

SPOKANE COUNTY LIBRARY DISTRICT

REQUEST FOR PROPOSAL AND INSTRUCTION TO BIDDERS JANITORIAL SERVICES CONTRACT

September 3, 2021

INTRODUCTION AND PURPOSE

The Spokane County Library District (District) is a special purpose governmental entity that has served Spokane County over 75 years, with a current service population of over 280,000 residents. Established in 1943, the District is governed by a five-member Board of Trustees and operates under the laws of Washington state.

The purpose of this Request for Proposal (RFP) is to provide interested contractors/bidders with sufficient information and general specifications to enable them to prepare and submit bids for annual janitorial services for all District facilities for consideration by the District. The District intends to award this janitorial services contract to a single contractor.

INFORMATION ABOUT THE PROPOSAL

- Notice to Bidders: Qualified bidders are invited to submit bids for the Janitorial Services Contract as described in this document.
- Project Identification: Janitorial Services Contract, to begin January 1, 2022.
- Owner: SPOKANE COUNTY LIBRARY DISTRICT
 - Owners General Contact: Rick Knorr, Finance Director
rknorr@scl.d.org
 - Owners Facilities Contact: Dave Rennick, Facilities Manager
drennick@scl.d.org
- Library Facility Locations: Physical addresses for the following library locations are available on the District's website and may also be provided to bidders at the pre-bid conference, if needed.
 - Airway Heights Library
 - Argonne Library
 - The BookEnd (at Spokane Valley Mall)
 - Cheney Library
 - Deer Park Library
 - Fairfield Library
 - Medical Lake Library
 - Moran Prairie Library
 - North Spokane Library
 - Otis Orchards Library
 - Spokane Valley Library

PRE-BID CONFERENCE AND FACILITY WALK-THROUGH

- A mandatory pre-bid conference and facility walk-through tours will be held on Wednesday, September 22, and Thursday, September 23. These meetings will begin at the Otis Orchards Library, 22324 E. Wellesley Ave., Otis Orchards, on Wednesday, September 22, at 9:00AM, where District staff will discuss the District's general specifications for janitorial services. Immediately following, all bidders will be required to participate in two days of facility walk-through tours of the eleven District facilities included in this RFP. The locations to be toured on both Day 1 and Day 2 will be communicated at the first meeting. Day two is scheduled for Thursday, September 23, and will start at Airway Heights Library, 1213 S. Lundstrom St., Airway Heights, at 9:00AM. Please expect the duration of these tours to take a full day.
- The purpose of the tours is to allow prospective contractors the opportunity to inspect the public and nonpublic areas of the buildings. No oral comments made during the tours are to be considered as altering or interpreting the RFP. Any addendums, changes, or interpretation as a result of questions, observations, and discussions from the tours shall be made only in writing and sent to all participating bidders no later than September 27.

BIDDER QUALIFICATIONS AND OTHER INSTRUCTIONS

- Bidders must be properly licensed in the State of Washington and in good standing.
- Bidders will be considered from only janitorial services providers regularly engaged for at least two (2) consecutive years in providing commercial janitorial services.
- Bidders are required to provide a reference listing consisting of four current clients, two of whom have a facility with at least 10,000 square feet, and one facility of at least 20,000 square feet. Also, each bidder is to supply a name of one prior client that has most recently discontinued janitorial services with the bidder. For each client used as a reference, a bidder is to provide the name and full contact information for the client.
- The use of sub-contractors, franchisees or other non-employer employee relationships is strictly prohibited. The contractor is required to use their employees to perform all the contracted work.
- Alternate bids will not be considered.
- Requests for clarification or interpretation concerning this bid document shall be made in writing or via email by 3:00PM, on September 24, 2021, to the contact information provided within this document.

BID CONTENTS

- All prices and other information shall be clearly and fully set forth in the bid and shall include the following.
 - Bid Response Letter / Cover Letter
 - Bid Pricing Sheet (attached)
 - Direct Labor Hours Sheet (attached)
 - Supplemental per Occurrence Pricing Sheet (attached)
 - References Listing

- The bid response/cover letter must provide the full business address of the service provider and be signed by an authorized employee or owner of that business. If requested by the District, satisfactory evidence of the authority of the officer signing on behalf of the contractor shall be furnished. Erasures or other changes in the bid must be explained or noted over the signature of the authorized employee.

BID SUBMITTAL AND OPENING

- Owner will receive sealed bids and retain the sealed bids until the bid time and date indicated below. One copy of the bid package will be sufficient. Bids received prior to the time of opening will be kept unopened in a secure place. Owner will consider bids prepared in compliance with this RFP and instruction to bidders and delivered as follows:
 - Bid Due Date: September 30, 2021
 - Bid Time: 3:00PM local time
 - Titled: Janitorial Services Contract Bid
 - Location: Spokane County Library District
Argonne Library
(deliver to the Administrative Offices Reception Desk)
4322 N. Argonne Rd.
- The District will decide when the specified time has arrived, and no bid received thereafter will be considered. When a bid arrives by mail after the time fixed for opening, yet before the contract award is made, and is shown to the satisfaction of the officer authorized to make the award that the late arrival is due solely to the delay in mail service for which the bidder was not responsible, such bid will be received and considered when the District deems that it is in its best interest to do so. No responsibility will attach to an officer for the premature opening of a bid not properly addressed and identified.
- Bids may be withdrawn upon receipt of a written request received from bidders prior to the time fixed for bid opening. Negligence on the part of the bidder in preparing the bid confers no right for the withdrawal of the bid after it has been opened.
- Bids will thereafter be publicly opened and read aloud.

SELECTION CRITERIA

The District will use the following criteria in determining the selection of most responsible and responsive bidder. The monthly price submitted on the bid pricing sheet will be given the largest weighting factor.

- Monthly price for janitorial services
- Direct labor hours listed
- Narrative from bidder on supervision, inspection, and quality control
- Reference listing
- Per occurrence pricing listed for window cleaning and carpet cleaning
- Guaranteed emergency response time
- Guaranteed daily spot cleaning size

AWARD OF CONTRACT

The Board of Trustees of the Spokane County Library District shall determine the most responsible and responsive bidder whose bid has been submitted in conformity with the published notice, and the contract shall be awarded to the most responsive bidder, unless, in the judgment of the Board of Trustees of Spokane County Library District, it shall be in the interest of the District to reject that bid. The District reserves the right to reject all bids and advertise again. The District also reserves the right to waive any informalities and to reject any or all bids.

OTHER INFORMATION

- **TIMELINE:** The following is a summary of the schedule contained within this document.
 - RFP issued 9/3/2021
 - Mandatory Pre-Proposal Tour, Day 1 9/22/2021 at 9:00AM.
 - Mandatory Pre-Proposal Tour, Day 2 9/23/2021 at 9:00AM.
 - Requests for Clarification due 9/24/2021 by 3:00PM
 - Addendums, if any, issued by 9/27/2021 by 3:00PM
 - Bids due 9/30/2021 by 3:00PM
 - Board of Trustees Meeting 10/19/2021 at 4:00PM
 - Contract start date 1/1/2022
- **LEGAL COMPLIANCE:** Janitorial or custodial services are not considered public works under Washington state law; thus retainage is not required and will not be retained from any payments. Performance bonds are also not required. However, prevailing wage law does apply, and all wage rates to be paid shall not be less than prevailing wage rates as required by Chapter 39.12 Revised Code of Washington (RCW), as amended.
- **PERMITS:** The contractor shall secure all permits and complete all registrations required to perform their duties and will comply with all applicable workers' compensation, employer's liability, and other federal, state, county, and municipal laws, ordinances, rules and regulations. All federal, state, and local sales and excise taxes, if applicable, are to be paid by the contractor.
- **COST OF DEVELOPING BIDS:** The cost for developing bids in response to this RFP is entirely the obligation of the bidder and is not chargeable to the District in any manner.
- **PUBLIC RECORDS:** Under Washington state law, the documents submitted in response to this invitation become a public record upon submission to the District, subject to mandatory disclosure upon request by any person, unless the documents are exempted by a specific provision of law. If the District receives a request for inspection or copying of the documents, the District will promptly notify the entity submitting the documents and upon written request by the submitting entity, will provide for a reasonable period of time as permitted by law to enable the submitting entity to seek a court order prohibiting or conditioning the release of such documents. The District assumes no contractual obligation to enforce any exemption.
- **NEWS RELEASE:** Mention of the District in advertising, customer lists, photographs, or articles in the professional literature pertaining to an award resulting from bids made in response to this invitation is prohibited without prior written approval from the District.

INSTRUCTIONS TO BIDDERS

GENERAL SPECIFICATIONS

The contractor shall perform for the District in a thorough, timely, professional manner and subject to the provisions hereof, the General Specifications set forth in detail in ATTACHMENT 1 and made a part of the RFP and General Specifications as fully set herein. These services are to be performed in all areas of each facility, with limited exceptions. Those areas of each facility not to be cleaned will be specifically identified during the pre-proposal tour of District facilities.

LABOR & EQUIPMENT AND CLEANING SUPPLIES

The contractor shall furnish all labor and equipment necessary to the performance of duties. The contractor shall furnish all cleaning supplies noted in the District-provided items section and will provide Material Safety Data Sheets (MSDS) for all cleaning supplies and equipment as required. The MSDS will be filed within the janitorial staff's storage area and the forms will be kept current.

DISTRICT-PROVIDED ITEMS

The District will provide toilet tissue, hand towels, disposable toilet seat covers, liquid hand soap, and trash can liners.

TIME OF WORK

Work shall be performed between 9:00PM and 6:00AM. All buildings must be cleaned the night following an open day, with the exception of the BookEnd. The specific days of the week the BookEnd is to be cleaned will be provided during the pre-bid conference.

The following table provides, by location, when the District facilities are open.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Argonne / Administration	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	
Airway Heights	<i>closed</i>	OPEN	OPEN	OPEN		OPEN	
BookEnd	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
Cheney	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
Deer Park	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
Fairfield		OPEN		OPEN		OPEN	
Medical Lake	OPEN	OPEN	OPEN			OPEN	
Moran Prairie	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
North Spokane	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
Otis Orchards		OPEN	OPEN	OPEN		OPEN	
Spokane Valley	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN

The District observes the following holidays and other annual closures. No cleaning is required following holiday closures.

All Staff Training Day (varies)	Independence Day
New Year's Day	Labor Day
Martin Luther King, Jr. Day	Veterans Day
Presidents' Day	Thanksgiving Day
Easter Sunday (low usage)	Native American Heritage Day
Memorial Day	Christmas Eve Day
Juneteenth	Christmas Day

There may also be additional days when the facilities will be closed on a District-wide basis. In all cases, "Notice of Closure" will be posted one week in advance.

SUPERVISION, INSPECTION AND QUALITY CONTROL

The Contractor shall have a supervisor visit and inspect each building a minimum of once every two weeks. Supervisory visits are to be scheduled while the cleaning staff is present, preferably toward the end of the assigned working shift. The District may request additional supervisory visits as conditions warrant. The District will require these specific supervisory minimums to be included in the janitorial services contract.

DIRECT LABOR HOUR MINIMUMS

In addition to the bid pricing sheet, contractors are required to list the minimum daily direct labor hours expected to complete the janitorial work at each location on the attached form provided.

DAILY SPOT CLEANING SERVICES

For daily spot cleaning, the District requires cleaning of all spots of at least four (4) inches in diameter. If a larger diameter threshold for daily spot cleaning can be guaranteed, enter the daily spot cleaning threshold to be guaranteed in the appropriate area in the Direct Labor Hours Necessary Sheet.

EMERGENCY SERVICES

For emergency cleaning services, the District requires a maximum of a two-hour response time. If a shorter response time can be guaranteed, enter the emergency response time to be guaranteed in the appropriate area in the Direct Labor Hours Necessary Sheet.

WINDOW CLEANING AND CARPET CLEANING

The District is also soliciting, as supplemental information, the per occurrence price of window cleaning and high dusting and carpet cleaning. The District does not guarantee a minimum amount of these supplemental services per year.

CLEANING DEFICIENCIES

When cleaning deficiencies are identified, the District requires a two-hour response time for correcting such deficiencies.

UNIFORMS OR NAME BADGES

The District requires that all Contractor's janitorial staff wear uniforms with company name or logo, or at a minimum, wear sufficiently conspicuous identification badges at all times.

OUTSIDE AREAS

The contractor shall be expected to remove paper, trash, aluminum cans, bottles, and other refuse on District property around the immediate vicinity of all main public entrances and refuse disposal areas. The outside areas designated as immediate vicinity will be identified during the mandatory pre-proposal tours.

JANITORIAL SERVICES CONTRACT

The District intends to enter into a master janitorial services contract (contract) with the successful bidder/contractor. The following terms are expected to be contained in the contract.

DURATION

The contract shall become effective January 1, 2022, and shall continue for a period of one (1) year thereafter. The District may offer up to four (4) one-year extensions with the maximum life of the contract being a total of five (5) years.

ASSIGNMENT

The contract may not be assigned by the contractor without the prior written consent of the District.

CANCELLATION

The contract may be terminated without cause by either party upon giving ninety (90) days written notice.

INDEMNIFICATION OF DISTRICT

The contractor shall indemnify the District against all liability, demands, claims, suits, losses, damages, causes of action, fines, or judgment for injuries to persons or property arising out of or in connection with the contractor's performance of their duties thereunder, unless caused by the gross negligence or willful misconduct of the District. The District will give the contractor prompt written notice of any such demand, claim, or suit against it, and the contractor shall have the right to compromise or defend the same to the extent of their own interest.

INSURANCE

During the term of a contract with the District, the contractor will carry and maintain in full force, insurance of the following types and in minimum amounts, insuring the contractor while performing their duties: Liability insurance for bodily injury and property damage in an amount of at least \$1,000,000 per occurrence, \$2,000,000 annual limit. The contractor will provide the District with a standard Certificate of Insurance Coverage. Further, the District shall be named as an additional insured on the contractor's insurance policy.

PREVAILING WAGES

The contract shall stipulate that it is subject to Washington state prevailing wage regulations, which include filing of Intent to Pay Prevailing Wages and Affidavits of Payment of Prevailing wages in accordance with RCW 39.12

SPOKANE COUNTY LIBRARY DISTRICT	
BID PRICING SHEET	
RFP FOR JANITORIAL SERVICES CONTRACT	
<p>List below the monthly bid prices per facility for the janitorial services contract with the Spokane County Library District. This BID PRICING SHEET is for the work to be done daily, weekly, monthly and quarterly as listed on the GENERAL SPECIFICATIONS. Please do not include per occurrence prices of window cleaning, high dusting or deep carpet cleaning. Please submit those per occurrence prices on the separately provided supplemental information sheet.</p>	
	Monthly Rate
Argonne / Administration	\$ -
Airway Heights	\$ -
BookEnd	\$ -
Cheney	\$ -
Deer Park	\$ -
Fairfield	\$ -
Medical Lake	\$ -
Moran Prairie	\$ -
North Spokane	\$ -
Otis Orchards	\$ -
Spokane Valley	\$ -
TOTAL	\$ -

SPOKANE COUNTY LIBRARY DISTRICT	
DAILY DIRECT LABOR HOURS MINIMUMS SHEET	
RFP FOR JANITORIAL SERVICES CONTRACT	
List below the daily direct labor hour minimums pledged to complete the janitorial work at each location.	
	Daily Hours
Argonne / Administration	
Airway Heights	
BookEnd	
Cheney	
Deer Park	
Fairfield	
Medical Lake	
Moran Prairie	
North Spokane	
Otis Orchards	
Spokane Valley	
TOTAL	

OTHER SUPPLEMENTAL INFORMATION

Daily spot cleaning threshold, in inches (4-inch minimum):

Emergency services facility response time, in minutes (120-minute max):

Narrative on how the quality of the work performed will be monitored, supervised, and inspected (attach additional page(s), if needed).

SPOKANE COUNTY LIBRARY DISTRICT		
SUPPLEMENTAL PER OCCURANCE PRICING SHEET		
RFP FOR JANITORIAL SERVICES CONTRACT		
Please submit the per occurrence specific prices for window cleaning and high dusting and carpet deep cleaning for each facility. The District does not guarantee a minimum amount of these services per year.		
	Window Cleaning and High Dusting (per occurrence)	Carpet Deep Cleaning (per occurrence)
Argonne / Administration	\$ -	\$ -
Airway Heights	\$ -	\$ -
BookEnd	\$ -	\$ -
Cheney	\$ -	\$ -
Deer Park	\$ -	\$ -
Fairfield	\$ -	\$ -
Medical Lake	\$ -	\$ -
Moran Prairie	\$ -	\$ -
North Spokane	\$ -	\$ -
Otis Orchards	\$ -	\$ -
Spokane Valley	\$ -	\$ -

 Officer's Signature and Title

 Date

SPOKANE COUNTY LIBRARY DISTRICT
 GENERAL SPECIFICATIONS
 ATTACHMENT 1
 RFP FOR JANITORIAL CONTRACT

Daily	Weekly	Monthly	Quarterly
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OFFICE & LIBRARY SPACES, HALLWAYS & STAFF LOUNGES

1. Dusting Surfaces

- Chairs
- File cabinets
- Parts of building forming flat surfaces
- Empty shelf areas
- Low and high shelf tops
- Ceiling light fixtures
- HVAC vents
- Blinds

	X		
	X		
	X		
	X		
	X		
		X	
		X	
			X

2. Empty and Damp Wipe

- Waste baskets and replace plastic liners
- Pencil sharpeners

X			
	X		

3. Sweep and spot mop all non-carpeted floors

- Treated Mop

X			
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4. Clean and machine scrub all non-carpeted floors

			X
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5. Remove carpet stains (coffee, gum, wax, etc.)

X			
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6. Vacuum

- All carpeting
- Entryways
- Upholstered furniture (lounge chairs, etc.)

X			
X			
	X		

7. Clean and Disinfect

- Drinking fountains
- Library telephones
- Sinks and faucets
- Microwaves

X			
X			
X			
X			

8. Glass Cleaning

- Wash glass and entry doors inside and outside
- Wash display case, exterior glass

X			
X			

GENERAL SPECIFICATIONS
ATTACHMENT 1
RFP FOR JANITORIAL CONTRACT

Daily	Weekly	Monthly	Quarterly
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9. Spot Cleaning

- Doors
- Walls
- Interior partitions
- Light switch and outlet plates
- Elevator (Spokane Valley only)

X			
X			
X			
X			
X			

10. Stairs and Basement

- Cheney building, stairs to the basement
- Spokane Valley building:
 - Public tile stairs, first to second floor
 - Staff tile stairs , first to basement
 - Emergency exit concrete stairs, two sets
- North Spokane building, tile stairs to basement
- North Spokane basement office (450 sq ft)

			X
	X		
	X		
			X
	X		
	X		

11. Fill paper towel and soap dispensers in staff room and circulation work areas

X			
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12. Place plastic liners in trash cans

X			
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13. Damp wipe and remove any marks, stains or gum from:

- Tables
- Counters
- Desks in public areas
- Other horizontal surfaces

X			
X			
X			
X			

WASHROOMS

1. Wash and disinfect

- All dispensers
- Stall and partitions
- Door kick plates
- Baby changing stations

X			
X			
X			
X			

2. Wash, disinfect, and polish

- Fixtures
- Mirrors
- Door entry and exit handles

X			
X			
X			

3. Spot wash doors and painted surfaces

X			
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GENERAL SPECIFICATIONS
ATTACHMENT 1
RFP FOR JANITORIAL CONTRACT

4. Damp mop and disinfect all floors

Daily	Weekly	Monthly	Quarterly
X			

5. Clean and machine scrub all tile floors

			X
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6. Fill

Paper towel receptacle

Soap dispenser

Toilet paper dispenser

Toilet seat cover dispenser

X			
X			
X			
X			

7. Place plastic liners in trash cans

X			
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EXTERIOR

1. Remove trash, both interior and exterior

2. Empty exterior garbage cans

X			
X			

MISCELLANEOUS AND OTHER INSTRUCTIONS

Leave only designated night lights on

Allow no public access to buildings

All personnel shall sign in and sign out on the forms provided for each assigned work shift.

Lock doors upon completion of work and reset security alarms

Report to District any malfunction, including but not limited to electrical fixtures and/or power receptacles, leaky faucets and any other items that may need building management attention.