drinking fountains.

### Monthly

1. Dust exhaust vents and air distribution units.
2. Acid clean/desiccate insides of urinals and toilet bowls.

### **1. Public Desks, Offices, & Meeting Rooms**

#### Daily

1. Empty waste containers and damp wipe/wash if necessary.
2. Replace can liners as needed.
3. Spot clean walls as needed.
4. Vacuum carpet.
5. Remove stains on carpet as they occur.
6. Damp wipe dry erase boards in study rooms

#### Weekly

1. Dust accessible windowsills.
2. Remove fingerprints from doors, frames, light switches, kick and push plates and handles.
3. Dust and damp wipe desk upon request or when desk is cleared.
4. Damp wipe furniture (including filing cabinets, bookcases, and shelves) and pedestals of fabric partitions.
5. Dust equipment (excluding computer equipment).
6. Low and high dust horizontal surfaces.
7. Damp wipe accessible windowsills.
8. Remove cobwebs.
9. Clean baseboards.

#### Monthly

1. Damp wipe metal & vinyl surfaces on partitions.
2. Dust air distribution units and door grilles.
3. Edge-vacuum carpet.
4. Damp wipe waste containers.
5. Dust all walls.
6. Vacuum upholstered furniture.
7. Spot clean walls, extensively.
8. Damp wipe air distribution units and radiators.

9. Damp wipe accessible windowsills.
10. Dust interior office blinds.
11. Damp wipe frames and trim of doors.

#### Quarterly

1. Polish wood doors.

#### **Staff Kitchen & Lounge**

##### Daily

1. Empty waste containers and damp wipe/wash if necessary.
2. Replace can liners.
3. Spot clean cabinets as needed.
4. Dust mop tile floors.
5. Damp mop tile floors.
6. Damp wipe ledges and sills.
7. Vacuum carpet.
8. Clean/disinfect tables.

##### Weekly

1. Clean/disinfect microwaves.
2. Damp wipe refrigerators, kitchen appliances, & coffee makers.

##### Monthly

1. Damp wipe and/or vacuum and spot clean chairs.

##### Quarterly

1. Clean baseboards.

#### **Elevator**

##### Daily

1. Vacuum carpet and remove spots and stains.

##### Weekly

1. Damp wipe interior and exterior surfaces.
2. Clean and polish interior and exterior bright metal surfaces.

##### Monthly

1. Clean tracks.
2. Wash interior and exterior surfaces.

## **Stairwells**

### Daily

1. Spot clean walls and remove graffiti as needed.

### Weekly

1. Vacuum steps and landings.
2. Damp wipe railings.
3. Clean baseboards.

### Monthly

1. Dust all walls.
2. Spot clean walls, extensively.

## **Hallways**

### Daily

1. Vacuum carpet.
2. Spot clean walls and doors.
3. Check for fingerprints on doors, frames, light switches, kick and push plates, and handles and remove as needed.

### Weekly

1. Clean baseboards.

### Monthly

1. Dust all walls.

## Appendix B

### Other Cleaning Services

Contractor shall give hourly rates for the services listed below. Such services shall be rendered as requested by the Eisenhower Public Library District. Charges for such services shall be itemized separately from the regular cleaning service charge in the monthly billing.

Additional shampooing of carpeting using dry foam extraction method \$ \_\_\_\_\_ per hour

Shampooing or dry cleaning of upholstery. \$ \_\_\_\_\_ per hour

Additional machine scrubbing and sealing of tile floor. \$ \_\_\_\_\_ per hour

Wall washing \$ \_\_\_\_\_ per hour

Cleaning of clock faces and exit signs \$ \_\_\_\_\_ per hour

Clean light fixtures \$ \_\_\_\_\_ per hour

Appendix A  
Pricing, Skills, and Experience

Monthly fee for 6 days, year one: \_\_\_\_\_

Monthly fee for 6 days, year two: \_\_\_\_\_

Monthly fee for 7 days, year one: \_\_\_\_\_

Monthly fee for 7 days, year two: \_\_\_\_\_

1. Describe your company's experience in cleaning jobs of 20,000 square feet or larger.
  
2. How many employees would be assigned to the Library for the regular cleaning schedule?
  
3. The contract calls for daily cleaning, six days per week. Are the same employees assigned to the Library every night or will the work crew change regularly?
  
4. Who fills in during employee absences or vacations?
  
5. How frequently does a supervisor inspect the premises to see that the work is carried out correctly and on schedule?
  
6. How does the Library communicate with the Contractor to make comments or complaints about cleaning services?
  
7. 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?
  
8. What is the hourly charge, per employee, for emergency cleanup during a weekday? A weekday evening? A weekend?
  
9. How do you incorporate green cleaning products into your cleaning services?

10. Provide names and telephone numbers of three clients, at least of one of which is a building 20,000 square feet or larger. Indicate the size of each client. Indicate any clients for which you perform maintenance services as listed in Appendix A.