



Columbus
Urban League

REQUEST FOR PROPOSAL FOR CLEANING SERVICES

FOR THE PERIOD

October 1, 2018 – June 30, 2019

(with option to renew for additional fiscal years)

INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:

Name: Aundrenetta Lightner
Title: Senior Program Administrator
Entity: Columbus Urban League, Inc.
Address: 788 Mount Vernon Avenue
Columbus, Ohio 43203
Phone: (614) 257-6300

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I. GENERAL INFORMATION

A. Purpose

This Request for Proposal (RFP) is to contract for cleaning services for an 9-month period beginning October 1, 2018, ending June 30, 2019, that will be responsible for lawn care and snow removal for two buildings. **The proposal includes options for additional fiscal years (July-June FY).**

B. Who May Respond

Only licensed and insured cleaning companies and/or individuals may respond to this RFP.

C. Instructions on Proposal Submission

1. Closing Submission Date

Proposals must be submitted no later **than 4:00 p.m. on September 12, 2018**

2. Inquiries

Inquiries concerning this RFP should be directed to Aundrenetta Lightner, Senior Program Administrator, (614) 257-6300 or email alightner@cul.org .

3. Conditions of Proposal

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by Columbus Urban League, Inc.

4. Right to Reject

- a. Columbus Urban League, Inc. reserves the right to reject all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

5. Small and/or Minority-Owned Businesses

- a. Efforts will be made by Columbus Urban League, Inc. to utilize small businesses and minority-owned businesses.
- b. An Offeror qualifies as a small business firm, if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

6. Notification of Award

- a. It is expected that a decision selecting the successful cleaning service provider will be made within one week of the closing date for the receipt of proposals.
- b. It is expected that the contract shall be a 9 month fixed price contract, with options for additional one-year periods.

7. Performance Standards

The contract specifications define the minimum level of service and frequency deemed acceptable. It is intended that the Contractor will schedule his/her operations to meet or exceed these requirements. It is further intended that the Contractor shall put forth a level of effort to provide a thorough cleaning of the facilities, not merely a surface cleaning. Some examples include, but are not limited to: floors shall be waxed and buffed for a gloss shine, carpeted floors shall be completely and thoroughly vacuumed, windows shall be cleaned to remove all film, smudges, and streaks, and the restroom facilities cleaned using a germicidal cleanser and polished.

- A. It is the objective of the CUL to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this end, the CUL is contracting for the complete performance of each cleaning job as specified in this contract.
- B. The CUL's Facility Maintenance Supervisor or designee shall contact the Contractor by telephone, fax, or email to notify them of performance issues. The CUL's Facility Maintenance Supervisor shall also notify the Contractor of written complaint(s) received from building occupants.
- C. The CUL's Facility Maintenance Supervisor or designee shall maintain a file of incoming complaints whether they be written, oral, or by telephone. This file shall contain the date, time, department, name of the person making the complaint, phone number and time the Contractor was notified.
- D. Major problems require immediate attention, and shall be responded to and corrected within same day. Examples of major problems include, but are NOT limited to: toilets not cleaned, not stocking sufficient paper products in large areas, offices not cleaned, or trash not removed, etc. The CUL's Facility Maintenance Supervisor or designee shall have authority to classify a complaint as major or minor.
- E. Minor problems require correction during the next day's normal clean up, however a continuing record of minor complaints shall result in a deduction. Examples of minor problems include, but are not limited to: a trash can not emptied, a small area not vacuumed, toilet paper in one stall out, etc.

II. SPECIFICATION SCHEDULE

A. Scope of Work

The purpose of this specification is to define the cleaning services requirements for Columbus Urban League, Inc. (CUL). This agreement will include providing services at CUL's two buildings. The Huntington Empowerment Center (HEC), located at 780 Mount Vernon Avenue, Columbus, Ohio 43203 and the administrative offices building located at 788 Mount Vernon Avenue, Columbus, Ohio, 43203. The HEC is an approximately 6,500 square feet facility and the administrative offices building to be cleaned is a 22,659 square feet facility. The objective of the CUL is to secure a timely, consistent, and cost effective cleaning contract from one contractor to ensure clean and safe office facilities for employees and customers doing business with the CUL. The work covered in this specification includes furnishing all labor,

equipment, cleaning supplies and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided. The description of each service area is to be used as a guideline for the Custodial/Janitorial Services contractor. The description does not attempt to describe every detail or feature of the facilities that are to be maintained by the Custodial/Janitorial Services contractor.

CLEAN DAILY (Mon thru Fri; Sat and Sun as needed)

ENTRY, LOBBY, COMMON AND PRIVATE OFFICE AREAS, HALLWAYS, STAIRWELL, BREAK AREAS, CONFERENCE AREAS, RESTROOMS

- Dust horizontal surfaces, i.e. Desk, Credenza, Counter, and File cabinet tops
- Spot clean horizontal surfaces for removal of coffee rings and spillage
- Entrance doors and internal glass partitions cleaned of fingerprints and smudges
- Exterior Clean pick up all trash
- Walls cleaned of fingerprints and smudges
- Clean and sanitize drinking fountains or water coolers
- Empty all waste paper receptacles, replace liners as needed
- Large debris pickup (boxes)
- Vacuum, Sweep, or dust mop all hard surface floors
- Vacuum all carpeted traffic areas
- Thoroughly mop all hard surface floors making sure to get into the corners and along edges, and remove scuff marks.
- Spot clean carpeting for new spills
- Refill hand sanitizer dispensers

RESTROOMS

- Clean and disinfect counter tops, wash basins, toilets, toilet seats, and urinals inside and out
- Clean and disinfect all dispensers, fixtures, and mirrors streak free
- Empty trash receptacles, replace liners as needed
- Empty sanitary napkin receptacle and disinfect
- Spot clean partitions and tile walls
- Restock hand soap and paper products
- Disinfect partition handles, door handles, and light switches
- Clean and sanitize outsides of dispensers and trash receptacles
- Polish all dispensers, fixtures, and mirrors
- Sweep and thoroughly mop floor with germicidal solution

BREAK AREAS

- Counters and table tops cleaned with approved disinfectant

- Fronts of counters and chairs cleaned
- Sinks cleaned with approved disinfectant
- Wipe down outside of refrigerator
- Clean inside and outside of microwaves
- Trash removed, replace liners as needed
- Coffee machines turned off
- Vacuum carpeted areas and thoroughly mop and disinfect hard surface flooring

WEEKLY SCHEDULE

- Disinfect light switches, light switch plate covers, and door handles
- Polish all chrome on drinking fountains
- Detail vacuum all carpeted areas along walls, baseboards and partitions
- Dust all windowsills, stairwells

RESTROOMS

- High dust – tops of partitions, air vents, mirror frames, and tops of doors
- Clean and disinfect restroom partitions and walls around toilets and urinals

MONTHLY SCHEDULE

- High dusting – air vents, tops of doors, door frames, ceiling corners, picture frames
- Low dusting – front and sides of desks, legs of chairs, tables, and chair bases
- Furniture – vacuum fabric and wipe down other surfaces to remove dust and lint
- Dust all baseboards
- Table bases and chair legs cleaned
- Dust blinds

B. Delivery Schedule

Cleaning hours will be Monday – Friday 6:00pm – 9:00pm. Saturday and Sundays as needed around program events or to complete monthly scheduled items.

C. Payment

Invoices will be submitted monthly for services rendered supported by reasonable documentation. Upon rendering services, invoice should be submitted, within five (5) business days after the service delivery date, to the following email address:

accountspayable@cul.org

The email should include a detailed invoice stating the work performed, as well as any supporting documentation (i.e. sign in sheets, pre/post assessments, group note for session, etc.). In addition, the email should be directed to the Accounts Payable address, with a copy being sent to the Facilities Coordinator.

III. PROPOSAL EVALUATION

A. Submission of Proposals

Your proposal should be addressed as follows:

Title: 2018-2019 Janitorial Services Proposal Response

Entity: Columbus Urban League, Inc.

Address: 780 and 788 Mount Vernon Avenue, Columbus, OH 43203

It is important that the Offeror's proposal be submitted via email to alightner@cul.org or in a sealed envelope. Either correspondence must include the following information:

Request for Proposal
4:00 p.m. September 12, 2018
SEALED PROPOSAL
For Cleaning Services

Failure to do so may result in automatic dismissal of your proposal.

It is the responsibility of the Offeror to ensure that the proposal is received by Columbus Urban League, Inc. by the date and time specified above.

Late proposals will not be considered.

B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received timely in accordance with the terms of this RFP.
2. The proposal does not meet or exceed the scope of cleaning or delivery schedule outlined in this RFP.

C. Proposal Evaluation

Evaluation of each proposal will be based on the following criteria:

Factors	Point Range
Prior experience cleaning Urban League Agency	0-5
Prior experience cleaning organizations in Columbus/Ohio	0-5
Minority/small business	0-5
Offeror's understanding of work to be performed	0-15
Price	0-15
MAXIMUM POINTS:	45

D. Review Process

The CUL may, at its discretion, request presentations by or meetings with any or all Offerors, to clarify or negotiate modifications to the Offerors' proposals.

However, CUL reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.

CUL contemplates award of the contract to the responsible Offeror with the highest total points.