



## REQUEST FOR PROPOSAL (RFP) FOR CUSTODIAL CLEANING SERVICES

La Grange Park Public Library is soliciting written proposals from qualified firms providing Custodial Cleaning Services for our building. As a Request for Proposal (RFP) this is not an invitation to bid and, although price is very important, other factors will be taken into consideration.

The project scope, content of proposal, and vendor selection process are summarized in the RFP (attached). Proposals must be received no later than 5 p.m. on **April 12, 2024**.

A facilities walk-through for interested contractors will be offered on: **Wednesday, April 10 at 10 a.m.**

Please submit your proposal to:

La Grange Park Public Library District

555 N. La Grange Rd.

La Grange Park, IL 60526-5610

Attn: Gabriel Oppenheim

Proposals will not be accepted after the date and time stated above. Incomplete proposals or proposals that do not conform to the requirements specified herein will not be considered. Issuance of the RFP does not obligate LaGrange Park Public Library to award a contract, nor is the Library liable for any costs incurred by the proposal in the preparation and submittal of proposals for the subject work. La Grange Park Public Library retains the right to not select any bidders and/or re-solicit proposals. The act of submitting a proposal is a declaration that the proposer has read the RFP and understands all requirements and conditions. For questions concerning the anticipated work, please contact Gabriel Oppenheim via email at [gabe@lplibrary.org](mailto:gabe@lplibrary.org) or (877) 487-2232.

## BACKGROUND/INTRODUCTION

555 NORTH LA GRANGE ROAD, LA GRANGE PARK, IL 60526

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It is the intent of this specification to secure a contract for professional cleaning services, which will provide necessary routine interior cleaning for the La Grange Park Public Library.

### **SCOPE OF WORK**

The La Grange Park Public Library will provide and stock the following supplies:

- a. Trash-can liners for receptacles
- b. Hand towels
- c. Hand soap
- d. Toilet paper
- e. Urinal screens and deodorizer refills

### **CLEANING SERVICES ARE TO BE PROVIDED AS FOLLOWS:**

La Grange Park Public Library (21,000 square feet) - Services shall be provided six (6) times per week.

- a. The Library is open Monday – Thursday, 10 a.m. to 9 p.m., Friday and Saturday, 10 a.m. to 5 p.m., and Sunday, 1 to 5 p.m.

Cleaning services shall be provided after hours, or as scheduled by the Library.

- b. The Library is closed on New Year's Day, Easter, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas, and New Year's Eve.

- c. Specific days of service will be decided upon at contract signing.

- d. Contractor will be required to coordinate cleaning with regularly scheduled meetings and programs.

- e. At any time during the term of this contract, the Library reserves the right to adjust the cleaning specifications attached. The Library understands that additional work shall be estimated and priced to performance.

The contractor will, as part of this agreement, be expected to work closely with the Library in resolving any and all problems resulting during the term of this agreement.

### **JANITORIAL SERVICE SPECIFICATION**

#### **Entrance lobby and stairs**

Daily

1. Wash and polish all entrance door glass and frames.
2. Remove fingerprints from door glass and frames.
3. Empty all trash containers, wipe clean and remove to designated area.
4. Dust and wipe clean lobby furniture.
5. Spot clean all common area interior glass partitions.
6. Clean and polish metal bright work including baseboards, heating units, and window frames and ledges.
7. Dust and wipe clean all ledges and horizontal surfaces including baseboards, trim, window sills, moldings, and planters.
8. Clean and polish fixtures, displays, and all other decorative metal.
9. Dust mop with treated mop to remove all dust and debris and damp mop lobby with neutral cleaner.

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10. Vacuum thoroughly all entry mats, runners, and carpeting.
11. Wipe handrails and banisters.

#### Bi-weekly

1. Completely wash all doors.
2. Dust lamps.

#### Monthly services

1. High dust ceiling corners and edges, light fixtures, and vents.

### **General and private offices, meeting/study rooms, and general library areas**

#### Daily

1. Empty all trash cans, remove to designated area, wipe clean as necessary, and insert new liners.
2. Empty all recycling containers and remove to designated area.
3. Dust and wipe clean desk, equipment, telephones, computers, desks, chairs, tables, lamps, file cabinets, and other office furniture with treated cloths.
4. Wipe clean desk tops if cleared.
5. Spot clean interior glass partitions.
6. Clean and polish interior glass doors.
7. Polish table tops.
8. Dust baseboards, chair rails, and partition legs and edges.
9. Remove fingerprints from doors, door frames, light switches, door push and kick plates, and handles and railings as necessary.
10. Dust with treated mop to remove dust and debris, and damp mop hard surfaced floors.
11. Thoroughly vacuum all carpeted areas, moving light furniture as necessary.
12. Wash, disinfect with germicidal disinfectant cleaner, and polish all water fountains and coolers.
13. Clean and disinfect sinks.

#### Bi-weekly

1. Vacuum all edges and corners of carpeting.
2. Damp clean desks, file cabinets, and counter tops that are cleared.
3. Wipe clean and sanitize telephones using germicidal disinfectant detergent.
4. Dust fronts and sides of desks and file cabinets.
5. Dust and wipe clean all ledges and tops of partitions and cubicles.
6. Dust all window sills, heating units, and horizontal units.
7. Dust book shelves.

#### Monthly

1. Vacuum or wipe down all upholstered furniture.
2. Wipe clean and polish all metal articles.
3. Dust moldings, ledges, picture frames, wall hangings, and shelves.
4. High dust air vents, heating ducts, grills, light fixtures, and ceiling corners and edges.
5. Dust doors, door jambs, and all other vertical surfaces.

### **Staff lounge**

#### Daily



1. Empty all trash containers, remove to designated area, wipe clean as necessary, and insert new liners.
2. Empty recycling containers and remove to designated area.
3. Clean and sanitize microwave oven (inside and outside).
4. Clean and sanitize tables and chairs.
5. Damp clean counters and cabinet fronts.
6. Dust window sills, ledges, and rises.
7. Spot clean and remove fingerprints from doors, door frames, light switches, table bases, and pedestals.
8. Dust baseboards, chair rails, trim, pictures, moldings, and bulletin boards.
9. Dust mop with treated mop to remove dust and debris, and damp mop tile floors with neutral cleaner.
10. Clean and disinfect sinks.
11. Damp wipe appliances.
12. Vacuum thoroughly all carpeted floors.

#### Bi-weekly

1. High dust all horizontal and vertical surfaces.
2. Wash and sanitize table tops, bases, and pedestals.
3. Wash and sanitize chair rails, backs, and frames.

#### Monthly

1. Clean and polish door kicks and push plates.
2. Clean doors, door frames, and light fixtures.
3. Dust ledges, moldings, picture frames, shelves, door jambs, and doors.
4. High dust air vents, heating ducts, grills, light fixtures, and ceiling corners and edges.

### **Restrooms**

#### Daily

1. Clean and polish mirrors, powder shelves, dispensers, flushometers, pipes, toilet seats, grab bars, and chrome fittings.
2. Clean and sanitize toilets, both sides of toilet seats, urinals, partitions, and sinks with germicidal disinfectant detergent.
3. Clean and sanitize all flush rings, drains, and overflow outlets.
4. Empty, clean, and sanitize all trash, towel, and sanitary disposal receptacles and insert new liners.
5. Fill toilet tissue holders and sanitary, soap, and tower dispensers.
6. Remove soap residue left from soap dispensers.
7. Wipe clean splash marks, stains, etc., from behind sinks and around urinals.
8. Remove fingerprints from doors, frames, light switches, and kick and push plates.
9. Replace toilet bowl or room deodorants as needed.
10. Dust partitions.
11. Pour water in floor drains as needed.
12. Wet mop floor using germicidal disinfectant detergent.

#### Bi-weekly

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1. Remove lime deposits as necessary.
2. Dust ledges, moldings, trim, doors, and door jambs.
3. Wash and sanitize walls, partitions, and receptacles with germicidal disinfectant detergent.

#### Monthly

1. High dust ceiling vents, light fixtures, diffusers, and grills.
2. High dust ceilings, walls, corners, and edges.
3. High dust all horizontal surfaces.

#### Janitorial room

##### Daily

1. Equipment and supplies will be kept clean and stored in an orderly manner.
2. Empty mop buckets, etc.

##### Weekly

1. Sweep and damp mop floor areas.

#### Elevator

##### Daily

1. Spot clean and vacuum all elevator carpeting.
2. Clean and polish all stainless steel surfaces.
3. Clean and polish rail and elevator cab.
4. Clean and polish elevator walls, panels, and door.
5. Damp wipe elevator door tracks and saddles, frames, buttons, and indicator panels.

##### Weekly

1. Polish elevator frames, buttons, and indicator panels.
2. Dust and vacuum ceiling grills and light fixtures.

#### Additional services

Please include separate proposals for these services (or, indicate if included in base price and the frequency with which they will be performed):

1. Exterior windows cleaned inside and outside
2. Carpets deep cleaned, and tile floors stripped and waxed
3. Restrooms scrubbed and disinfected, including floors, fixtures, partitions
4. Upholstered furniture deep cleaned and disinfected

#### FAMILIARIZATION WITH THE SCOPE OF WORK

Before submitting a proposal, each Respondent shall familiarize itself with the Scope of Work, laws, regulations and other factors affecting contract performance. The Respondent shall be responsible for fully understanding the requirements of this RFP and the resulting contract and otherwise satisfy itself as to the expense and difficulties accompanying the fulfillment of this RFP and resulting contract.

#### GENERAL ASSUMPTIONS

1. The Contractor shall provide competent, trained, and experienced staff to the highest standards.

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2. The Contractor shall consider and plan for appropriate labor resources for illness, vacation, and other loss of time events so service to the La Grange Park Public Library continues uninterrupted.
3. The Contractor shall provide all necessary equipment, tools, and materials for cleaning services.
4. The Contractor shall be responsible for any cost, fees, or fines due to misuse of the building's alarm system.
5. The Contractor will be responsible for any loss of La Grange Park Public Library's property due to errors, mistakes, malfeasance, or misfeasance of its employees or products/equipment provided by the contractor.
6. The Contractor will work cooperatively with designated Library staff.
7. The Contractor will not subcontract work without the expressed written permission of the La Grange Park Public Library. By submitting a proposal, each bidder agrees that each worker assigned to this contract is a direct employee of the named organization.
8. The Contractor agrees to pay for all permits, licenses, and fees and give all notices to and to comply with all laws, ordinances, and rules of the Village of La Grange Park and the State of Illinois.
9. Upon acceptance of a proposal, the parties will enter into a one-year contract upon terms approved by the Library Board and the Library's Attorney.
10. If the contractor fails to perform the work in a satisfactory manner or otherwise breaches the contract, the Library shall give notice to the contractor and provide an opportunity to correct the deficiencies. If the performance does not meet the standards of this contract within seven (7) calendar days, the Library may terminate the contract.
11. The La Grange Park Public Library or contractor may cancel this agreement at any time subject to 30 days prior written notice.

#### **TAX EXEMPTION**

Sales to the La Grange Park Public Library are exempt from state and local retailers' occupation tax, state and local service occupational tax, use tax, and service use tax pursuant to Rule No. 40 of the Illinois Retailers Occupation Tax Rules issued April 15, 1965.

#### **MATERIAL SAFETY DATA SHEETS**

It is a federal law that chemical manufacturers and importers must develop an MSDS for each hazardous chemical they produce or import, and must provide the MSDS automatically at the time of the initial shipment of a hazardous chemical to a downstream distributor or user, or anytime the chemical makeup of the product is changed.

Contractors who are awarded this contract, and if the above paragraph applies to this bid, must be able to submit to the Library information regarding the specific chemical identity of the hazardous chemical(s) involved and their common names.



### **SELECTION CRITERIA**

The following criteria will be considered, although not exclusively, in determining which firm is hired:

1. References
2. Costs
3. Experience
4. Equipment
6. Ability to meet requirements outlined in specification package

The Library's Executive Director, Facilities Coordinator, and Business Manager will evaluate the proposals.

### **PAYMENT**

Invoices shall be submitted to Patricia Harwood, Business Manager, La Grange Park Public Library, 555 N La Grange Rd, La Grange Park, IL, 60526-5610. The Library shall submit monthly payments to the contractor for all services outlined in this agreement in accordance with the Local Government Prompt Payment Act.

### **INSURANCE**

The contractor shall maintain insurance outlined below at its own expense during the term of this contract. The contractor shall provide proof of insurance and bonding on or before the effective date of this agreement with a certificate evidencing that the contractor's insurance policies will not be changed or canceled without at least 30 days prior written notice to the Library.

The limits for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law.

Commercial General Liability:

- o General Aggregate \$2,000,000.00
- o Products/Completed Aggregate \$1,000,000.00
- o Each Occurrence \$1,000,000.00
- o Personal Injury \$1,000,000.00

The contractor shall provide worker's compensation insurance for all its employees as required by Illinois law.

The contractor shall provide lost key coverage to indemnify the Library for purchase and installation of new locks and keys in the case that a contractor employee loses or misplaces a key to the library facility.

The La Grange Park Public Library shall be named as additional insured on all insurance policies, except for professional liability and worker's compensation.

To the fullest extent permitted by law, the contractor shall indemnify and hold harmless the owner and its agents, officers, and employees from and against all injuries, deaths, losses, damage claims, suits, liabilities, judgments, costs and expenses, including but not limited to attorney's fees, which may arise directly or indirectly from the performance of contractor's work or the work of its employees. 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 therewith and if any judgment shall be

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rendered against the owner in any such action, the contractor shall, at its own expense, satisfy and discharge the same.

#### **ADDITIONAL INFORMATION**

La Grange Park Public Library retains the right to request any additional information pertaining to the company's abilities, qualifications, and procedures used to accomplish all work under the contract as it deems necessary to ensure safe and satisfactory work.

RFP SCHEDULE (dates are subject to change)

Issue RFP to potential bidders **March 21, 2024**

Building Walk-Through **April 10, 2024**

Deadline for Proposals **April 12, 2024**

Selection Meeting **April 15, 2024**

Award of Contract **April 17, 2024**

Start of Contract **May 6, 2024**

Thank you for your interest in working with the La Grange Park Public Library for this service. We look forward to receiving your proposal.

#### **PROPOSAL CONTENT**

The Proposal Package should include in the following order:

##### **Cover Letter**

The cover letter should briefly state the firm's understanding of the work to be performed, and a statement as to why the firm believes it is best qualified to perform the services. The cover letter should also include the name(s) of the person(s) authorized to represent the proposer, title, address, and telephone number.

##### **References**

Provide a list of at least three (3) office/commercial/business references documenting your experience. Each reference should include the business name, contact name, and a current telephone number. In addition, please provide:

- a. A listing of all office/business/commercial buildings where the company is currently providing janitorial services; and
- b. Information on the experience and/or qualifications of personnel to be assigned to the project.

##### **Outline of Materials and Staff**

- a. An estimate of how many people will be in the building, for how long and a range of hours staff will be on the premises
- b. Supply list: what is included in the contract and what may be purchased through your company. Include cost for those additional supplies.
- c. Tools or equipment might need to be stored on the premises (vacuum cleaner, mops, brooms, etc.)





**Cost of Services**

Respondents shall provide:

- a. A fixed monthly cost for the janitorial services identified in the scope of services
- b. A fixed cost for specific extra services
- c. An hourly rate for on-call or out of scope work

Copies of Insurance, License, and Bonding Documentation

**Additional Information (Optional)**

This section shall include any other data the contractor deems essential to the evaluation of the proposal statements.