

Request for Proposals
Commercial Cleaning Services



Prepared by:

Hardin County Water District No. 1
1400 Rogersville Road
Radcliff, KY 40160
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www.HCWD.com

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REQUEST FOR PROPOSALS

Commercial Cleaning Services

Sealed proposals will be received by the Hardin County Water District No. 1 ("District"), 1400 Rogersville Road, Radcliff, Kentucky 40160 until **Friday, December 4th at 2 PM** for Commercial Cleaning Services. The work will generally consist of performing all custodial services per specifications at the District Service Center in Radcliff as well as the Distribution Office on Ft. Knox. Complete RFP documents may be picked up at the District offices, or downloaded from the website www.HCWD.com under "Bid Information". All proposals must be in a sealed envelope marked "**Commercial Cleaning Services**". Electronic proposals in the form of Facsimile or email will be accepted per District instructions. The District invites any qualified firm to submit a proposal and does not discriminate on the basis of race, creed, color, sex or national origin. Small Businesses or sub-categories of small businesses are encouraged to submit a proposal. For any additional information regarding this project please contact Ms. Andrea Palmer at 270-351-3222 ext. 221 or by email at apalmer@hcwd.com.

Request for Proposal Custodial Cleaning Services

Hardin County Water District No. 1

I. GENERAL:

A. Scope:

- i. The work involved consists of performing all Custodial Services at the District's main office building ("Service Center") located at 1400 Rogersville Rd. in Radcliff as well as monthly custodial services at the Distribution Office ("Distribution Office") located at 7201 South Carolina Street on Fort Knox. The District is interested in contracting with a professional cleaning service ("Contractor") to provide services listed herein.
- ii. The Service Center contains approximately 8,335 square feet and would require services as listed in Section IV.A of this Request for Proposals (RFP). The Distribution Building is approximately 2,700 square feet and would require services as listed in Section IV.B of this RFP.
- iii. The Contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the custodial services as described in the specifications herein. The required result is to maintain the District offices in such a manner as to provide a clean, healthy and safe facility for its customers and employees.

B. Agreement:

- i. The award of the contract will be based on criteria such as the proposed fee, prior experience, and capacity to carry out the work.
- ii. The District intends to sign an agreement and pay a monthly fee for services as proposed.
 - a. Payments shall be proportionally reduced in the event of non-performance, such as failure to perform services as agreed or damage to District property.
 - b. Additional services priced "as needed" will be included in the following payment and should be invoiced in this manner.
 - c. All costs for insurance, supplies, equipment, employee benefits, etc. must be incorporated into price quoted for this service. Such costs may not be billed separately.
- iii. The agreement shall be for one (1) year with renewable one (1) year terms.

C. Insurance:

- i. The Contractor will be required to provide proof of GENERAL LIABILITY INSURANCE, sufficient to cover any personal injury, bodily injury, and destruction of property at a minimum of One Million Dollars (\$1,000,000) per loss.
- ii. The Contractor will be required to provide proof of WORKERS COMPENSATION INSURANCE including occupational disease provisions in the amount of One Million Dollars (\$1,000,000) per loss.
- iii. The Contractor will be required to provide proof of a FIDELITY BOND for all of the Contractor's employees. This coverage shall include employee dishonesty, money and securities. Each employee shall be bonded with a minimum amount of Twenty Five Thousand Dollars (\$25,000) per loss.

II. REQUIREMENTS:

- A. Emergency name and phone numbers of key custodial personnel shall be posted in the custodial closet. It shall be mutually understood and agreed that no person, other than the authorized employees of the District or the Contractor, will be allowed to enter the premises during the period cleaning services are being performed. Keys to the building, when placed in the Contractor's custody, will be accounted for at all times. All keys shall be returned upon termination of contract before final payment is made. Should the keys become lost for any reasons due to the acts of the Contractor or its employees, the Contractor will be responsible for all locks being rekeyed.
- B. The Contractor is responsible for keeping all business contact information maintained by the District up to date and accurate.
- C. The Contractor shall take special precaution to place vehicles, equipment, supplies and chemicals in a way that will not interfere or block District operations.
- D. The Contractor will be responsible for removal of all debris and waste or other material generated by their work. This material shall be removed to the dumpster on site and the cost of said removal shall be included in all fees and prices proposed herein. All disposals must be in accordance with local and state laws and the Contractor is assumed to agree not to illegally dump any waste removed from District site.
- E. The Contractor is responsible for repair, replacement or clean-up as necessary due to carelessness or negligence on the part of the Contractor or his/her employees.
- F. The District reserves the right to use CCTV security cameras throughout the building to monitor and record all activities of Contractor and their employees.
- G. Quality Assurance Plan – The Contractor must submit a Quality Assurance Plan with their proposal, which shall include plans for self-evaluation, and deficiency correction. The Contract shall not begin work under this contract until the Quality Assurance Plan, incorporating any changes required, has been approved by the District.
- H. The District will maintain a "hot sheet" comprised of complaints, problems or concerns. The hot sheet will be provided to the Contractor at the beginning of each day and will outline the areas needing special attention. These tasks are to be completed within 8 hours. If the District notifies the Contractor of unacceptable work or supervision, the Contractor has seven (7) days to respond. If the same issues recur more than three (3) times, the District may terminate the contract.
- I. Minimum Equipment Required – Contractor must have the equipment and staff to adequately perform the specified services, and in the event of mechanical breakdown, will be expected to provide backup service so that custodial services are performed as requested.
- J. Health and Safety
 - i. The Contractor will be required to:
 - a. Take all reasonable steps and precautions to prevent accidents and to preserve health and safety of visitors, Contractor personnel, and District personnel performing duties associated with this contract.
 - b. Take all reasonable precautions to prevent the release of hazardous chemicals into the environment.
 - c. Take such additional precautions as the District may reasonably require for health, safety, and environmental protection.
 - ii. Any violation of these Health and Safety rules may be grounds for termination

- K. In all instances where District property or equipment is damaged, the Contractor shall submit to the District a full report of the facts and extent of such damage within 48 hours.
- L. The Contractor shall comply with the State of Kentucky, OSHA, Worker's Compensation and other regulatory agencies for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the District within 48 hours and a full written report within 7 day of the occurrence.
- M. Building lock up
 - i. The Contractor must secure the building each night when leaving. Lock up procedures consist of:
 - a. Turn off all restroom exhaust fans.
 - b. Turn off all lights.
 - c. Return doors to the state they were found in – close nay doors that were propped for cleaning purposes, and reopen any doors that were closed for cleaning purposes.
 - d. Check and lock all entrance ways.
 - e. Clean and organize Custodian's closet.
- N. Confidentiality – Contractor shall be bound to confidentiality of any information its employees may become aware of during the course of performance of contracted tasks. Any breach of confidentiality may constitute grounds for cancellation of the contract.
- O. All persons working at the Fort Knox Distribution Building will be required to submit to, and pass, a background check before they are granted access to the installation.

III. EQUIPMENT AND SUPPLIES:

- A. The Contractor must furnish all cleaning supplies.
- B. The Contractor must furnish all power equipment such as floor machines, vacuums, carpet cleaners, etc. and all other equipment.
- C. The Contractor must supply all cleaners, finishers, etc. for the treatment of various types of flooring and carpeting. Use only such materials as are recommended and approved by the District or his designee and the flooring manufacturer.
- D. The Contractor shall be responsible for proper storage, application, disposal and safeguarding of all hazardous chemicals used in their business and shall also be responsible to comply with all applicable laws referring to such chemicals. The District will provide a closet with a mop sink to store equipment and supplies. The Contractor will be held solely responsible for all items stored on District property.
- E. The Contractor's prime responsibility is the protect the owner's property at all times and to use only such materials and treatments as will enhance the appearance of the building and protect surfaces such as countertops and flooring.
- F. The Contractor is required to submit a list of all supplies used by brand name prior to starting any work. The District reserves the right to reject any of these items, in which case a suitable substitute must be furnished.
- G. The District will furnish these replenishable supplies:
 - i. Paper Towels

- ii. Toilet Tissue
- iii. Hand Soap
- iv. Plastic Can Liners

IV. CUSTODIAL SPECIFICATIONS:

- A. Note: These figures are approximate. The Contractor is assumed to have measured and verified before submitting a price proposal. Contractors will have the opportunity to tour and measure each facility on a date and time set by the District.
- B. Service Center located at 1400 Rogersville Rd, in Radcliff
 - i. 3,030 sq. feet of carpet flooring
 - ii. 5,305 sq. feet of tile flooring
 - iii. 5 Restrooms
 - iv. 8 Sinks
 - v. 22 Rooms
 - vi. 37 Garbage Cans
- C. Distribution Office located at 7201 South Carolina St. on Fort Knox
 - i. 2700 sq. feet of laminate flooring
 - ii. 2 Restrooms
 - iii. 4 Sinks
 - iv. 9 Rooms
 - v. 9 Garbage Cans

II. CLEANING TASK FREQUENCIES

- A. Service Center located at 1400 Rogersville Rd, in Radcliff
 - i. Daily:
 - a. Empty Waste Receptacles/Remove Trash: Empty all containers that are provided for the disposal of waste i.e., waste baskets, boxes, etc. into plastic bags, tie off and remove to dumpster. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition.
 - b. Dust: Wipe down all cleared desk and counter top areas and remove any visible dust using a feather or comparable duster.
 - c. Kitchen: Wipe down Kitchen countertops and table tops. Clean stainless steel sink. Spot clean tile floor.
 - d. Vacuum: Thoroughly vacuum all carpeted areas. Prior to vacuuming, broom all edges not reached by vacuum. Move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. The District requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or

equipment that meet these standards be used exclusively in all carpeted areas.

- e. Sweep: Sweep floor and remove spills, obvious soil, dust, gum, tar and other sticky substances from applicable floor areas. All entrance mats shall be cleaned as part of this task.
- f. Clean and Disinfect Drinking Fountains: Thoroughly clean entire exterior surface with approved cleanser. The grain of the stainless steel must be followed at all times. Wipe entire surface with approved disinfectant solution.
- g. Restroom: Re-supply all toilet tissue dispensers, towel dispensers and hand soap dispensers. Clean mirrors, soap dishes, towel and soap dispensers and miscellaneous fixtures
- h. Lobby: Spot clean all lobby glass, including doors and windows (to the limit of reach from floor level) inside and out. If necessary, clean the entire door or window to accomplish clean glass

ii. Weekly:

- a. Wet/Damp Mop: Thoroughly wet/damp mop all non-carpeted areas. Move and wet/damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, printer stands, boxes, etc.). Wipe down baseboards as part of this task. Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Approved proper chemicals at proper dilution must be used at all times. After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
- b. Scrub bathroom floors with approved chemical at approved dilution and clean and disinfect all partitions, stalls, stall doors and wall areas adjacent to wall mounted lavatories, urinals and toilets.
- c. Dusting: Thoroughly dust all surfaces on which dust gathers with approved dust cloth or tool treated with an approved water based dust control chemical.,. Do not disturb work papers.
- d. Floor: Remove all cobwebs and clean baseboards
- e. Lobby: Clean by most appropriate means all lobby furniture

iii. Monthly:

- a. Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth. Also, thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.
- b. Window Hangings: Thoroughly dust or vacuum all window hangings
- c. Vacuum exposed heating outlets

iv. Semi-Annual:

- a. Shampoo or steam clean carpets by commercial methods.
- b. Clean light fixtures

- c. Wash all exterior windows inside and outside – entire building.
- B. Distribution Office located at 7201 South Carolina St. on Fort Knox
- i. Monthly:
 - a. Dusting: Thoroughly dust all surfaces on which dust gathers with approved dust cloth or tool treated with an approved water based dust control chemical, to include window hangings. Do not disturb work papers.
 - b. Wet/Damp Mop: Thoroughly wet/damp mop all floors. Move and wet/damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, printer stands, boxes, etc.). Wipe down baseboards as part of this task. Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Approved proper chemicals at proper dilution must be used at all times. After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
 - c. Vacuum exposed heating outlets
 - d. Clean and Disinfect Drinking Fountains: Thoroughly clean entire exterior surface with approved cleanser. The grain of the stainless steel must be followed at all times. Wipe entire surface with approved disinfectant solution.
 - e. Entryway: Clean and polish all entry glass. Clean by most appropriate means all furniture. Clean with approved stone cleaner granite counter top.
 - f. Kitchen: Spot clean walls, doors, cabinets, tables and chairs, etc. removing all cobwebs, finger prints, smears and stains. Clean with approved stainless steel cleaner all kitchen appliances. Clean with approved stone cleaner granite counter top.
 - g. Restroom: Clean mirrors, soap dishes, towel and soap dispensers and miscellaneous fixtures. Wash entrance doorways, ledges, partition walls, doors, lockers, and floor with germicidal solution.
 - h. Vacuum: Thoroughly vacuum all carpeted areas. Prior to vacuuming, broom all edges not reached by vacuum. Move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. The District requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas.
 - i. Sweep: Sweep floor and remove spills, obvious soil, dust, gum, tar and other sticky substances from applicable floor areas. All entrance mats shall be cleaned as part of this task.
 - ii. Semi-Annual:
 - a. Clean light fixtures
 - b. Wash all exterior windows inside and outside – entire building
 - iii. Emergency clean up/additional services: The District shall assign, as needed, cleanup duties to the Contractor when construction or remodeling has been completed or when an emergency occurs. Cleaning tasks would include: dusting, vacuuming, mopping, carpets extraction, window washing, etc. Payment will be according to the price specified on the pricing sheet.

NOTE: Services requested by the District and performed by the Contractor, which are beyond the scope of this service contract, shall be billed separately at the hourly rate quoted by the Contractor for emergency services/additional services.

- iv. All hazardous conditions, such as burned out lights, loose railings, etc., must be reported by the Contractor to the District.
- v. In the event that Contractor's equipment removes or scuffs paint on District walls or door frames, Contractor will be responsible to either perform or pay for the repair.

III. PAYMENT

- A. Contractor is to submit an invoice for services each calendar month to the District
- B. If for any reason services are not performed as outlined in the specifications, the District shall be credited per day for services not received.
- C. Invoices will be forwarded monthly to the Board of Commissioners at their regularly scheduled monthly meeting.

IV. TERMINATION

The District may cancel the agreement at any time by notifying the company in writing. Any work performed up to the notification date will be paid for as well as any documented proof of materials purchased specifically for and requested by the District prior to termination.



Hardin County Water District No. 1

1400 Rogersville Road
Radcliff, KY.40160

Janitorial Services Proposal Form

Part 1 — Price for daily, weekly, and monthly services for the Service Center only, as outlined in the specifications, section V.A.

Description	Unit Price (Per Month)
Service Center Janitorial Services Contract period of one (1) year.	\$ _____

Part 2 — Price for monthly services for the Fort Knox Distribution Center only, as outlined in the specifications, section V.B.

Description	Unit Price (Per Month)
Fort Knox Distribution Janitorial Services Contract period of one (1) year.	\$ _____

Part 3 — Price for periodic services as outlined in the attached specifications, Section V, for either location. The prices for periodic services are not to be included in the monthly price above. The Contractor is required to submit a separate billing as services are performed. Payment will be issued after services are satisfactorily complete.

Description	Unit Price (Service Center)	Unit Price (Ft. Knox Distribution)
Semi-Annual Service Clean Carpets – Shampoo full contract carpeted area	\$ _____	\$ _____
Semi-Annual Service Clean Light Fixture Lenses	\$ _____	\$ _____
Semi-Annual Service Wash inside and outside of all windows	\$ _____	\$ _____
Hourly Rate for Additional or Emergency Services	\$ _____	\$ _____

ATTACHMENT A

Proposal Certification & Submittal Form

By signing below, the undersigned does hereby agree and certify the following terms, understanding and commitments;

1. That the proposer, including officers, partners or principals, have thoroughly read and understand all sections of the Request for Proposal and that any exceptions or variances requested have been submitted with their proposal, all questions have been asked and answered and that the fee(s) submitted with the proposal assume providing coverage for all risk requirements listed in the Request for Proposal.
2. That all information and answers are correct for all parties to the best of their knowledge, and that should any information be found to be materially incorrect or false, the District may terminate any contract or agreement with the parties.
3. By submitting a proposal, the Proposer agrees to release the District from any liability resulting from the District's disclosure of such materials and the information contained in them.
4. By submitting a proposal, the Proposer also agrees to defend any legal or administrative action seeking release of materials the Proposer believes to be trade secret information and will indemnify and hold harmless the District, its agents and employees from any judgments or damages awarded against any of them in favor of any party requesting the materials, including any costs connected to that defense. If a request is made under Kentucky Statutes for release of any materials submitted by a Proposer that the Proposer deems to be trade secret information, the District will notify the Proposer of such a request, but the District will have no obligation to commence or defend any action to prevent the disclosure of any materials, including materials the Proposer believes to be trade secret information or otherwise confidential.
5. That no member of the proposer's company, its employees, principals or partners have not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a District employee or Commissioner in connection with this proposal and offer.
6. That the undersigned have the authority and approval to submit this proposal and bind their corporation or organization to the terms required in the Request for Proposal and if selected for further consideration will in good faith negotiate with the District to provide additional pricing or cost information, and to enter into an agreement for completion of this project.

Firm Certification:

Signature

Printed Name & Title

Name of Corporation / Company

Witness Signature

Date of Proposal: _____

Contractor's Information Form

Name of Contractor: _____

Signature: _____

(Print name)

Address: _____

Phone Number: () _____

(By signing above, contractor acknowledges that he/she has read and has agreed to all terms.)

Any inquiries should be addressed to:

Ms. Andrea Palmer
1400 Rogersville Road
Radcliff, KY 40160
Phone: (270)351-3222
apalmer@hcwd.com