

VILLAGE OF HANOVER PARK

REQUEST FOR PROPOSALS

JANITORIAL MAINTENANCE SERVICES
THREE MUNICIPAL BUILDINGS

Mandatory Pre-Proposal Meeting: April 7, 2015

Proposal Due Date: April 21, 2015

Proposal Due Time: 12:00 Noon, Local Time

Proposal Deposit Required: Bid Bond or Cashier's/Certified
Check for 5% of Total Annual
Amount

Performance Bond Required: 100% of Total Annual Award
(Upon Award of Contract)

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March 20, 2015

RE: Request for Proposals (RFP)

To Whom It May Concern:

The Village of Hanover Park is seeking proposals for contract janitorial maintenance services at three municipal buildings. The Village Hall, located at 2121 Lake Street; the Public Works Facility located at 2041 Lake Street and the Police Department, located at 2011 Lake Street.

The services referenced within this Request for Proposals (RFP) shall commence June 1, 2015 and the contract period shall terminate on May 31, 2016, with an option for renewal through May 31, 2018, solely at the Village's discretion.

The Village will hold a mandatory pre-proposal meeting and walk-through on Tuesday, April 7, 2015 at 9:00 a.m. at the Village Hall located at 2121 Lake Street, Hanover Park, Illinois to answer any questions.

Proposals must be received no later than 12:00 Noon, local time, on Tuesday, April 21, 2015. The attached document outlines the background, scope, format and other information required for preparation of this requested proposal.

The request for proposal should be submitted with one (1) original and two (2) copies, along with supporting documentation, to Ted Kaye, Building Maintenance Supervisor, Public Works Department, 2041 Lake Street, Hanover Park, IL 60133.

Please Note:

- a. **A 5% Proposal Security Deposit is required.** (See Special Provisions)
- b. **A Performance Bond is required from the successful bidder.** (See Special Provisions)

If you have any questions regarding this request for proposal please contact Ted Kaye by email at tkaye@hpil.org or by calling 630-823-5700.

Sincerely,

Ted Kaye
Building Maintenance Supervisor

**REQUEST FOR PROPOSALS (RFP)
FOR
JANITORIAL MAINTENANCE SERVICES
THREE MUNICIPAL BUILDINGS**

Introduction:

The Village of Hanover Park is seeking proposals from qualified janitorial maintenance service providers for the contract cleaning of three municipal buildings. Proposals will be evaluated for their thoroughness, total cost and value, green cleaning experience and demonstrated commitment to the environment, relevant staff training, and favorable references including overall satisfaction and responsiveness.

All buildings have been designated as no-smoking zones.

The following municipal buildings are included in this scope of work:

<u>Facility</u>	<u>Address</u>	<u>City, State, Zip</u>	<u>Approximate Square Footage</u>
Village Hall	2121 Lake Street	Hanover Park, IL 60133	28,200
Public Works Facility	2041 Lake Street	Hanover Park, IL 60133	6,500
Police Department	2011 Lake Street	Hanover Park, IL 60133	40,000

Contact Information:

The primary contact for the Village is Ted Kaye, Building Maintenance Supervisor. He can be contacted by email at tkaye@hpil.org or by calling 630-823-5700.

RFP Time-Line:

The following timeline is anticipated in connection with the janitorial services firm selection process:

Target Date	Event
April 7, 2015	Mandatory pre-proposal meeting and walk-through 9:00 a.m.
April 21, 2015	Submittals due to Village 12:00 pm (Noon)
May 7, 2015	Village Board action
June 1, 2015	Contract cleaning begins

Mandatory Pre-Proposal Meeting:

All interested vendors must attend a mandatory vendor conference and building tour on Tuesday, April 7, 2015 at 9:00 a.m. at the Village of Hanover Park Village Hall located at 2121 Lake Street, Hanover Park, Illinois, to familiarize themselves with the facilities,

and to pose questions or request additional information. The Village assumes no responsibility for any misunderstanding or representations concerning conditions made by its officers and employees prior to the execution of this contract, unless such understanding or representations made are specifically incorporated into the contract. No additional allowance will be granted because of lack of knowledge or such conditions.

Attendance at the Pre-Proposal Meeting is **mandatory**. **Failure to attend the pre-proposal meeting shall be grounds for proposal rejection.** Walk-throughs of the facilities will be conducted at the pre-proposal meeting only. Drawings will be provided to those in attendance at the pre-proposal meeting only.

RFP Submittal Requirements:

All proposals shall be submitted in a sealed envelope carrying the following information on the face: Vendor's name, address, subject matter of the proposal, designated date and hour of RFP close.

All proposals will be rated on substantial compliance with the following:

1. Furnish information about and history of the firm's size, duration of company operations, and mission statement. List the name of the owners and/or company officers. List any awards, certifications, or professional affiliations.
2. List a minimum of five (5) references, including municipal experience, and type of services provided starting from the most recent date. Provide an overview statement of how your firm monitors work in progress and the reporting system used. Include examples of actual progress reports and controls utilized on other projects.
3. List average experience level of each person with company for the last 5 years that would be assigned to work in the facilities. List the length of time they will be scheduled at each facility during each cleaning period. Our expectation is that staff has 3 – 6 months experience. List any and all services that will be contracted out to another firm.
4. Provide resumes of the site supervisor with attention to their qualifications and past references. List the frequency and amount of time he/she will be on each site or otherwise engaged in monitoring service levels and staff performance.
5. List all materials and equipment types which shall be used to deliver services for each building receiving services. The equipment list shall earmark power equipment which contractor intends to store at the job site, as opposed to equipment that shall be removed from the job site between periods of use.

NOTE: Only industrial type materials and equipment is to be used. All materials, power tools, machines and equipment necessary to perform the specified work are to be approved by the Village prior to use.

6. Provide written copy of your Quality Assurance Plan.
7. State if your firm has, in the past 5 years, been involved in any litigation or arbitration with any past client.
8. Provide a statement demonstrating that your janitorial firm is qualified, sufficiently staffed and capable to perform the required services.
9. Demonstrate ability to undertake project work by providing total square footage currently under contract and number of current cleaning staff members and/or plans to increase staff if awarded contract.
10. Outline the frequency and type of training provided by your company to your staff inclusive of cleaning technology, regulatory compliance, blood borne pathogens, and work safety.
11. Outline any deviations or recommended enhancements to the requested scope of services listed and provide a clear explanation of the benefits of doing so.
12. Furnish a monthly cost/fee per facility for cleaning services rendered including labor and materials (excluding paper goods – see specifications) for years 2015-16, 2016-17, 2017-18. Provide a separate list of extra services provided including cost. These extras should include light fixture cleaning, carpet cleaning, window cleaning, special floor cleaning, or any other services deemed appropriate by the janitorial cleaning firm. See Extras to Contract.
13. Furnish a Reduced Services Option cost as listed under the Scope of Work section for each facility as in 12 above.

Competency of Vendor:

The vendor shall provide satisfactory evidence of their ability to provide the services specified. Evidence must be offered in writing and shall include but not be limited to the following information:

- a. A statement shall be made as to the number of years the firm has conducted business within the State of Illinois.

- b. The Vendor will indicate the total number of workers that their firm employs within the State of Illinois, and shall differentiate between the number of support staff personnel and the number of janitorial staff employed.
- c. The Vendor must state the total number of janitors who shall perform daily services specified under the terms of this RFP. The Vendor must also indicate the approximate total number of man-hours which shall be expended delivering the called for services each day for each facility.

Proposal Acceptance:

The Village of Hanover Park reserves the right to reject any and all proposals and to accept that proposal which it deems most favorable to the Village of Hanover Park.

Required Insurance:

See attached.

Prevailing Wage

“Bidder shall comply with the requirements of 820 ILCS130/5, Certified payroll” if applicable

Certified Payroll:

- a. While participating on public works, the contractor and each subcontractor shall:
 - 1. Make and keep, for a period of not less than 3 years, records of all laborers, mechanics, and other workers employed by them on the project. The records shall include each worker’s name, address, telephone number when available, social security number , classification or classifications, the hourly wages paid in each pay period, the number of hours worked each day, and the starting and ending times of work each day; and
 - 2. Submit monthly, in person, by mail, or electronically a certified payroll to the Village of Hanover Park. The certified payroll shall consist of a complete copy of the records identified in paragraph (1) of this subsection (a). The certified payroll shall be accompanied by a statement signed by the contractor or subcontractor which avers that: (i) such records are true and accurate; (ii) the hourly rate paid to each worker is not less than the general prevailing rate of hourly wages required by this Act; and (iii) the contractor or subcontractor is aware that filing a certified payroll that he or she knows to be false is an Class B misdemeanor. A general contractor is not prohibited from relying on the certification of a lower tier subcontractor, provided the general contractor does not knowingly rely upon a subcontractor’s false certification. Any contractor or subcontractor subject to this Act who fails to submit a certified payroll or knowingly files a false certified payroll is in violation of this

Act and guilty of a Class B misdemeanor. The public body in charge of the project shall keep the records submitted in accordance with this paragraph (2) of subsection (a) for a period of not less than 3 years. The records submitted in accordance with this paragraph (2) of subsection (a) shall be considered public records, except an employee's address, telephone number, and social security number, and made available in accordance with the Freedom of Information Act. The Village of Hanover Park shall accept any reasonable submissions by the contractor that meet the requirements of this Section.

- b Upon 2 business days' notice, the contractor and each subcontractor shall make available for inspection the records identified in paragraph (1) of subsection (a) of this Section to the public body in charge of the project, its officers and agents, and to the Director of Labor and his deputies and agents. Upon 2 business days' notice, the contractor and each subcontractor shall make such records available at all reasonable hours at a location within this State.

Maintaining All Records and Documents

Consultant agrees to maintain all records and documents for projects of the Village in compliance with the Freedom of Information Act, *5 ILCS 140/1 et seq.* In addition, Consultant shall produce records which are responsive to a request received by the Village under the Freedom of Information Act so that the Village may provide records to those requesting them within the time frames required. If additional time is necessary to compile records in response to a request, then Consultant shall so notify the Village and if possible, the Village shall request an extension so as to comply with the Act. In the event that the Village is found to have not complied with the Freedom of Information Act due to Consultant's failure to produce documents or otherwise appropriately respond to a request under the Act, then Consultant shall indemnify and hold the Village harmless, and pay all amounts determined to be due including but not limited to fines, costs, attorney's fees and penalties.

Scope of Work

Intent:

It is the intent of this Request for Proposal to outline the professional janitorial maintenance services required by the Village of Hanover Park for the care and upkeep of the following public buildings: The Village Hall, located at 2121 Lake Street; the Public Works Facility located at 2041 Lake Street; and the Police Department, located at 2011 Lake Street.

Contract Period:

The services referenced within this Request for Proposals (RFP) shall commence June 1, 2015, and the contract period terminate on May 31, 2016, with options to renew annual contracts through May 31, 2018 solely at the Village's discretion.

Examination of Documents and Locations:

Janitorial services vendor shall completely familiarize themselves with the documents and job location referenced within this RFP. Vendors shall make all investigations required to thoroughly familiarize themselves with the work scope, worksites, and/or service to be furnished in accordance with the proposal. No plea of ignorance by the vendor of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the vendor to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the Village of the compensation to the contractor.

Permits and Licenses:

The successful vendor shall obtain, at his own expense, a Village of Hanover Park Contractor's License.

Proposal Security Deposit:

Cashier's/Certified Check for 5% of proposal amount is required.

Performance Bond:

To insure quality performance, the successful vendor must furnish, within 10 days after being awarded the contract, a performance bond equal to the total annual cost of the cleaning maintenance contract, exclusive of contract extras.

Taxes:

The Village is tax exempt. All taxes should be excluded from this proposal.

Payment:

The Village shall issue monthly payments for services, based upon contract confirming service delivery, within 30 days of the receipt of contract or invoice for same.

Security and Safety:

The Vendor will supply the Village with the necessary information for the Hanover Park Police Department to run a security check upon all personnel assigned to work as a result of contract(s). Any changes in personnel will be immediately forwarded to the Village. The Village shall hold the option to require that contractor's employees submit to having a check of their fingerprints made. All employees must be covered by a blanket fidelity bond, a copy of which must be given to the Village. Employees must be at least 18 years of age. Any employee, who poses a risk to the Village, as indicated by security check or other means, shall be replaced upon request of the Village.

All Vendor employees are responsible for consistently following safety practices. They shall not place mops, brooms or equipment in traffic aisles or other locations in such a manner as to create a hazard. Warning signs will be placed on wet or freshly waxed floors as needed.

All Vendor supplies, equipment and machinery will be kept out of traffic aisles or other areas where they might be hazardous, and will be secured, at the end of each work period, in storage areas provided for this purpose. Cloths, mops or brushes containing residues of wax or other combustible material and subject to spontaneous ignition will be discarded nightly. All dirt and debris resulting from work under this contract will be disposed of daily. Other debris will be deposited into designated refuse collection containers.

Equipment and storage areas will be kept orderly and clean. Storage areas will be kept free of hazardous materials of a combustible nature. Removal of empty containers will be performed on a nightly basis.

Successful vendor shall be presented with and sign for two (2) key sets and/or access cards for the Village Hall and Public Works buildings. Key/card sets shall remain Village property. One key set shall be retained at vendor's headquarters within a secure enclosure. That key set would be used for emergency purposes only. Police Department keys will remain on site. Contractor will sign in and out, and return keys daily.

The second key set will be kept in the possession of the crew leader (working supervisor) in charge of the vendor's maintenance personnel who regularly perform the duties associated with this proposal. Under no circumstances will the vendor or its agents duplicate any key that the Village presents to them. Vendor shall also immediately report the loss of any Village key or access card to (Ted Kaye, Building Maintenance Supervisor or the Director of Public Works by calling 630-823-5700.) Both key/card sets shall be returned to the Village when the contract terminates.

Jeopardizing building security is grounds for immediate termination of the contract.

Vendor's maintenance personnel shall be required to wear identification badges while upon Village owned property. Badges shall contain the name of the janitorial vendor in addition to the name of the employee wearing the badge.

Employees of the Village of Hanover Park Administrative and Public Works Departments, in addition to the Police and/or Fire Departments, may inspect the building at any time. Occasionally, Village employees may engage in work within sections of the building while vendor's crew is performing specified work. Village employees will not interfere with the vendor's work completion.

The vendor will ensure that lights are on only in areas where cleaning is in progress. All windows and doors shall be secured at all times. (No Exceptions)

Vendor's Representatives:

All employees will display I.D. badges while on Village premises. Badges shall contain the name of the company and the name of the employee wearing the badge.

Cleaning personnel shall be neat and clean in appearance, and exhibit proper personal hygiene while on Village premises.

The services of not less than one working supervisor (fluent in the English language) experienced in all custodial services to be provided will be on the job, nightly. Vendor's supervisor is responsible for the instruction and training of personnel in the proper work methods and procedures. The supervisor will schedule and coordinate all services and functions as required by the Contract and as called for in the specifications. **The supervisor shall have a cell phone at all times for immediate contact.**

The Vendor and/or his designated supervisor, or others within the vendor's agency, will be available weekly for reviews, complaints, etc. All areas receiving complaints will be rectified within one scheduled workday. Vendor must supply a phone number for the purpose of registering complaints or special requests. Vendor will supply a communication book at each location to address listed complaints.

Right of the Village to Terminate the Contract:

The Village reserves the right to terminate the Contract at any period, with cause, within 30 days written notice to Vendor, by registered mail.

Village Agent:

Ted Kaye, Building Maintenance Supervisor, or his designate, shall represent and act for the Village in all matters pertaining to the bid documents, proposal and contracts in conjunction hereto. He may be contacted at the following telephone number, Monday through Friday, from 7:00 a.m. to 2:30 p.m., at 630-823-5700.

Legal Authority:

The Director of Public Works, or his designee, shall constitute the Village Public Works Department legal authority relative to the interpretation of any of the sections comprising this RFP.

Fair Employment Practices:

In addition to all other labor requirements set forth in this document, the Vendor for himself, his assignees and successors in interest (hereinafter referred to as the Vendor) agree as follows:

Compliance with All Laws:

All work under the contract must be executed in accordance with all applicable federal, state and local laws, ordinances, rules and regulations.

Selection of Labor:

The Vendor shall comply with all Illinois statutes pertaining to the selection of labor.

Wage Rate Requirements/Prevailing Wage:

The Village of Hanover Park Board of Trustees have passed a formal Resolution requiring that the general prevailing hourly wage rate be paid to those engaged in work awarded under specific public contracts.

Blood Borne Pathogen Exposure Control Plan:

Vendor must insure that all vendor personnel are fully trained and possess complete knowledge and understanding of the latest risk exposure controls associated with Blood borne Pathogens; per OSHA and Department of Labor. Vendor shall also provide his employees with all required equipment and materials to affect complete risk exposure control with all potential blood borne pathogen concerns contract related.

The Village shall point out all potential, known, on-the-job blood borne pathogen risks, which vendor personnel may assume, before the start of each vendor work shift. Notification shall be delivered either verbally, or in writing.

In addition, the Vendor shall supply specially identified containers to receive all potentially blood borne pathogen tainted materials, and shall disposal of properly.

Other Requirements:

The Vendor awarded this contract shall provide a one-time thorough cleaning of all facilities when the contract begins, at no cost to the Village.

The Vendor shall determine the number of work-hours and supervisory hours necessary to provide the service specified and shall include the cost of equipment, materials, and all other items necessary to provide the specified service and include the sum total of these things in the monthly proposal price for the building.

When Vendor tenders a proposal for the services outlined within the requirements for this RFP, Vendor agrees to enter into the Village's prepared AGREEMENT for said service contract, which is contained therein. Vendor's proposal constitutes their total adherence to all terms and conditions in complete accordance with the entire RFP document package, without exception.

Vendor is responsible for being at work daily during the specified times. All work must be performed by Vendor awarded contract. **NO SUBCONTRACTORS ALLOWED.**

Extras to Contract:

Present Village with extra cost to: wash interior building and exterior building windows complete, extra cost to wash light fixtures, extra cost to shampoo and steam extract carpeting (per square foot cost), and extra cost to clean/strip and re-wax VCT tile or rubber flooring (per square foot cost).

Deviation:

Any and all deviations from the Village's specifications for this proposal must be fully noted and explained by interested firms. The Village also must acknowledge the acceptance of all tendered proposal deviations prior to said deviations becoming allowable under the terms of the AGREEMENT.

Tool and Equipment Requirements:

Vendor shall furnish the tools and equipment necessary for the proper performance of the janitorial services. Tools and equipment include, but are not limited to, brooms, brushes, dust cloths, wet and dry mops, sponges, squeegees, mop buckets and wringers, portable trash containers, floor tools and buffers, and vacuum cleaners. **All vacuum machines shall contain HEPA filters.**

The Vendor shall not use any tools or equipment that the Administrator determines would be unsuitable for the intended purpose, or of improper type or design. Village reserves the right to inspect the vendor's equipment and/or tools at any time and direct the removal of improper or unsafe equipment and/or tools.

Product Requirements:

Vendor shall, if practical and available, use only eco-friendly green cleaning products as certified by Green Seal or other nationally recognized third party certifier of environmentally friendly products. **Without exception, the Village must pre-approve all products used within the facilities** and be provided all pertinent documentation concerning the product and its proper use.

The Vendor shall provide, at his expense, all materials (including eco-friendly toilet bowl air freshener bars and urinal cakes in the bathrooms), chemicals, cleaners, power tools, vacuum cleaners, vacuum filters, machines and accessory equipment necessary to perform work specified.

Village shall supply the following: Paper towels, toilet paper, plastic can liners, and soap for hand soap dispensers.

The Vendor shall provide at his/her expense the following products in sufficient quantities in premeasured ready-to-use form. The vendor shall deliver to the Administrator a Material Safety Data Sheet (MSDS) for each product prior to delivering or using the product on Owner's premises. If at any time the product container label is removed or becomes illegible, it shall be relabeled or removed from the Owner's premises.

The Owner reserves the right to reject any products that leave unwanted residue, offensive odors, or cause damages to Owner's property. Any damages caused by the Vendor shall be the responsibility of the Vendor to correct at his/ her expense to the sole satisfaction of the Owner.

Chrome and Glass Cleaner:

Provide an eco-friendly product for use on chrome or glass surfaces that will remove spots, fingerprints, and smudges and leave the surface free of haze or streaks.

All Purpose Cleaner:

Provide an eco-friendly product that is suitable for removing heavy soil, grease and body oils from hard nonporous surfaces. Product should be mild enough to spray on painted surfaces without removing paint or causing discoloration.

Disinfectant:

Provide an eco-friendly disinfectant that kills germs. At a minimum the product should be effective in killing Staphylococcus, Salmonella, Pseudomonas, Influenza, Herpes 1 & 2, and HIV viruses.

Toilet Bowl Cleaner:

Provide a nonacid toilet bowl cleaner that will remove hard water deposits, rust and stains, and eliminate odors.

Neutral Floor Cleaner:

Provide a neutral no-rinse floor cleaner that will effectively remove ordinary dirt and stains left behind from foot traffic and calcium chloride. Product shall not leave streaks or spots and shall have a Ph of 7-8. Product shall be safe for all surfaces and shall be pleasantly scented. The dilution rate of the product shall be conspicuously displayed in the area where the product is stored. The product shall be stored in a locked room where access to water is available.

Stainless Steel Cleaner:

Provide an eco-friendly product that cleans and protects stainless steel and aluminum. Product should be non-greasy and effective in preventing water spots and hiding fingerprints. Product should be safe for use on kitchen equipment, drinking fountains, elevators, and stainless steel door hardware.

Furniture Polish:

Provide an eco-friendly no-wax furniture cleaning and dusting product for the care of wood surfaces, laminates, and trim.

Spot and Stain Remover, Carpet:

Provide product(s) that are consistent with the carpet manufacturer's recommendations for care and cleaning of the carpeted areas. Contractor shall coordinate the purchase of appropriate products with the Administrator.

Rubber Floor Cleaner:

Provide a product to clean and maintain rubber flooring, and provide a glossy appearance between waxing cycles.

All Other Products:

Contractor may from time to time be required to add products to his/her inventory in order to adequately provide the level of cleanliness required by the contract documents. All products not specifically mentioned in this section of the specifications must be approved by the Owner before they can be used on the Owner's premises.

Cleaning Standards and Workmanship:

Carpeting:

A satisfactory or acceptable carpet will not have dust, dirt in corners, under desks, behind doors or other furniture.

Clean and Sanitize:

The Vendor shall remove all dirt, grease smudges, and soil from the designated area or surfaces with an appropriate all-purpose cleaning product. Once the area is visibly clean, a sufficient amount of disinfectant will be applied and manufacturer's instructions for killing germs will be followed.

Toilet Bowl Cleaning:

The Vendor shall use an approved toilet bowl cleaner and a swab or bowl brush to remove visible stains and rust. The finished toilet will be visibly clean and free of odors.

Spot Clean Carpet:

The Vendor shall use eco-friendly products and techniques to address stains and discoloration.

Sweep and Mop Resilient Floors:

Satisfactory or acceptable wet mopping will present a clean floor free of streaks, smears, and dried dirt. Safe, all-purpose detergents will be used on all resilient flooring. Cleaning agents shall be compatible with all flooring within the job location. Vendor shall use wet floor signs at all times when a hazard is present.

Floor Waxing:

Waxing and polishing will be accomplished through the use of a thin coat evenly layered. Floors will be bright and clean under furniture as well as in the walk areas. No wax or polish will be allowed to dry on wall bases.

The Vendor shall observe the following chronological mopping order to minimize the transfer of germs. Conference rooms, private offices, and other employee-occupied spaces shall be mopped first. Lobbies, entrances, hallways, and stairwells shall be mopped second. Kitchens and break areas shall be mopped next, and all other areas including restrooms shall be mopped last.

Remove Trash:

The Vendor is expected to empty all trash and visually inspect the inside of each container. If liquid or residue is still present inside the container, the Vendor shall replace the can liner or clean the container before returning it to its original location.

The Vendor shall consolidate trash from the buildings in a drip proof trash collection barrel lined with an appropriate size plastic bag. The barrel will be taken directly to the outside dumpster before it is tied closed and transferred to the dumpster.

The Vendor shall not consolidate trash into bags and allow them to be staged or sit on the floors or carpeted areas throughout the facilities.

Inspection and Evaluation (Quality Control):

Initial and Final Inspection:

Vendor and Owner shall conduct a joint inspection of all buildings included under the terms of this agreement to identify damages to floors, walls, doors, fixtures, and finishes throughout the service areas.

Initial Inspection:

Shall be done to identify preexisting conditions.

Final Inspection:

Shall be done as close to the end of the contract term as possible to identify any damages that exist at the end of the contract term. Any damages that are found during the final inspection that were not identified during the initial inspection shall be the responsibility of the vendor to correct at his/her expense.

Routine Inspections:

Routine inspections shall be performed by the Village. Inspections shall be done a minimum of one time per month and will be maintained as the basis for determining if the Vendor is providing satisfactory service.

Routine inspections shall be performed by the vendor. Inspections shall be done a minimum of one time per month to insure, through self-examination, that they are providing satisfactory service.

Reporting Discrepancies:

Vendor shall report any building defects or maintenance related problems that he/ she discovers during the performance of their work. The Vendor and the Administrator will agree on the best method for relaying information concerning building defects.

The Administrator shall provide notice to the Vendor at any time that a routine inspection item is marked unsatisfactory.

Method of Evaluation:

The Vendor's performance shall be gauged by physical inspections, and the Vendor's ability to minimize service complaints. The quality of the service will also be gauged by the Vendor's ability to complete service requests in a timely manner.

VENDOR'S RESPONSIBILITIES

Sanitation and Disease Control:

All of the Vendor's duties described in this section of the contract shall be performed a minimum of one time during each required day of service.

In this section of the Contract, any words or phrases that appear in (*Italics*) shall indicate a technique or procedure that is further defined in the General Conditions section.

Elevators:

Vendor shall *clean and sanitize* the interior and exterior of the elevator cars and the security pads, call buttons, and wall surfaces around these devices.

Trash:

Vendor shall *remove trash* from all receptacles throughout the facilities.

Restrooms, Locker Rooms, and Showers:

Vendor shall *clean and sanitize* all push plates and pulls on door hardware, light switches, and cover plates, grab bars, toilet seats, dispensers, faucets and shower controls, shower curtains, and doors, sinks and counter tops, partitions, hand driers, changing tables, and any other contact surfaces throughout the restrooms, locker rooms, and showering areas.

All hardware, dispensers, and fixtures that are made of stainless steel shall be treated with stainless steel cleaner. The Vendor shall *sweep and mop resilient floors* in the respective areas.

Vendor shall visually inspect all urinals and toilets each day of service. The Vendor shall insure that they are visibly clean inside and out. They shall be clean, free of spots, stains, and rust and be free of odors.

The use of toilet bowl cleaner for any other purpose other than cleaning the inside of toilets or urinals is strictly prohibited. Damages resulting from misuse of toilet bowl cleaner shall be the responsibility of the Vendor to repair or replace to the sole satisfaction of the Owner.

Kitchens and Coffee Bars:

Vendor shall *clean and sanitize* all counter tops, food preparation surfaces, sinks and faucets in the kitchens and at all coffee bars throughout the buildings. The Vendor shall *sweep and mop resilient floors* or *vacuum carpet* at each location. The Vendor shall also examine and *spot clean carpet* if any spots or discoloration is noticed.

Lunchrooms and Break Areas:

Vendor shall *clean and sanitize* all table tops, counters or food preparation surfaces, and exterior surfaces of ovens, microwave ovens, and refrigerators. The Vendor shall *sweep and mop resilient floors* in the respective areas.

Lobbies, Interview Rooms, and Customer Service Areas:

Vendor shall *clean and sanitize* all contact surfaces including but not limited to; door handles, push plates, pulls, transactions tops, desks or table tops, light switches and cover plates, arm rests, pay phones and enclosures, drinking fountains, literature racks, and any other items that may potentially transfer germs from one person to another.

Mop Head and Towel Maintenance:

Vendor shall thoroughly rinse out mop heads, cleaning rags, and towels after each use with fresh water. Each item shall be saturated completely with fresh water and wrung out thoroughly until the water runs clean from the item. The items shall be suspended to air-dry over a sink, basin, or other suitable container. The Vendor shall not allow any item to drip on a walkway or floor surface.

Vendor shall wash every mop head, cleaning rag, or towel in hot water with bleach not less than one time per week at his/her facility. Owner reserves the right to reject tattered or unserviceable rags and mop heads or any items that cause odors.

General Custodial Services:

The Vendor shall provide those general custodial services defined in this section of the contract at all locations covered under the agreement as often as necessary in order to

maintain clean, like new appearance on all finishes, normal wear and tear accepted.

Resilient Floor Care:

The Vendor shall inspect resilient floors frequently and shall provide sweeping, spot mopping, and/or wet mopping services as often as needed to keep floors visibly clean, spot free, stain free, and maintain the level of luster. The care and cleaning of vinyl base or baseboards shall be considered an integral part of this work. The Village will periodically inform/advise the Owner when buffing, spray buffing, stripping, waxing, or repairs are necessary and will perform such no less than on a quarterly basis.

Carpet Care:

The Vendor shall nightly vacuum high traffic carpeted areas and spot vacuum all other areas as often as necessary to maintain the color, the fullness of the knap, and the overall appearance in a like-new condition for as long as possible, normal wear and tear accepted. The Vendor shall regularly inspect all carpeted areas for spots, stains, discoloration, or visible traffic patterns, and shall act as quickly as possible to remove or correct them.

The Vendor shall furnish the labor and materials necessary to effectively remove spots, stains, and clean small areas (less than nine [9] square feet). The Vendor shall provide chemicals and cleaning procedures that are consistent with the carpet manufacturer's recommendations. The Vendor will demonstrate all cleaning procedures to the Administrator before the Vendor will be permitted to use them on Village property. Any damages caused by the Vendor shall be the responsibility of the Vendor to correct to the sole satisfaction of the Village.

Dusting:

Vendor shall routinely/regularly remove dust from all horizontal surfaces within reach of the average adult using a long handle duster (approximately eight [8] feet from the floor). Vendor's dusting shall include, but not be limited to, desks, window sills, window blinds, shelves and counter tops, picture frames, wall scones, door frames, binder bins, file cabinets, lockers, and wood and masonry accents.

Metal Polishing:

Vendor shall perform metal polishing often enough to maintain all visible metal surfaces in a like-new condition. The surfaces should be sanitary and visibly free of dirt or smudges. Stainless steel and brushed stainless steel surfaces shall also be treated with an acceptable stainless steel cleaner to mask fingerprints.

Wood and Fine Furniture:

All natural wood furniture, laminate, doors, window sills, trim, and any other wood products shall be cleaned with a small amount of mild soap (Ivory, Lux or Joy) in warm water and a clean soft cloth. After cleaning, the surface should be allowed sufficient drying time. The Vendor may, at his discretion, polish the surface by applying a small amount of polish to a soft cloth and wiping the surface to restore the appearance to a like new condition.

Glass Cleaning:

Vendor shall remove visibly noticeable spots, smudges, or haze on glass and mirrored surfaces. The scope of this work shall include interior office windows and sidelights, entrance and vestibule doors, doors with glass viewing windows, display cases, bathroom mirrors, and framed artwork.

Door and Wall Cleaning:

Vendor shall clean doors and door frames, and contact surfaces around elevator call buttons, and card readers as often as necessary to remove scuffs, visible dirt, and smudges. The vendor shall also clean walls baseboards and other contact surfaces around transaction tops where shoe scuffs, hand prints and other marks can commonly be found.

Resupply Dispensers:

Vendor must physically inspect the level of products, materials and supplies in all dispensers and resupply them as-needed. Upon completion, each dispenser will contain enough product to adequately dispense until the next regularly scheduled service date. The units shall be stocked with the correct amount, size and style of product so it will effectively dispense one unit at a time with ease. Included in this work is; toilet paper, c-fold towels, s-fold towels, rolled towels, paper towels, hand soap, sanitary napkins, air freshener, deodorizer, dishwashing liquid, and other kitchen and restroom supplies that may be provided by the Village from time to time.

SERVICE AREAS

Availability and Service Frequency:

Village Hall work shall take place five (5) days a week, Monday through Friday, after 10:00 p.m., except for the holidays listed below.

Public Works work shall take place five (5) days a week, Monday through Friday, after 5:00 p.m., except for the holidays listed below.

Police Department work shall take place five (5) days a week, Monday through Friday, after 5:00 p.m., except for the holidays listed below.

and

Police Department Only: Work shall take place two (2) days a week, Saturday and Sunday, anytime, including the holidays listed below.

Village observed holidays consist of the following: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Friday after Thanksgiving, Christmas Eve and Christmas Day. Contractor will be supplied a list of days annually.

Special Provision and Instructions

The RFP should be submitted to:

Ted Kaye
Building Maintenance Supervisor
Village of Hanover Park
2041 Lake Street
Hanover Park, IL 60133

All submittals are to be received no later than April 21, 2015 at 12:00 Noon. The Village of Hanover Park reserves the right to reject any and all proposals as well as the right to waive any technical or procedural deficiencies or omissions; and to accept that proposal which it deems most favorable to the Village of Hanover Park after all proposals have been examined and canvassed. All proposals become the property of the Village of Hanover Park.

All inquiries regarding this RFP are to be directed to Ted Kaye, Building Maintenance Supervisor, at 630-823-5700.

Proposal Security Deposit Requirements:

Proposal Bond or Cashier's/Certified Check for 5 percent of the annual proposal amount is required.

Performance Bond Requirements:

Prior to execution of the Contract, the successful vendor shall furnish surety bonds covering the faithful performance of the Contract and the payment of all obligations arising there under in the amount of 100% of the Total RFP Award. Cost of furnishing such bonds shall be included in the proposal.

Proposals will be reviewed according to, but not limited to, the following criteria: conformance with the RFP requirements, previous experience, approach to project and references.