

# **NORTH OGDEN CITY REQUEST FOR PROPOSALS**

DUE: July 9, 2018 at 4pm Mountain Standard Time

ALL PROPOSALS MUST BE SUBMITTED TO THE CITY RECORDER'S OFFICE NO LATER THAN 4pm MST, July 9, 2018

TITLE: Janitorial Services

PROJECT MANAGER: Bruce Higley

Sealed proposals are hereby solicited and will be received at the City Recorder's Office located at 505 East 2600 North, North Ogden, Utah between the hours of 8am and 5pm, Monday through Friday, no later than 4pm on July 9, 2018 for the requirements specified herein.

## **Janitorial Cleaning Services**

### **Contract Extension**

The contract period may be extended for two (2) additional years, in accordance with the City's best interest and at the sole option of the City. Annually, at the time of renewal, the contractor may submit a request to change the proposed price. If the City does not approve the price change requested, it may cancel the contract and solicit new proposals.

### **Firm Price Clause**

The prices submitted shall be maximum allowed during the contract period.

### **Examination of Existing Conditions**

Prior to submitting a proposal, each contractor shall examine and thoroughly familiarize themselves with all the existing conditions, including all applicable laws, ordinances, rules and regulations that may affect the work. Contractors shall visit the site and shall ascertain by any reasonable means all conditions that might in any manner affect the work.

All contractors are required to attend the pre-bid building walk through scheduled for Monday, July 2, 2018 at 9am. Meet at the Municipal Building 505 E 2600 N on the first floor in the Council Chambers.

### **Submittal**

The original and one (1) copy of this entire request for proposal document package shall be signed and submitted complete including the original and one (1) copy of the proposal data or attachments offered. Original shall be noted or stamped "Original."

## **Award Criteria**

The successful contractor will be awarded using the “Choosing by Advantages Decision-Making” System and must also demonstrate and meet qualifications. Please attach a separate sheet outlining the following factors, which will be considered:

- Reputation in the industry from references (Please provide at least three references from current and/or previous customers);
- General stability (How long has the firm been in business?);
- Management quality and depth of management experience (What is the experience of supervisors and principals in the service field);
- Supervisory control (What is the ratio of workers to each supervisor?); and
- Technical proficiency (What is the condition of the contractor’s equipment and the type and level of training employees receive?)

The City reserves the right to award the janitorial cleaning services and building maintenance services to one contractor or separate contractors. The City also reserves the right to reject any or all proposals.

## **Contract Cancellation Terms**

The City of North Ogden may cancel this contract at the current fiscal year for non-appropriations of funds by the City of North Ogden’s governing body. Such cancellations shall be upon “thirty” (30) calendar days written notice to the contractor. North Ogden’s fiscal year ends June 30<sup>th</sup> of each year.

In addition to all other available remedies, the City of North Ogden reserves the right to cancel the contract at any time with thirty (30) days written notice if the contractor fails to comply with the terms and conditions of the proposal, failure to provide services within the agreed time period, or if the performance level on any of the specific terms and conditions is below acceptable standards as determined by the City of North Ogden.

If any default in the performance of the terms and conditions of the agreement by either party continues uncorrected for “sixty” (60) days after the receipt of written notice from the other party, stating the nature, specific location and extent of default, the party giving such notice may cancel the service agreement by giving written notice of cancellation as of any date thereafter.

In the event the City of North Ogden shall sell, vacate, abandon, or otherwise dispose of or terminate a location to which this applies, all existing agreements for services from the contractor applicable to such location and this agreement shall be cancelled as of the date such location is so terminated. The City of North Ogden shall give the contractor written notice of such termination of a location with a reasonable time prior thereto.

## **Indemnity Requirements**

The contractor agrees to protect, defend, indemnify and save harmless the City, its officers, employees, and agents from any and all cost claims, judgments, and/or awards for damages, arising out of or in any way resulting from the activities associated with this contract. In the event that the City of North Ogden incurs any judgment, awards, and/or cost arising therefrom

including attorney's fees to endorse the provisions of this article all such fees, expenses, and costs shall be recoverable from the contractor.

### **Insurance Requirements**

All employees of the contractor shall be bonded. A certificate of insurance shall be provided to the City of North Ogden, which identifies the coverage to be provided by the contractor during the life of this contract. The minimum coverage provided shall be as follows:

- Comprehensive General Liability \$500,000/\$1,000,000
- Comprehensive Bodily Injury & Property Damage Combined \$500,000
- Workers' Compensation on employees and owner of company

### **Evaluation**

The contractor agrees to cooperate with the City or its agents in the evaluation of the contractor's performance under this contract and to make available all information reasonably required by any such evaluation process.

### **Hold Harmless and Indemnification**

In providing services under this contract, the contractor is an independent contractor, not an employee of the City of North Ogden for any purpose. The contractor shall be responsible for all federal and/or state tax, business insurance (see "insurance requirements"), and Social Security liability that may result from the performance of and compensation for these services and shall make no claim or career service or civil service rights which may accrue to the City employee under state or local law.

The City assumes no responsibility for the payment of any compensation, wages, benefits or taxes to, or on behalf of the contractor, its employees or others by reason of this contract. The contractor shall protect, indemnify and save harmless the City, its officers, agents and employees from and against any and all claims, costs, and losses whatsoever occurring or resulting from 1) the contractor's failure to pay any such compensation, wages, benefits, or taxes; and 2) the supplying to the contractor of work, services, materials, or supplies by agency employees or others in connection with the performance of this contract.

The contractor further agrees that it is financially responsible for and shall repay the City all indicated amounts following an audit which occurs due to the negligence, intentional acts or failure for any reason to comply with the terms of the contract by the contractor, its officers, employees, agents, or representatives. This duty to repay the City shall not be diminished or extinguished by the prior termination of the contract.

The contractor shall indemnify and hold the City of North Ogden, its agents, employees and officers harmless from and shall process and defend at its own expense any and all claims, demands or costs of any kind whatsoever (hereinafter "claims") brought against the City arising out of, or incident to execution of, performance of, or failure to perform this contract; provided; however, that if such claims are caused by or result from the concurrent negligence of the contractor, its agents, employees and/or officers, this section shall be valid and enforceable only to the extent of the negligence of the contractor, its agents, employees and/or officers; and provide further that nothing in this section shall require the contractor to indemnify, hold

harmless, or defend the City, its agents, employees and/or officers. In the event the City is forced to incur attorney's fees, legal expenses, or other costs to enforce the provisions of this section, all such fees, expenses and costs shall be recoverable from the contractor.

### **Specification Requirements**

All janitorial work shall be performed after business hours Wednesday and Saturday and shall not be performed during the time of regularly scheduled meetings. The contractor shall provide a night cleaning staff sufficient to maintain the facilities in a clean, orderly manner, observing the cleaning frequencies required in the specification. Upon completion of work, leave only designated nightlights on and lock all doors designated as janitorial responsibility prior to leaving the building.

### **Other Janitorial Service Requirements**

1. The cleaning contractor shall provide competent supervision of all phases of cleaning operation at all times.
2. Employees who are assigned to cleaning operations shall be appropriately screened and pass a criminal background check through North Ogden City. The background check will be paid for by the contractor. Contractor must show evidence of e-verify on all employees involved in the cleaning of any North Ogden City facility. Employees shall be neat and clean in appearance.
3. All cleaning personnel must have appropriate identification with them at all times when they are in the facilities.
4. Keys to the buildings placed in the custody of the contractor and assigned employees shall be strictly accounted for at all times. The contractor shall not make a duplicate of any key and shall immediately notify the City of any key the contractor is unable to account for. The contractor shall be required to pay for re-keying locks if the contractor loses a key.
5. All cleaning personnel must conduct themselves in an appropriate manner at all times. A breach of proper conduct may be grounds for dismissal.
6. All employees of the contractor are to be apprised of the nature of our business and necessity to maintain strict confidentiality regarding our clients. Any breach of this is grounds for immediate dismissal.
7. Services shall be scheduled for performance during such hours as can be accomplished without interference with normal Police Department operations. Contractor's work schedule shall be subject to joint approval of the Police Chief and the Project Manager.
8. Contractor shall provide all necessary, appropriate, tested and approved commercial supplies with a UL listed disinfectant for cleaning the restrooms and include equipment, machinery, and implements and provide a list to the City. Contractor shall provide all labor.
9. The City shall provide all disposables such as paper towels, toilet tissue, and hand soap; however, the contractor shall keep an inventory of such disposables and contact the Project Manager when disposables need to be ordered. The contractor may be asked to order the supplies at a vendor agreed upon by the City.
10. The cleaning contractor will respond to all service complaints within twenty-four hours.
11. On a quarterly basis the contractor shall meet with designated employee(s) selected by the City at each building to discuss service delivery and performance levels provided by the contractor.
12. Possession or consumption of alcoholic beverages by the contractor's employees

- while at the job site is expressly forbidden.
13. Cleaning personnel will not use telephones, coffee machines, or any other facility equipment.
  14. Cleaning personnel will not eat, smoke, or drink on the premises.
  15. The cleaning contractor will be responsible for any loss or damage caused by cleaning personnel.
  16. All work is to be done behind locked doors and the area is to be locked when leaving.
  17. All lights in the facility are to be turned off when cleaning is complete, unless designated otherwise.
  18. Floor machines will be used in a careful manner to avoid damage to walls, baseboards, furniture, and carpets.
  19. Transporting of floor finish, cleaning solutions, and other liquids will be accomplished in such a manner as to avoid spillage. Care shall be taken in applying finish to keep it off furniture and walls.
  20. The storage closets shall be clean, orderly and free of odor at all times.
  21. All containers are to be clearly labeled as to contents. Material safety data sheets shall be kept in a three-ring binder for all products used on site in the storage closets and shall be kept current by the contractor.
  22. The contractor will provide the project manager with the names and Social Security numbers of all employees assigned to work performed under this contract.
  23. The supervisor will report all conditions such as leaky faucets, stopped toilets and drains, broken fixtures, etc. to the Project Manager within twenty-four hours of discovery.
  24. All employees shall abide by all building regulations and safety rules that may be established from time to time.
  25. Sufficient space on the premises shall be assigned by the City of North Ogden for storage of cleaning materials, implements, and machinery. Adequate utilities will be provided to the contractor, without charge, for performance of duties.
  26. A communication log book shall be kept in a designated place on the premises, in which a record shall be promptly made of any occurrences requiring the City's or contractor's attention.

## **Definitions**

***Dust Surface*** - A surface free of dirt and dust streaks, lint, and cobwebs

***Swept or Vacuumed Surface*** - A floor or stairway free of dust, dirt and debris/cobwebs in corners, behind doors and under desks, tables, radiators, and other furniture standing off the floor on legs

***Mopped Surface*** - A floor free of dirt, dust, debris/cobwebs, streaks, or standing water and without splash marks or water stains on the baseboards

***Waxed Surface*** - A thin, even coating of approved non-slip wax; floors are clean and bright in the entire area, including corners and under furniture

## Special Hazards

Blood and urine spills shall be cleaned with a product such as Pro-link disinfectant spray that contains tuberculocidal and viricidal properties.

## Cleaning Specifications:

1. **Parks & Recreation Building: (basement does not need to be cleaned)**
  - **Twice a week cleaning – Wednesday and Saturday**
    - ✓ Vacuum carpet in hallways, foyer areas, conference room, multi-office room, copy room, stairs and any additional offices
    - ✓ Clean and polish drinking fountain
    - ✓ Sweep entrance approaches and all hard surface floors (spot clean concrete floors)
    - ✓ All entry doors glass cleaned on both sides
    - ✓ Sweep, dust, and damp mop tile foyer and entryway countertop
    - ✓ Empty all garbage cans and liners replaced as needed
    - ✓ Bathrooms, replace toilet paper, soap, etc.
  - **Once a week cleaning – Saturday**
    - ✓ Clean table, counters and sink in kitchen
    - ✓ Sweep and damp mop kitchen floor
    - ✓ Wipe down west door
    - ✓ Clean outside restroom off the garage
    - ✓ Vacuum carpeted area in the back of the building before you enter the garage
    - ✓ Clean glass on back door
  - **Once a month**
    - ✓ Wipe down window sills
    - ✓ Mop Kitchen Floor
  - **Twice a year cleaning – April and October**
    - ✓ Clean windows inside and out (Charge for window cleaning must be included in the monthly service charge for each building)
  - **Once a year cleaning – July (Separate quotes for each item)**
    - ✓ Deep clean walls \$\_\_\_\_\_
    - ✓ Clean and dust window blinds (Number of blinds and sizes listed\*)  
\$\_\_\_\_\_
    - ✓ Hot water carpet extraction cleaning (1742 sq. ft.) \$\_\_\_\_\_
2. **North Ogden Municipal Building:**
  - **Twice a week cleaning – Wednesday and Saturday**
    - ✓ Vacuum carpet in hallway, foyer areas, stairs, Council Chambers, lower conference room, offices and copier room with attention to corners in each area
    - ✓ Clean and polish drinking fountain
    - ✓ Sweep entrance approaches
    - ✓ All entry doors glass cleaned on both sides
    - ✓ Bathrooms, replace toilet paper, soap, sweep & mop floors, clean all glass, clean all sinks, toilets, and urinals, etc.
    - ✓ Empty all garbage cans (including can in janitors closet) and replace liners as needed
    - ✓ Council Chambers –

- Dust top of Council Members podium
- Clean Council Chambers entry doors glass on both sides
- **Once a week cleaning – Saturday**
  - ✓ Clean table, counters and sink in kitchen
  - ✓ Sweep and damp mop kitchen floor
  - ✓ Dust all surfaces
- **Twice a year cleaning – April and October**
  - ✓ Clean windows inside and out (Charge for window cleaning must be included in the monthly service charge for each building)
- **Once a year cleaning – July (Separate quotes for each item)**
  - ✓ Deep clean walls \$\_\_\_\_\_
  - ✓ Clean and dust window blinds (Number of blinds and sizes listed\*)  
\$\_\_\_\_\_
  - ✓ Hot water carpet extraction cleaning (5910 sq. ft.) \$\_\_\_\_\_
  - ✓ Strip and wax V.C.T. tile floors in kitchen – 5 coats of wax (259 sq. ft.)  
\$\_\_\_\_\_

### 3. Cleaning schedule for Police Building:

- **Twice a week cleaning – Wednesday and Saturday**
  - ✓ Vacuum carpet in hallway, foyer areas, traffic school room, Judge's room, Court room, lunch room, main office, all offices along the hallway and Patrol room
  - ✓ Dust counter tops of the podium used by the judge and bailiff
  - ✓ Clean and polish drinking fountains
  - ✓ Sweep entrance approaches
  - ✓ All entry doors glass cleaned on both sides
  - ✓ Empty all garbage cans and replace liners as needed
  - ✓ Glass doors cleaned, as needed
- **Once a week cleaning – Saturday**
  - ✓ Clean table, counter and sink in kitchen
- **Once a month cleaning**
  - ✓ Clean foyer glass
- **Twice a year cleaning – April and October**
  - ✓ Clean windows inside and out (Charge for window cleaning must be included in the monthly Service charge for each building)
- **Once a year cleaning – July (Separate quote for each item)**
  - ✓ Deep clean walls \$\_\_\_\_\_
  - ✓ Clean and dust window blinds (Number of blinds and sizes listed\*)  
\$\_\_\_\_\_
  - ✓ Hot water carpet extraction cleaning (5315 sq. ft.) \$\_\_\_\_\_

### 4. Cleaning schedule for North View Senior Center

- **Twice weekly cleaning – Wednesday and Saturday**
  - ✓ Vacuum all carpeted areas; with special attention to public traffic areas
  - ✓ Spot clean carpet (beverage spills, etc.) and remove gum; with special attention directly outside of kitchen
  - ✓ All entry door glass cleaned on both sides
  - ✓ All garbage emptied and liners replaced as needed
  - ✓ Spot clean walls, switches, door facings, and tables in multi-purpose room

- ✓ Clean and polish drinking fountain
- ✓ Return furniture to neat and orderly positions
- ✓ Kitchen Floors and All V.C.T. tile floors swept and spot mopped
- ✓ Sweep entrance approaches
- **Monthly Cleaning**
  - ✓ Dust picture frames
  - ✓ Brush down or vacuum wall and ceiling vents
  - ✓ Clean and polish executive furniture
  - ✓ Dust all inside window sills
  - ✓ Dust all high dusting areas
  - ✓ Damp wipe door jams
  - ✓ Wood floor swept and mopped (using special cleaner for wood floors)
  - ✓ All V.C.T. tile swept and mopped
- **Twice a year cleaning – May and October**
  - ✓ All windows cleaned inside and out (Charge for window cleaning must be included in the monthly service charge for each building)
- **Once a year cleaning – July (Separate quotes for each item)**
  - ✓ Deep clean walls \$\_\_\_\_\_
  - ✓ Clean and dust window blinds (Number of blinds and sizes listed\*)  
\$\_\_\_\_\_
  - ✓ Hot water carpet extraction cleaning (3261 sq. ft.) \$\_\_\_\_\_
  - ✓ Strip and wax V.C.T. all tile floors – 5 coats of wax (2589 sq. ft.) \$\_\_\_\_\_

**5. Cleaning schedule for Public Works Building:**

- **Twice a week cleaning – Wednesday and Saturday**
  - ✓ Vacuum carpet in offices on the west and east side of the building (5) and conference room.
  - ✓ Clean and polish drinking fountains
  - ✓ Sweep entrance approaches
  - ✓ All entry doors glass cleaned; both sides
  - ✓ All hard surface floors swept and spot mopped
- **Once a week cleaning – Saturday**
  - ✓ Clean table and counter in kitchen
  - ✓ Clean glass doors & windows
  - ✓ Clean Washer/dryer room and do floor
- **Once a month cleaning**
  - ✓ Clean foyer glass
- **Twice a year cleaning – April and October**
  - ✓ Clean windows inside and out. (Charge for window cleaning must be included in the monthly Service charge for each building)
- **Once a year cleaning – July (Separate quotes for each item)**
  - ✓ Deep clean walls \$\_\_\_\_\_
  - ✓ Clean and dust window blinds (Number of blinds and sizes listed\*)  
\$\_\_\_\_\_
  - ✓ Hot water carpet extraction cleaning (1,692 sq. ft.) \$\_\_\_\_\_
  - ✓ Deep clean all hard surface floors in building (2,344 sq. ft.)  
\$\_\_\_\_\_
  - ✓ Good sealing on the concrete

## 6. Restroom Cleaning for all Buildings:

- **Twice a week – Wednesday and Saturday**
  - ✓ Empty and wipe out all waste paper receptacles
  - ✓ Polish all metal and mirrors
  - ✓ Clean and polish all dispensers
  - ✓ Clean and disinfect washbasins, toilet bowls, and urinals with a UL listed disinfectant
  - ✓ Spot clean walls around washbasins
  - ✓ Sweep and mop all lavatory floors with a UL listed disinfectant
  - ✓ Refill soap, towel, and tissue containers
  - ✓ Men's bathroom in Police bldg. need urinal cakes used to keep water flowing
- **Weekly cleaning – Saturday**
  - ✓ Brush down vents
  - ✓ Wash down ceramic tile walls and toilet compartment partitions
  - ✓ Pour clean water down floor drains to prevent sewer gasses
- **Twice a year cleaning – May and October**
  - ✓ Deep clean restrooms; power scrub floors
  - ✓ Clean all walls, top to bottom
  - ✓ Clean all partitions, top to bottom

### \*Blind Information for once a year cleaning:

- **Administration Offices**
  - ✓ 20 each – 2' X 5'
  - ✓ 12 each – 2.5' X 6.5'
  - ✓ 4 each - 4' x 7'
  - ✓ 2 each - 4' x 6.5'
  - ✓ 1 each – 2.5' X 7'
  - ✓ 1 each – 4' X 4'
  - ✓ 1 each – 6' X 4'
  - ✓ 1 each – 5' X 5'
- **Parks & Recreation Building**
  - ✓ 6 each – 4' X 3.5'
  - ✓ 5 each – 2' X 3.5'
  - ✓ 2 each – 3.5' X 4'
  - ✓ 1 each – 3.5' X 3.5'
  - ✓ 1 each – 2' x 8.5'
  - ✓ 1 each – 7.5' X 4.5'
  - ✓ 1 each – 2' X 9.5'
  - ✓ 1 each – 6.6' X 7.5'
  - ✓ 1 each – 4.5' X 8'
- **North Ogden Senior Center**
  - ✓ 12 each – 19" X 59"
  - ✓ 11 each – 47" X 68"
- **Public Works Building**
  - ✓ 10 each – 4' X 6'
  - ✓ 1 each – 3' X 4'

**CLEANING SERVICE BID PROPOSAL FOR NORTH OGDEN CITY FACILITIES:**

North Ogden Municipal Building  
505 East 2600 North  
North Ogden, Utah 84414  
Contact: [insert project manager]  
Phone: [insert contact direct number]

**Monthly service charge of \$\_\_\_\_\_ ; Yearly service charge of \$\_\_\_\_\_**

North Ogden Police and Justice Court Building  
515 East 2600 North  
North Ogden, Utah 84414  
Contact: [insert contact person name]  
Phone: [insert contact direct number]

**Monthly service charge of \$\_\_\_\_\_ ; Yearly service charge of \$\_\_\_\_\_**

North Ogden Parks and Recreation Center  
2705 North 550 East  
North Ogden, Utah 84414  
Contact: [insert contact person name]  
Phone: [insert contact direct number]

**Monthly service charge of \$\_\_\_\_\_ ; Yearly service charge of \$\_\_\_\_\_**

North View Senior Center  
485 East 2550 North  
North Ogden, Utah 84414  
Contact: [insert contact person name]  
Phone: [insert contact direct number]

**Monthly service charge of \$\_\_\_\_\_ ; Yearly service charge of \$\_\_\_\_\_**

**Yearly total of \$\_\_\_\_\_ for all services**

North Ogden Public Works Building  
165 East Lomond View Drive  
North Ogden, Utah 84414  
Contact: Shelly Robison  
Phone: (801) 782-5268

**Monthly service charge of \$\_\_\_\_\_ ; Yearly service charge of \$\_\_\_\_\_**

**Yearly total of \$\_\_\_\_\_ for all services**