

**TOWN OF SPENCER  
REQUEST FOR PROPOSALS**

**Cleaning Services Specifications  
And Instructions/Information to Prospective Vendors**

**Introduction**

The Town of Spencer is requesting proposals for Cleaning Services for its new Town Hall and Police Department located at 450-460 S Salisbury Avenue. The facility is approximately 8,000 square feet of commercial space that includes offices, common spaces, conference and meeting rooms, specialty rooms, restrooms, and a break area. Responses are due from interested prospective vendors by 12:00 noon on Monday, November 29.

**Schedule of Events**

Release of RFP: Wednesday, November 10, 2021

Deadline for Submission: Monday, November 29, 2021 at 12:00 noon

Selection of Service provider on or about: Monday, December 13, 2021

Contractors' orientation will be held on: Monday, December 20, 2021

**Inquiries**

Questions regarding this RFP are to be submitted to [pfranzese@townofspencer.com](mailto:pfranzese@townofspencer.com) with "Cleaning Services" in the subject line. Questions regarding this RFP will not be accepted in email.

**Process for Submitting Proposal**

Proposals delivered on the day of the deadline must be received at Town of Spencer, Town Hall located at 600 S. Salisbury Ave Spencer, NC 28159 by 5:00 p.m. Mailed proposals shall be sent to Town of Spencer P.O. Box 45 Spencer, NC 28159. Proposal should be clearly marked: "**Cleaning Services**" on the outside of the envelope and addressed to Peter Franzese, Town Manager. Emailed proposals shall be sent to [pfranzese@townofspencer.com](mailto:pfranzese@townofspencer.com) with "**Cleaning Services**" in the subject line. Proposals received after due date will be rejected. The proposal offer acknowledges the right of Town of Spencer to accept or reject any or all proposals and to waive any informality in any proposal received.

**Information Required with Proposal**

The proposal should include the following:

- Estimated cost
- References
- Narrative of no more than 15 pages explaining the qualifications and experience, response to the work description, and ability to meet listed requirements
- W-9
- Certificate(s) of Insurance

**Description of Work (approximate square footage: 8,000)**

**A. Please describe the nature of and propose the cost of serving the following general areas to be served: Lobby and Entrance, Restrooms, General Areas and Corridors, Meeting and Conference Rooms, Private Offices, Breakroom, Workout room. The proposal should include options and comparison for both once per week and twice per week service.**

1. Empty wastebaskets, replace liner.
2. Dust and disinfect (where appropriate) furniture, including desktops, shelving, tables and chairs with treated cloth.
3. Vacuum carpeting, rugs and runners (as needed) including removing spot stains.
4. Dust and damp mop all tile and concrete flooring.
5. Clean and disinfect all restrooms; including floors, toilets, urinals, sinks, mirrors and fixtures.
6. Clean and disinfect all surface areas in breakroom; sinks, counter tops, and tables.
7. Clean and disinfect weight room area; including bathrooms, showers, locker room and work out equipment.
8. Clean and sanitize drinking fountains, door handles, common surface areas in lobby, and at Police Department and Town Hall reception areas.
9. Fill all paper towel dispensers, add toilet paper to holders (leave extra rolls of toilet paper in each bathroom), and restock all soap dispensers.
10. Clean and remove fingerprints from door glass (interior and exterior) and interior office windows.
11. Inspect all areas; secure doors and lights (doors found locked shall be re-locked)

**B. Dust ceiling vents and remove all cobwebs monthly.**

**C. Include general cost of annual cleaning/maintenance of flooring, to be invoiced separately as incurred.**

**Supplies and Equipment**

The proposal should include providing all cleaning equipment and supplies/chemicals, and other supplies including trash can liners, paper towels, toilet tissue and liquid soap.

As an alternate proposal, please indicate project cost if Town of Spencer supplies all cleaning products and supplies.

**Overall Requirements**

- Janitorial services shall be performed after 5:00 p.m. Additionally, the Boardroom in Town Hall is used several Mondays, Tuesdays, and Thursdays each month in the evenings for public meetings. The service provider must not interfere with any scheduled meeting(s).
- The following holidays are excluded: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, 4<sup>th</sup> of July, Labor Day, Veterans Day, Thanksgiving Day and Thanksgiving Friday, Christmas Eve, Christmas Day and any additional days at Christmas. In the event that Town Hall

will be closed on days before or after the above holidays, note: the policy of closings if the holiday fall on weekend; if the holiday not tied to a certain day of the week falls on Saturday, it shall be observed on Friday. When a holiday not tied to a certain day of the week falls on Sunday, it shall be observed on Monday.

- The janitorial service shall provide a working supervisor.
- For security purposes, the service provider shall be required to submit a list including the names and addresses of the personnel who will be regularly assigned to Town of Spencer.
- The service provider must meet general, liability, worker's compensation, and other standard insurance requirements.
- The service provider warrants, covenants and otherwise agrees that the personnel it sends to Town of Spencer shall be responsible individuals free of felony convictions.
- The service provider may not substitute any employee on Town of Spencer property without prior notification to Town of Spencer. In the event that employee is to be utilized, they must report it to Town of Spencer 24-hours in advance.
- The service provider's personnel shall not disturb papers on desk, or open drawers, cabinets, files or bookcases.
- Town of Spencer telephones shall not be used by the service provider's personnel for personal use.
- Under no circumstances shall the service provider's personnel be allowed to bring visitors, children, or other relatives into Town of Spencer building(s).
- The service provider shall assume full responsibility for the actions of its employees or agents and shall repair or replace any damaged item or area of Town of Spencer facility caused by the actions of its employees or agents unless said damage occurred under circumstances beyond their reasonable control as determined by Town of Spencer.
- Must operate in according with provisions of the Equal Employment Opportunity Act and DOL/OSHA Contract Work Hours and Safety Standards.

### **Qualifications and Experience**

The qualified service provider must satisfy the following requirements:

- Maintain a permanent place of business.
- Have adequate manpower and equipment to perform the services in adequate manner.
- Have satisfactorily furnished services of familiar size and scope for a period of at least 12 months.

### **Selecting Proposal**

Town of Spencer reserves the right to consider proposals based on their relative merit, risk, and values to the organization, and reserves the right to negotiate with all service providers. Evaluation offers will be based upon the Vendor's responsiveness to provider may be asked to make revisions to their proposals based on their negotiations. In submitting a proposal, each service provider acknowledges that they have read and understand these requirements.

### **Evaluation Criteria**

The following criteria will be used to evaluate each service provider's proposal:

- Adequacy of the proposed methodology of the vendor.
- Skill and experience of key personnel.
- Demonstrate company experience.
- Responsiveness to and compliance with administrative requirements of the request for proposal format, due date etc.
- Results of communications with references supplied by vendor.
- Ability/commitment to meeting time deadlines.
- Cost

### **Confidentiality**

All information presented in this RFP, including information subsequently disclosed by Town of Spencer during the proposal process, shall be considered confidential and should not be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

### **Project Deliverables**

All recommendations identified during this engagement will be documented and reviewed with Town of Spencer management. All deliverables produced during the engagement are for sole use of Town of Spencer management. All work papers, analyses and final reports will remain the property of Town of Spencer.

### **Cost of Proposal**

The Respondent shall bear all costs associated with the proposal meeting(s), interview(s), preparation and submission of the proposal and Town of Spencer shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

Vendor Name: \_\_\_\_\_

Contact information: \_\_\_\_\_

**References**

*Provide at least three (3) references*

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone & Fax Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone & Fax Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone & Fax Number: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

(Print or type name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Monthly Service Cost Estimate**

Monthly cost with supplies:

Monthly cost without supplies: