



**REQUEST FOR QUOTES
FOR
JANITORIAL SERVICES**

Issue Date: **August 1, 2023**

Quotes Due: **August 25, 2023 4:30 p.m. PST**

Send Quotes to (3
hardcopies) Melissa Procop City of
Streetsboro
Mayor's Office 9184 State Route 43
Streetsboro, OH 44241

Mark Envelope: RFQ Janitorial Services

Contact Person: Melissa Procop, Executive Assistant to the Mayor
(330) 626-4942
mprocop@cityofstreetsboro.com

BACKGROUND

The City of Streetsboro, Ohio is located in Western Portage County.

The City is considering opportunities to enhance and maintain immaculate and presentable City Hall, Service and Police Departments.

PROJECT INTRODUCTION

The City of Streetsboro ("City") is soliciting quotes from qualified contractors to provide various janitorial services for the following areas:

1. Streetsboro City Hall and Finance Department
2. Streetsboro Service Department
3. Streetsboro Police Department

The successful Service Contractor ("Contractor") shall take full responsibility for all aspects of janitorial services as generally and minimally set forth in this Request for Quotes ("RFQ").

Contractors must demonstrate capacity to deliver high-quality service and strategy to maximize available resources. The City takes great pride in the care and upkeep of its public facilities.

The City intends to award a three (3)-year contract, starting October 15, 2023, with two (2) one- year extension options. The City further intends to amend the contract to include the new Streetsboro Community Center which is currently under construction. The Community Center, per the design specifications, is a 7500 square foot building. The scope of work for cleaning services at the new Community Center will be disclosed upon completion of the building.

SCOPE OF WORK

The following Scope of Work outlines the required tasks the Contractor is expected to perform and include in their quotes. Contractor shall perform all services provisioned under the contract in a skillful and competent manner.

It is understood that the selected Contractor will furnish all necessary cleaning supplies, tools, equipment, etc. for the completion of work in a timely and organized manner. The Contractor will not disturb papers or personal items left on desks and table tops.

All cleaning services, unless otherwise approved, must be conducted after 4:30pm, with the exception of confidential offices which can be cleaned on a mutually agreed upon day and time during office hours of 8am-4:30pm Monday through Friday.

The Contractor shall provide the City with monthly invoices upon the completion of services.

Company:

**City of Streetsboro City Hall and Finance
Department**

Phone:

(330) 626-4942

Contact:

Melissa Procop

**Address where service will be
performed:**

555 Frost Rd
Streetsboro, OH 44241

Total Cleanable Area:

10,000 square feet

A walkthrough of the facility will be available upon request

Areas to be cleaned:

*Computer/ Server

*Conference

*Copy

*Room Council

* Room

*Room/ Area

* Council Chamber

*Entrance/ Foyer

*Executive

*File Room/ Area

*General Offices

*Offices

*Kitchen Areas

*Kitchenette

*Hallways

*Restrooms

*Private Offices

**Services included At City Hall and Finance Department:
Dusting and Disinfecting**

INCLUDED TASKS	FREQUENCY
Internal Glass or Mirrors – Spot Clean Spot clean internal partition glass to remove smudges and fingerprints.	1x per week
Damp Wipe and Disinfect Surfaces – Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window sills.	5x per week
Damp Wipe and Disinfect Clean and disinfect light switches and door knobs. Clean both sides of main entrance glass doors.	5x per week
Damp Wipe and Disinfect Telephones Damp wipe and disinfect desktop telephones.	5x per week
Damp Wipe and disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior of drinking fountains and water coolers.	5x per week
Dusting Clean items such as ceiling vents, light fixtures, window sills and corners not cleaned as part of normal day to day cleaning. Clean items near floor, such as vents, corners, outlets, baseboards, etc.	1x per month
Vacuum Furnishings or Wet Wipe Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil.	1 x per month
Dust Vertical or Horizontal Blinds Clean vertical or horizontal blinds, to remove dust and visible soil.	1x per month

Carpet and Floor Care

INCLUDED TASKS	FREQUENCY
Wall-to-Wall Vacuum Carpet – Detail Clean Vacuum accessible carpeted areas	2x per week
Wall-to-Wall Vacuum Carpet• Detail Clean Detail vacuum accessible carpeted areas	1x per week
Wall-to-Wall Vacuum Dust and Mop Floors Dry and Damp mop hard surface floors	5x per week

Trash

INCLUDED TASKS	FREQUENCY
<p>Empty Cans and Remove Trash Empty trash that is contained in trash cans, in an area designated specifically for trash, or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: any item that is in trash cans designated trash areas, or clearly labeled as trash will be considered trash regardless of the content</p>	5x per week

Kitchen Areas

INCLUDED TASKS	FREQUENCY
<p>Damp Wipe and Disinfect Counters, Tables and Sinks – Detail Clean Thoroughly damp wipe and disinfect counters, tables and sinks.</p>	5x per week
<p>Damp Wipe and Disinfect Refrigerator – Spot Clean Spot clean exterior of refrigerator to remove smudges and fingerprints.</p>	5x per week
<p>Empty Cans and Remove Trash Empty trash that is contained in trash cans, in an area designated specifically for trash, or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: any item that is in trash cans, designated trash areas. Or clearly labeled as trash will be considered trash regardless of the content</p>	5x per week
<p>Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect inside and outside of microwave</p>	5x per week
<p>Damp Mop Hard Surface Floors – Detail Clean Dry and Damp mop hard surface floors</p>	5x per week

Restroom Service

INCLUDED TASKS	FREQUENCY
<p>Clean and Disinfect Restrooms Restroom Fixtures: Clean and polish dispensers and fixtures. Clean and disinfect wash basins, toilets, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions to remove visible soils. Restroom Floors: Mop all floors with disinfecting floor cleaner. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels. Toilet tissue. Hand soap. Liners. Restroom Trash Removal: Empty trash cans. Replace liners. Spot clean receptacles as needed and take trash to designated area.</p>	5x per week

Closing Tasks

INCLUDED TASKS	FREQUENCY
Clean and organize cleaning closet	5x per week
Turn off lights as instructed	5x per week.
Lock doors and windows as Instructed	5x per week
Set alarms as instructed	5x per wed.

Company: City of Streetsboro Service Department
Phone: (330) 626-2856
Contact: Melissa Procop
Email:
Address where service will be performed: 2094 State Route 303
Streetsboro, OH 44241
Frequency of Regular Sen-ice: 5x per week
Total Cleanable Area: 1,348 square feet

A walkthrough of the facility will be available upon request

Areas to be cleaned at the Service Department

- *Hallways
- *Restrooms
- *Lunch Room
- *Kitchen
- *Offices

Exclude:

Garage

Services included at the Service Department

Dusting and Disinfecting

INCLUDED TASKS	FREQUENCY
<p>Internal Glass or Mirrors - Spot Clean Spot clean Internal partition glass to remove smudges and fingerprints.</p>	5x per week
<p>Damp Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.</p>	2x per week
<p>Damp Wipe and Disinfect Clean and disinfect light switches and door knobs. Clean both sides of main entrance glass doors.</p>	2x per week
<p>Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.</p>	2x per week
<p>Damp Wipe and Disinfect Telephones Damp wipe and disinfect desktop telephones.</p>	2x per week
<p>Damp Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior of drinking fountains and water coolers.</p>	2x per week
<p>Dusting Clean items such as ceiling vents, light fixtures, window sills and corners not cleaned as part of normal cleaning and items near floor such as vents, corners, outlets, baseboards, etc.</p>	1x per month
<p>Vacuum Furnishings or Wet Wipe Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil.</p>	1x per month
<p>Dust Vertical or Horizontal Blinds Clean vertical or horizontal blinds, to remove dust and visible soil.</p>	1x per month

Carpet and Flooring

<p>Wall-to-Wall Vacuum Carpet Detail/vacuum accessible carpeted areas.</p>	2x per week
<p>Wall-to-Wall Vacuum or Dust Mop Hard Surface Floors Dry and damp mop hard surface floors.</p>	5x per week

Trash

INCLUDED TASKS	FREQUENCY
Empty Cans and Remove Trash Empty trash that is contained in trash cans, in an area designated specifically for trash, or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: Any item that is in trash cans, designated trash areas, or clearly labeled as trash will be considered trash regardless of content.	5x per week

Kitchen Areas

INCLUDED TASKS	FREQUENCY
Damp Wipe and Disinfect Counters, Tables and Sinks - Detail Clean Thoroughly damp wipe and disinfect counters, tables and sinks.	5x per week
Damp Wipe and Disinfect Refrigerator - Spot Clean Spot clean exterior of refrigerator to remove smudges and fingerprints.	5x per week
Empty Cans and Remove Trash Empty trash that is contained in trash cans, in an area designated specifically for trash or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: any item that is in trash cans, designated trash areas, or clearly labeled as trash will be considered trash regardless of content.	5x per week
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect inside and outside of microwave.	1x per week

Restroom Service

INCLUDED TASKS	FREQUENCY
<p>Clean and Disinfect Restrooms</p> <p>Restroom Fixtures: Clean and polish dispensers and fixtures. Clean and disinfect wash basins, toilets, urinals and counter tops.</p> <p>Restroom Walls: Clean accessible walls and toilet partitions to remove visible soil.</p> <p>Restroom Floors: Mop all floors.</p> <p>Restroom Mirrors: Polish all chrome and mirrors.</p> <p>Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap and liners.</p> <p>Restroom Trash Removal: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.</p>	<p>I</p> <p>5x per week</p>

Closing Tasks

INCLUDED TASKS	FREQUENCY
Clean and organize the janitor closet.	5x per week
Turn off lights as instructed.	5x per week
Lock doors and windows as Instructed.	5x per week
Set alarms as instructed.	5x per week

Company City of Streetsboro Police Department
Phone: (330) 626-4976
Contact: Melissa Procop

Address where service will be performed: 2080 State Route SR 303
STREETSBORO, OH 44241

Frequency of Regular 5x per week

Service: Total Cleanable Area: 11.361 square feet

A walkthrough of the facility will be available upon request

Areas to be included at the Police Department:

*Administration Offices (1XPer Week)	*Break Room	*Cells
*Computer/Server Room	*Conference Room	*Copy Room/Area
*Elevator Cabs	*Entrance/Foyer	*Executive Offices
*File Room/Area	*Workout Room	*Hallways
*General Offices	*Restrooms	*Lobby/Reception
*Locker Room	*Garage Floors swept (1Xper week)	

Excluded:

*Occupied Cells
*Storage/Evidence Area

Services to be completed at the Police Station:

Dusting and Disinfecting

INCLUDED TASKS	FREQUENCY
<p>Internal Glass or Mirrors Spot Clean Spot clean internal partition glass to remove smudges and fingerprints.</p>	5x per week
<p>Damp Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.</p>	2x per week
<p>Damp Wipe and Disinfect Clean and disinfect areas such as light switches and door knobs. Clean both sides of main entrance glass doors.</p>	5x per week
<p>Damp Wipe and Disinfect Telephones Damp wipe and disinfect desktop telephones.</p>	2xper week
<p>Damp Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior of drinking fountains and water coolers.</p>	5x per week
<p>Dusting Clean items such as ceiling vents, light fixtures, window sills and corners not cleaned as part of normal wiping; and items near floor, such as vents, corners, outlets, baseboards, etc.</p>	1x per month
<p>Vacuum Furnishings or Wet Wipe Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil.</p>	1x per month
<p>Dust Vertical or Horizontal Blinds Clean vertical or horizontal blinds, to remove dust and visible soil.</p>	1x per month

Carpet and Floor Care

INCLUDED TASKS	FREQUENCY
<p>Vacuum Carpet - Spot Clean Spot vacuum visible soil from carpets on days when wall-to-wall vacuuming is not scheduled.</p>	1x per week
<p>Wall-to-Wall Vacuum Carpet - Detail Clean Detail vacuum accessible carpeted areas</p>	2x per week
<p>Wall-to-Wall Vacuum Carpet - Detail Clean Detail: vacuum accessible carpeted areas</p>	1x per week-.
<p>Wall-to-Wall Vacuum or Dust Mop Hard Surface Floors Dry and Damp mop hard surface floors</p>	5x per week-.

Trash

INCLUDED TASKS	FREQUENCY
<p>Empty Cans and Remove Trash Empty trash that is contained in trash cans in an area designated specifically for trash or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: An item that is in trash cans, designated trash areas, or clearly labeled as trash will be considered trash</p>	5x per week

Kitchen Areas

INCLUDED TASKS	FREQUENCY
<p>Damp Wipe and Disinfect Counters, Tables and Sinks -Detail Clean Thoroughly damp wipe and disinfect counters, tables and sinks.</p>	5x per week
<p>Damp Wipe and Disinfect Refrigerator - Spot Clean Spot clean exterior of refrigerator to remove smudges and fingerprints.</p>	2x per week
<p>Empty Cans and Remove Trash Empty trash that is contained in trash cans, in an area designated specifically for trash, or clearly labeled as trash and transport to customer's trash removal or storage area. Replace liners, spot clean receptacles as needed and take trash to designated area on customer premises. Please note: Any item that is in trash cans, designated trash areas, or clearly labeled as trash will be considered trash regardless of the content.</p>	5x per week
<p>Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect inside and outside of microwave.</p>	5x per week
<p>Damp Mop Hard Surface Floors - Detail Clean Dry and Damp mop hard surface floors.</p>	5x per week

Restroom Service

INCLUDED TASKS	FREQUENCY
<p>Clean and Disinfect Restrooms</p> <p>Restroom Fixtures: Clean and polish dispensers and fixtures. Clean and disinfect toilet, wash basins, urinals and counter tops.</p> <p>Restroom Walls: Clean accessible walls and toilet partitions to remove visible soil.</p> <p>Restroom Floors: Mop all floors</p> <p>Restroom Mirrors: Polish all chrome and mirrors.</p> <p>Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners</p> <p>Restroom Trash Removal: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.</p>	5x per week

Closing: Tasks

INCLUDED TASKS	FREQUENCY
Clean and organize the janitor closet.	5x per week
Turn off lights as instructed.	5x per week
Lock doors and windows as instructed.	5x per week
Set Alarms where needed.	5X per week

MINIMUM CONTRACTOR REQUIREMENTS

All contractors must:

1. Have no record of unsatisfactory performance. Contractors who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the reasonable control of the Contractor, shall be presumed to be unable to meet this requirement.
2. Have the ability to maintain adequate files and records.
3. Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
4. Meet other participation requirements necessary for the project.

In addition to the requirements stated above, the Contractor shall comply with the following:

LIABILITY AND INSURANCE

The Contractor shall not commence work under the contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the city, nor shall the Contractor allow any subcontractor to commence work on a subcontract until a similar insurance required for coverage of the subcontractor has been so obtained and approved by the city. The Contractor agrees to maintain Comprehensive General Liability and Comprehensive Automobile Insurance covering all operations directly or indirectly incident to the work under the contract whether such operations are by the Contractor or by any subcontractor or by anyone directly or indirectly employed by either of them. The Contractor shall obtain and pay for the following types of insurance:

1. **Comprehensive General Liability Insurance** to include premises, operations, contractual liability and personal injury liability with at least the following combined single limit of liability:
 - A. Primary Bodily Injury, Liability limits of at least \$1,000,000 per occurrence:
 - B. Primary Property Damage Liability limits of at least \$1,000,000 per occurrence.
2. **Vehicle Insurance** to include owned, hired and non-owned vehicles with at least the following combined single limits of liability
 - A. Primary Bodily Injury Liability limits of at least \$1,000,000 per occurrence:
 - B. Primary Property Damage Liability limits of at least \$1,000,000 per occurrence.
 - C. Uninsured Motorists. Medical Payments and Collision and Comprehensive Physical Damage Insurance covering the actual cash value of each vehicle.

Any deductible will be the responsibility of the Contractor. Insurance is to be placed with insurers which are "admitted" in the State of Ohio and have a current A.M. Best's rating of no less than VII unless otherwise acceptable by the City All policies are to be provided the City with thirty (30) days advanced notice of cancellation or non-renewal with the exception of cancellation for non-payment of premium which shall be ten (10) days. Contractor shall supply certificates of insurance evidencing the required coverage and shall furnish renewal certificates thirty (30) days prior to the renewal date. Failure of the City to request certificates does not relieve the Contractor from the obligation to maintain the required insurance.

Worker's Compensation Insurance shall be maintained by the Contractor as required by law.

3. Prior to commencement thereof and except for Worker's Compensation and Employer's Liability Insurance, the successful bidder shall furnish a complete copy of each insurance policy and a Certificate of Insurance thereof to the City of Streetsboro, which shall certify that the Contractor's insurance policy provides as follows:
 - A. The City its employees, agents and officers shall be named as an additional insured on all insurance with respect to performance hereunder.
 - B. The coverage shall be primary as to any other insurance with respect to performance hereunder.
 - C. Such policies shall provide that they may not be cancelled without at least a 30-day written notice to the City.

II INDEMNIFICATION

The Contractor shall indemnify protect defend and hold harmless the City, and any and all of its employees, officials and agent; from and against any liability including liability for claims, suits, actions, arbitration proceedings administrative proceedings regulatory proceedings losses expenses or costs of any kind whether actual, alleged or threatened including attorney's fees and costs court costs, interest, defense cost and expert witness fees, where the same arise out of, are a consequence of or are in any way attributable to, in whole or in part, the performance of the contract by Contractor or by an individual or entity for, which Contractor is legally liable including but not limited to officers, agents, employees or subcontractors of Contractor.

SUBMITTAL REQUIREMENTS

Prospective contractors interested in this RFQ shall submit three (3) hardcopies of a proposal that includes the following:

1. A cover letter signed by an authorized official stating the proposal presents a firm offer for a 120-day period.
2. An overview and statement of qualifications of the contractor's firm and proposed subcontractors, if any.

An organizational chart for the Project Team, identifying the Project Manager who will meet with City staff on a quarterly basis and key work staff.

3. A detailed work plan, quality control program and any value-added services to be provided.
4. A reference list of similar contracts that the contractor is currently servicing or has completed in the last five years, If a subcontractor is proposed, two to three similar qualifications and references must be provided.
5. The proposed fee schedule for janitorial services for each building and area. The fee proposal shall indicate the total fee for the work, described in the contractor services proposal. The total fee must be itemized by task, including contractor staff time and hourly rates, and other direct costs. The fee proposal shall be signed by an individual authorized to bind the contracting firm.

SELECTION CRITERIA AND PROCESS

A review committee will evaluate all quotes that meet the submittal requirements. Contractors will be selected based on professional qualifications and demonstrated competence, according to the responses to information required, as follows:

1. Evaluation of approach
2. Firms past experience on projects of similar size and scope
3. Proposed organizational structure and key staff
4. Completeness of proposal and adherence of requirements

Failure to meet requirements of the RFQ is cause for rejection. If you would like a walkthrough of any facility prior to submission of your RFQ, please contact Melissa Procop at the Mayor's Office, at 33-626-4942. City staff will review all quotes. An interview panel may be formed to interview the most qualified respondents. Based on these evaluations a recommendation shall be made to City council for final decision.

PROPOSED TIMELINE

*Release of RFQ	August 1, 2023
*Responses Due	August 25, 2023
*Interviews	August 29, 2023
*City Council to Award Contract	September 25, 2023
*Contract Date	October 23, 2023

GENERAL CONDITIONS

1. The City shall not be liable for any pre contractual expenses incurred by a contractor, nor shall any contractor include such expenses as part of the proposed cost, pre-contractual expenses, include any expense incurred by a proposal and negotiating any terms with the City.
2. The City reserves the right to modify the scope of this **RFQ**, to reject all submissions or to request and obtain from one or more contractor's submitting quotes supplementary information as may be necessary for the city to make selection. The information may be requested from a contractor individually, or from all prospective contractors simultaneously.
3. Quotes may, at the City's option, be rejected if they are incomplete, or contain errors or irregularities of any kind. The City reserves the right to reject any and all quotes. The City expressly reserves the right to postpone submittal opening for its own convenience and to reject any and all submittals responding to this RFQ.
4. The selected contractor will be required to comply with all laws, ordinances, rules and regulations of the federal and state governments, the County of Portage, the City of Streetsboro and all governing bodies having jurisdiction applying to work done under the agreement.
5. The City reserves the right to negotiate special requirements and proposed service levels using the selected proposal as a basis. Compensation for services will be negotiated with the selected contractor.
6. All responses to this RFQ shall become the property of the City, and will be retained or disposed of according.
7. No proposal amendments, additions or alternates shall be accepted alter the submission date and time.

8. All documents, records, designs, and specifications developed by the selected contractor in the course of providing services for the City shall be property of the City. Anything considered to be proprietary should be so designated by the contractor.
9. Acceptance by the City of any proposal submitted pursuant to this RFQ shall not constitute any implied intent to enter into a contract for services.
10. The City reserve the right to issue written notice to all participating contractors of any change in the proposal submission schedule should the City determine, in its sole discretion that such changes are necessary.