REQUEST FOR PROPOSAL
CADL Janitorial Services & Supplies
RFP-CADL-2023-O1

PURPOSE OF THE RFP

The Capital Area District Libraries (CADL) requests proposals from qualified Janitorial Vendors to provide complete janitorial services, including equipment and supplies for nine branches of the Capital Area District Libraries. Proposals will be received by email to Michael Moore, Operations Director with Capital Area District Libraries, until September 21, 2023, at 2 PM EST.

The awarded Vendor of this RFP will work with CADL on a contract to begin on 1/2/2024 and end on 12/31/2024 (or up to a week later if ending a pay cycle). If the awarded Vendor's performance is satisfactory, CADL may work with the Vendor to extend the contract.

CAPITAL AREA DISTRICT LIBRARIES BACKGROUND

In 1997, community leaders proposed forming a new district library system, created by combining the existing Ingham County Libraries with the Lansing Public Libraries. Voters agreed to fund the system with tax dollars collected through a district-wide millage. On Jan. 2, 1998, Capital Area District Libraries (CADL) opened its doors.

Millage funds provide materials, staffing, and programs, while cities, townships, and municipalities are responsible for providing and maintaining buildings. Read more about CADL's funding.

Under the leadership of an appointed Board of Trustees, CADL serves most residents in Ingham County and part of Eaton County. With 13 branches and a Mobile Library, our service area includes 23 different municipalities.

Our Mission:
CADL is dedicated to empowering our diverse communities to learn, imagine and connect.

REQUEST FOR PROPOSAL

CADL Contact And Submittal Method

Michael Moore  
Operations Director  
Email: moorem@cadl.org  
Cell: 517-862-4175

The Vendor must submit a complete and signed proposal, including the Bid Submittal Worksheet included in the RFP, via email before the required date and time below.

The email subject line should state RFP-CADL-2023-O1 and the Vendor’s Company Name.
RFP Time Frame

The dates below represent the RFP time frame. If there are any delays, the rest of the dates will be adjusted accordingly. The estimated schedule is as follows:

- Request for Proposal Issued and posted publically to cadl.org: 8/29/2023
- Emailed questions and requests due by 2:00 PM on 9/13/2023
- Addendums/Answers to questions posted to cadl.org by noon on 9/15/2023
- Proposal due to moorem@cadl.org by 2:00 PM on 9/21/2023

There will be no public reading of bids. A bid summary will be provided with the Vendor name, submittal dates and times, and average hourly billing rate, which will be provided to Vendors submitting proposals and others upon written request.

- Selected proposal recommendation to CADL Board 10/11/2023
- Proposal and budget recommendations vote by CADL Board on 10/18/2022
- CADL issues a Notice of Intent to Award a contract by 10/20/2023.

This will be provided to Vendors submitting proposals and others upon written request.

- Vendor to provide a contract for CADL legal review by 11/3/2023.
- CADL Board review will be on 11/15/2023
- CADL sign a contract by 12/1/2023
- Awarded Vendor in place as required beginning 1/2/2024

A Vendor must submit their proposal before the deadline to ensure it is not disqualified.

Proposal Format And Content

CADL discourages overly lengthy and costly proposals; however, for CADL to evaluate proposals fairly and thoroughly, Vendors must follow the format set out in this RFP and provide all information requested below.

Qualified proposals will:

✓ Include an introduction and a brief company history
✓ Discuss the ability to deliver the services required to meet the needs of CADL properly
✓ Discuss the plan to staff and manage employees required to meet the needs of CADL properly
✓ Include contract Average Hourly Billing Rate
✓ Include minimum Hourly Pay Rate for staff
✓ Include a minimum of 3 current references
✓ Include a copy of the Vendor's Michigan Business License(s)
✓ Include proof of Liability Insurance Coverage
✓ Include proof of Worker's Compensations Insurance Coverage
✓ Be signed by a representative authorized to bind the Vendor contractually.
✓ Meet specified RFP submittal dates and processes.

Pre-Proposal Conference

A pre-proposal conference will NOT be held. However, Vendors may submit questions related to this RFP by email to Michael Moore at moorem@cadl.org no later than 2:00 PM on 9/13/2023. All questions and answers will be compiled, sent to requestors, and posted as an addendum to cadl.org by noon on 9/15/2023.
Site Visits

Vendors should visit the nine CADL branches to be able to provide the most accurate proposal. Hours for each branch can be found at cadl.org, and branches will be made aware that Vendors will be in to assess branches during regular library hours*. Please check-in with the main desk.

- The Downtown Lansing Library requires an appointment to visit non-public spaces. Please email Michael Moore at moorem@cadl.org, and Michael or his designee will accompany the Vendor while on site.

- The Mason Library is currently under renovation and requires an appointment to visit non-public spaces. Please email Michael Moore at moorem@cadl.org, and Michael or his designee will accompany the Vendor while on site.

*Questions must be submitted via email, as noted above. No CADL staff outside of Michael Moore are to answer Vendor questions beyond what is stated in this RFP or specific to supply/storage locations within branches. The library staff is accommodating, but please hold all questions and submit them to Michael Moore.

There are also video tours of most branches found at cadl.org by selecting the branch name at the bottom of the main page.

Locations

The following branch libraries, including the estimated square footage of the area, are included as part of this proposal: All libraries will be cleaned during closed hours, preferably after hours. As hours vary by library, visit cadl.org for detailed library hours of operation.

1. Downtown Library, 401 S. Capital Ave, Lansing, 48933 – 70,000 sq. ft. (5 Levels)
2. Okemos Library, 4321 Okemos Rd, Okemos, 48864 – 12,000 sq. ft.
3. South Lansing Library, 3500 S. Cedar St, Lansing, 48910 – 10,000 sq. ft.
5. Mason Library, 145 W. Ash St, Mason, 48854 – 4,900 sq. ft. (3 Levels)
7. Leslie Library, 201 Pennsylvania St, Leslie, 49251 – 3,000 sq. ft.
8. Dansville Library, 1379 E Mason St. Dansville, MI 48819 – 2,450 sq. ft.
9. Foster Library, 200 North Foster Ave., Lansing, 48912 – 2,000 sq. ft. (Basement Level)
    Foster Labs, 1,500 sq. ft. (Main Level 2 Classrooms)

Right Of Rejection

Vendors must comply with all of the terms of the RFP and all applicable local, state, and federal laws, codes, and regulations. The Operations Director may reject any proposal that does not comply with all of the material and substantial terms, conditions, and requirements of the RFP.

Disclosure Of Proposal Contents

All proposals and other material submitted become the property of CADL and may be returned only at the library's option. All proposal information, including detailed price and cost information, beyond what is specifically requested in the RFP will be held in confidence during the evaluation process and before issuing the Notice of Intent to Award.
Authorized Signature

All proposals must be signed by an individual authorized to bind the offeror to the provisions of the RFP. The proposal must remain open and valid for at least ninety (90) days from the opening date.

Amendments To Proposal

Amendments to or withdrawals by an individual of proposals will only be allowed if acceptable requests are received before the deadline for receiving proposals. No modifications or withdrawals will be accepted after the deadline.

Clarification Of Proposal

To determine if a proposal is reasonably susceptible to award, communications by the Operations Director or their designee are permitted with a Vendor to clarify uncertainties or eliminate confusion concerning the proposal's contents. Clarifications may not result in a material or substantive change to the proposal. However, the evaluation by the Operations Director may be adjusted due to clarification under this section.

If there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change and establish a date and time for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

Discussion With Vendor

CADL may conduct discussions with Vendors. The purpose of these discussions will be to ensure a complete understanding of the requirements of the RFP and proposal. Accordingly, discussions will be limited to specific sections of the RFP or proposal identified by the Operations Director.

Discussions will only be held with Vendors who have submitted a proposal deemed reasonably susceptible for award by the Operations Director. Discussions, if held, will be after the initial evaluation of proposals. If modifications are made due to these discussions, they will be put in writing. Following discussions, the Operations Director may set a time for the best and final proposal submissions from those Vendors with whom discussions were held. Proposals may be evaluated after receipt of the best and final proposal submissions.

If a Vendor does not submit a best and final proposal or a notice of withdrawal, the Vendor's immediate previous proposal is considered the Vendor's best and final proposal.

Proposal Binding Period

Prices quoted in the Vendor's response for all labor and materials must be minimally reflective of contract pricing for the 2024 calendar year.

Omissions

Omission in the proposal of any provision described herein shall not be construed as to relieve the Vendor of any responsibility or obligation requisite to the complete and satisfactory delivery, operation, and support of any equipment or services.
Evaluation Of Proposals And Contract Award

CADL will not do a live bid opening. However, CADL will provide a bid summary listing all Vendors soliciting for the contract award, submittal dates and times, and an average hourly billing rate. After review and selection with CADL staff, reference checks will be verified. Pending references, a CADL Board Recommendation will be prepared and submitted per the above timeline, culminating with the award to the Vendor.

CADL reserves the right to award the contract to the Vendor offering the best value for required services, not necessarily the lowest price.

Notice Of Intent To Award

After completing the approval process, the Operations Director will issue a written Notice of Intent to Award to the accepted Vendor. Upon their reception acknowledgment, the Notice of Intent to Award will be provided to the remaining Vendors who correctly submitted proposals and others upon written request.

Contract Discussions And Agreement

This RFP does not obligate CADL to a binding or contractual agreement with the awarded Vendor. Due to the anticipated value of this contract, CADL will seek a legal review along with CADL Board Review to be completed in November 2023. The library's obligation will commence when the Operations and Executive Directors approve and sign a contract.

The library will not be responsible for any work done by the Vendor, even work done in good faith, if it occurs before the contract start date specified on the contract award unless a separate invoiced agreement is arranged, for instance, for updating fixtures or inventorying existing supplies.

Payment & Taxes

Payment terms are net 30 days.

The Capital Area District Library is a municipality of the State of Michigan exempt from Michigan Retail Sales and Use Taxes and Federal Manufacturer's Excise Tax.

Liability And Insurance

The Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance. The Vendor shall provide and maintain in force during the life of this contract the following insurance coverage:

- General Liability Insurance of at least $500,000 per occurrence and $1,000,000 for all occurrences.
- Auto Liability Insurance with bodily injury limits of not less than $300,000 per occurrence and property damage limits of not less than $100,000 per occurrence.
- Worker's Compensation and Employer's Liability Insurance with minimum limits as required by the State of Michigan but in no case less than $100,000.

The Vendor shall furnish CADL a Certificate of Insurance which specifically names CADL as a named insured under the policy.
Compliance With Laws And Regulations

The Vendor shall comply with applicable federal, state, and local laws, rules and regulations. The Vendor shall give required notices, procure necessary governmental licenses, permits, and inspections, and pay CADL all fees and charges in connection with this project without burden. In case of a violation, the Vendor shall pay all fines and penalties, including attorney's fees and other defense costs and expenses.

Indemnification

The Vendor shall indemnify and hold harmless CADL, its agents and their employees from or on account of any injuries or damages received or sustained by any person or persons during or on account of any operation connected with this contract or by consequences of any negligence (excluding negligence by CADL, its agents or their employees) in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants, or their employees.

The Vendor further agrees to indemnify and hold harmless CADL, its agents or their employees against claims or liability arising from or based upon the violation of any Federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or their employees.

PRICE QUOTATIONS

Vendors are responsible for furnishing all cleaning and supply materials, janitorial equipment, and tools, along with providing all labor and services necessary or proper for completing the work.

- CADL understands that this RFP is mainly for janitorial services; however, the current janitorial Vendor also furnishes cleaning and toiletry supplies at a cost to CADL beyond the janitorial services contract, which is the preferred relationship. A current by-the-case price list for supplies will be required. Additionally, Vendors may recommend updating equipment like paper towel dispensers to their preferred or available Vendor. This cost should be submitted as a one-time fee or included in the by-the-case price noting such.

- Due to limited on-site storage at many locations, it is recommended to transport janitorial equipment like vacuums and mop/mop buckets to many branches.

- Due to limited on-site storage at many locations, it is recommended to transport supply materials such as soap and toilet paper each cleaning. However, the Downtown Lansing branch has a large storeroom that could be used for central storage. The hope would be a few spare rolls of toilet paper and paper towels on-site at all times at all branches, but not full case quantities as most.

Biohazard

- All Vendors submitting bids must offer biohazard clean-up to all 13 branches of the Capital Area District Library. Historically, CADL experiences minor bathroom-related or vomit biohazards. Often, cleanups are completed after hours when applicable. However, a response time of 2 hours is requested if severe or if a Library or floor must be closed. The Vendor must provide the cost for this service as part of the submittal, along with any additional related fees.
Service Manager

The Vendor will provide a Service Manager (or the like) who will act as a single point of contact for all activities regarding this contract. The Service Manager will be required to make on-site decisions regarding the scope of work and any changes needed. The Service Manager will be responsible for all aspects of the work. They shall have the authority to make immediate temporary decisions or modifications to the General Cleaning Requirements when the CADL Operations Director or their designee cannot provide clarification.

The Service Manager will also make inspections minimally twice a month in the first 60 days of this contract, then minimally once every 60 days to ensure the quality of the cleaning is kept up to expectations. These should be kept from being announced visits.

Inspections

CADL will conduct periodic cleaning inspections of each location. The successful Vendor may be required to attend the cleaning inspections. Discrepancies found will be reported, and necessary corrections will be made within a reasonable time frame. Corrections not made within a reasonable time can be construed as a breach of this agreement, resulting in the termination of any signed contract.

Safety And Security

The Vendor shall take necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall always comply with the regulations set forth by Federal, state, and local laws, rules and regulations "OSHA" and all applicable state labor laws, regulations and standards.

The Vendor shall email CADL Safety Data Sheets for all cleaning products to the Operations Director upon award of contracted services.

The Vendor will be supplied with the necessary keys, access fobs, and alarm credentials to enter branches to provide services. The Vendor will be responsible for the security of the building while on-site, ensuring doors are secure while working and when they leave. Lost keys or access fobs must be reported immediately to the Operations Director. Alarms codes will be updated as needed.

Vendor Qualifications

1. Experience - The selected Vendor shall be fully capable and experienced in cleaning commercial facilities. CADL will contract only with Vendors with a successful sales, service, and support history.
2. References - The Vendor must provide at least three (3) references for which similar work and scope has been performed within the last five years. The Vendor will give verified contact names and phone numbers for each reference.
3. Hiring Practices - In connection with the execution of this contract, Vendors and subcontractors shall follow all federal, state and local hiring and employment laws and practices.
SCOPE OF WORK

General Cleaning Requirements Of All Specified Branches

- Vacuum all carpeted areas each night, including rugs.
- Clean and dust all horizontal surfaces, including desktops, files, windowsills, chairs, tables, tops of bookshelves, including around display books as possible, bottom bookshelves if empty, pictures, etc. (not responsible for moving personal items)
- Dust mop/sweep all hard surface floors
- Mop all hard surface areas as needed. During winter, mopping in areas to remove snow and salt residue should be done with every cleaning.
- Wipe/wash fingerprints and smudges off entry doors and entry glass.
- Spot clean glass office doors and window glass as needed.
- Wipe down/polish drinking fountains.
- Empty all trash containers and place them in trash collection company containers or dumpsters, depending on location.
  - Some exterior trash containers are the library’s responsibility to manage. If using the interior bags, these containers should be double-bagged and never brought into the building but placed immediately in the outdoor receptacle.
- Empty recycling if requested and dispose of it in the proper recycling area.
- Other miscellaneous cleaning needs to be based on location and condition.
- Mason Library only - Clean/sweep/vacuum all stairs once per month.
- Clean and disinfect restrooms (see below)

Restrooms (Applies To All Restrooms)

- Stock towels, tissue, and hand soap- ensure supplies should last through the following service
- Empty and disinfect sanitary napkin receptacles
- Empty trash receptacles and wipe down as needed
- Clean and polish mirrors
- Wipe down paper towel cabinet covers
- Toilets and urinals to be cleaned and sanitized inside and outside
- Toilet seats to be cleaned on both sides using a disinfectant spray
- Scour and sanitize all sink basins, faucets, and countertops
- Clean and sanitize baby changing stations/seats (not responsible for filling or supplying changing pads)
- Remove splash marks from walls around the basins and toilets
- Thoroughly mop and rinse restroom floors with a disinfectant soap

Kitchen/Breakrooms

- Empty trash
- Fill paper towel dispenser
- Wipe down counters, tables, chairs, and other horizontal surfaces.
- Wipe down/polish sink and faucet.
- Wipe down microwaves and other appliances as needed
Additional Downtown Library-Specific Items
(Please note that some areas may not require daily cleaning but should be checked daily.)

General Cleaning

- Elevators (daily)
  - Sweep/mop and vacuum rug
  - Wipe down/sanitize walls and doors

- Front Stairwell (daily)
  - Sweep top to bottom and remove any trash.
  - Mop when needed unless winter; then, it should be mopped regularly.
  - Wipe/sanitize handrails
  - Dust ledges and window ledges.

- Rear Stairwell (first floor daily; top to bottom weekly)
  - Sweep top to bottom and remove any trash.
  - Mop when needed unless winter; then, it should be mopped regularly.
  - Wipe/sanitize handrails
  - Dust ledges and window ledges.

Basement

- Auditorium (check daily)
  - Empty trash
  - Vacuum carpet
  - Sweep/mop hard surfaces under the seat when needed.
  - Wipe down seat backs and armrests.

- Galleries (check daily)
  - Empty trash
  - Vacuum carpet
  - Wipe down tables and chairs.
  - The kitchenette should be cleaned as noted above in Kitchen/Breakrooms

- Small Office next to Gallery C Kitchen, Maintenance Shop and Restroom, Maintenance Office (check daily)
  - Empty trash
  - Sweep/mop when needed.
  - Clean Restrooms as noted above.
  - Basement Restrooms (check daily)
  - Clean Restrooms as noted above.
  - Book Burrow (check daily)
  - Empty trash
  - Sweep/mop when needed.

Mezzanine (check daily)

- Empty trash
- Sweep/mop area as needed
- Clean Restrooms as noted above.
- Dust mop/sweep aisles between bookshelves weekly
Special Conditions

No smoking is permitted in the Capital Area District Libraries or surrounding grounds.

No unauthorized Vendor staff or others are allowed after closing hours.

The Vendor will be required to work around all the conditions listed and work with the CADL staff to minimize disruptions to normal library activities.

CADL reserves the right to remain nonexclusive for some cleaning services beyond the SCOPE OF WORK, such as stripping and waxing hard surface flooring or carpet and upholstery cleaning.

Travel Time

CADL will not be responsible for the payment of travel time between locations. Each bidder is responsible for providing this at no additional cost to the CADL.

Termination Of Agreement

The contract between the successful bidder and CADL may be terminated at any time with thirty (30) days' written notice by either party.

Holidays

CADL will provide a Closed Days document to the Vendor annually once approved by the CADL Board of Directors sometime in late November. Usually, there are only minor changes year over year. Cleaning is expected to occur following the regular schedule, as noted.

Here is the 2023 Closed Days as an example.

- Sunday, January 1, 2023         New Year's Day
- Monday, January 2, 2023         New Year's Day Observed
- Monday, January 16, 2023        Martin Luther King Day
- Sunday, April 9, 2022           Easter Sunday
- Saturday, May 27, 28, 29, 2023   Memorial Day
- Monday, June 19, 2023           Juneteenth
- Tuesday, July 4, 2023           Independence Day
- Saturday, September 2, 3, 4, 2023 Labor Day
- Friday, November 10, 2023       CADL Conference (Training day; closed to the public)
- Thursday, November 23, 2023     Thanksgiving
- Friday, November 24, 2023       Day after Thanksgiving
- Sunday, December 24, 2023       Christmas Eve
- Monday, December 25, 2023       Christmas Day
- Sunday, December 31, 2023       New Year's Eve
## Vendor Name

<table>
<thead>
<tr>
<th>Library</th>
<th>Estimated Cleaning Hours/Week (not including travel)</th>
<th>Bidder Projected Hours/Week</th>
<th>Bidder Projected Annual Cost/Location (4.33wk x 12m)</th>
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<tbody>
<tr>
<td>Downtown Lansing (M-Sa)</td>
<td>12 hr x 6 = 72 hr</td>
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<tr>
<td>Downtown Lansing (Su)</td>
<td>4 hr</td>
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<tr>
<td>Okemos (M-Sa)</td>
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<tr>
<td>South Lansing (M-Sa)</td>
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<tr>
<td>Holt (Mon-Sa)</td>
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<td>Mason (M-W-F)</td>
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<td>Leslie (M-W-F)</td>
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<tr>
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<tr>
<td><strong>Total:</strong></td>
<td><strong>178.25 hours/week</strong></td>
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**Avg Hourly Billing Rate**

**Minimum Hourly Staff Pay Rate**

**Biohazard Costs per hour**

**Additional Costs per call**

CADL considers a month 4.33 weeks