

**VILLAGE OF SAUK VILLAGE,  
IL.  
INVITATION FOR RFP FOR  
JANITORIAL CLEANING SERVICES– RFP #24 - 02**

**NOTICE TO CONTRACTORS**

NOTICE IS HEREBY GIVEN by the Village of Sauk Village, Cook County, State of Illinois that proposals will be received for RFP No. 24 - 02, Janitorial Cleaning Services.

Sealed proposals for RFP No. 24 - 01, Janitorial Cleaning Services, will be accepted at the Village of Sauk Village, Village Hall, 21801 Torrence Ave. Sauk Village, Illinois 60411, until 12:00 pm, Friday, February 9, 2024. The Village will review proposals and notify all responders of the proposal results. Any proposals received later than the stipulated time will be returned unopened. The scope of work is to provide information technology support to the Village of Sauk Village.

Specifications, instructions, and proposal forms are available at the Village Hall at 21801 Torrence Ave. Sauk Village, Illinois 60411, during regular business hours (8:00 am – 5:00 pm) and will be available on the Village's website.

The Village reserves the right to reject any proposals or waive any irregularities or informalities when such a waiver would not be detrimental to the best interest of the Village or prejudice the bidding process.

**Notice of Intent to Submit**

Interested companies should submit a Notice of Intent to Submit a Proposal. Once you have received and reviewed the RFP, please email [twilliams@saukvillage.org](mailto:twilliams@saukvillage.org) indicating your intent to submit a proposal using the subject "NOTICE OF INTENT - Janitorial Cleaning Services." By submitting a notice of intent, you will receive any updates or clarifications to the RFP throughout the process. Failure to submit the notice does not prevent a company from submitting a proposal before the deadline.

**Submission of Proposal**

Proposals will be accepted at Village Hall until 12:00 p.m. on Friday, February 9th, 2024. All proposals must be received by the time and date shown above. Please provide three (3) hard copies and one master copy on a USB thumb drive. All proposals must be submitted in a **sealed** envelope marked in the lower left-hand corner "**CLEANING SERVICES RFP.**"

**Mailed or Hand Delivered** proposals should be directed to:

Marva Campbell- Pruitt, Clerk  
Village of Sauk Village  
21801 Torrence Avenue  
Sauk Village, IL 60411

Proposals will be opened during the Regular Board of Trustee's Meeting at the Village Hall on Tuesday, February 13th, 2024; the vendor's name and annual not-to-exceed fee submitted will be read aloud.



**VILLAGE OF SAUK VILLAGE  
REQUEST FOR PROPOSALS  
CLEANING SERVICES  
#2024-2**

**Mandatory Pre-Submission Meeting: February 7, 2024**  
**Issue Request For Proposal: January 22, 2024**  
**Proposal Due Date: February 9, 2024**  
**Proposal Due Time: 12:00 Noon, Local Time**

**RE: Request for Proposals (RFP)**

The Village of Sauk Village is seeking proposals for contract janitorial maintenance services at three (3) municipal buildings. The Municipal Center (Village Hall), located at 21801 Torrence Avenue; the Sauk Village Police Station, located at 21701 Torrence Avenue; and the Paesel Community Center, located at 2700 Kalvelage Dr, Sauk Village, IL 60411.

The services referenced within this Request for Proposals (RFP) shall commence on March 1st, 2024, and the contract period shall terminate on February 31, 2025. The term of the agreement shall be for a one-year period, with an extension of up to two additional 1-year periods by mutual agreement between the Village and the Vendor. If the Village and Vendor agree to enter an extension, the Vendor's price may increase by no more than 3% per year or the percent change in the Consumer's Price Index, whichever is less. The Village shall, at its sole discretion, maintain the ability to terminate the contract at any time during the agreement without penalty by providing 90 days written notice or payment of 90 days of the contract fees, per the final pricing arrangement. The Vendor may terminate the contract at any time during the agreement without penalty by providing at least 90 days written notice.

The Village will hold a mandatory pre-proposal meeting and walk-through on **February 7, 2024, at 9:00 a.m. at the Village Hall at 21801 Torrence Avenue, Sauk Village, Illinois**, to answer any questions and walk through the facilities.

Proposals must be received no later than **12:00 Noon, local time, on February 9, 2024**. The attached document outlines the background, scope, and additional information required to prepare this requested proposal.

The request for proposal should be submitted Please provide three (3) hard copies and one master copy on a USB thumb drive. All proposals must be submitted in a **sealed** envelope marked in the lower left-hand corner "**CLEANING SERVICES RFP.**"

Mailed or Hand Delivered proposals should be directed to:

Marva Campbell- Pruitt, Clerk  
Village of Sauk Village  
21801 Torrence Avenue  
Sauk Village, IL 60411

If you have any questions regarding this request for proposal, please contact Timothy Williams, Village Administrator, by email at [twilliams@saukvillege.org](mailto:twilliams@saukvillege.org) or by calling 708-758-3330.

Sincerely,

Timothy Williams  
Village Administrator

**REQUEST FOR PROPOSALS (RFP)  
FOR  
JANITORIAL CLEANING SERVICES**

**Introduction:**

The Village of Sauk Village is seeking proposals from qualified janitorial maintenance service providers for the contract cleaning of three municipal buildings. Proposals will be evaluated for their thoroughness, total cost, and value, green cleaning experience and demonstrated commitment to the environment, relevant staff training, references, and responsiveness.

The following municipal buildings are included in this scope of work:

<b>Facility</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Approximate Square Footage</b>
Village Hall	21801 Torrence	Sauk Village, IL 60411	18,000
Paesel Comm Ctr	2700 Kalvelage Dr	Sauk Village, IL 60411	6,500
Police Department	21701 Torrence	Sauk Village, IL 60411	10,000

**Contact Information:**

Timothy Williams is the primary contact. Who may be contacted by email at [twilliams@saukvillage.org](mailto:twilliams@saukvillage.org) or by calling 708-758-3330.

**RFP Time-Line:**

The following timeline is anticipated in connection with the janitorial services firm selection process:

**Target Date Event**

February 7, 2024	Mandatory pre-proposal meeting/walk-through 9:00 A.M.
February 9, 2024	Submittals due to Village 12:00 pm (Noon)

**Mandatory Pre-Proposal Meeting:**

All interested vendors must attend a mandatory vendor conference and building tour on Wednesday, February 7, 2024, at 9:00 a.m. at the Village of Sauk Village Municipal Center located at 21801 Torrence Avenue, Sauk Village, Illinois, to familiarize themselves with the facilities and to pose questions or request additional information. The Village assumes no responsibility for any misunderstanding or representations concerning conditions made by its officers and employees before executing this contract unless such understanding or representations are specifically incorporated into the contract. No additional allowance will be granted because of a lack of understanding.

Attendance at the Pre-Proposal Meeting is **mandatory**. **Failure to attend the pre-proposal meeting may be grounds for proposal rejection.** Walk-throughs of the facilities will be conducted only at the pre-proposal meeting.

**RFP Submittal Requirements:**

All proposals shall be submitted in a **sealed envelope** carrying the following information on the face: Vendor's name, address, "**Cleaning Service – RFP,**" designated date, and hour of RFP close. All proposals will be rated on substantial compliance with the following:

1. Prior experience performing similar work.
2. Ability, capacity, and skill to fulfill the services as specified.
3. References from prior or current clients.
4. MBE/DBE Certification
5. Include how your firm monitors work progress and the reporting system used. Include examples of actual reports and controls utilized on other projects.
6. List any and all services that will be contracted out to another firm.
7. Provide resumes of the site supervisor with attention to their qualifications and experience.
8. List all materials and equipment types used to deliver services for each building receiving services. The equipment list shall include equipment that the contractor intends to store at the job site, as opposed to equipment that shall be removed from the job site between periods of use.
9. Provide a written copy of your Quality Assurance Plan.
10. State if your firm has, in the past 5 years, been involved in any litigation or arbitration with any past client.
11. Demonstrate ability to undertake project work by providing total square footage currently under contract, number of current cleaning staff members, and/or plans to increase staff if awarded contract.
12. Outline the frequency and training the proposer company provides your staff, including cleaning technology, regulatory compliance, blood-borne pathogens, and work safety.
13. Outline any deviations or recommended enhancements to the requested scope of services listed and detail the cost and benefits of doing so.
14. Furnish a monthly cost/fee per facility for cleaning services rendered, including labor and materials (excluding paper goods – see specifications) for years 2024, 2025, and 2026. Provide a separate list of extra services provided, including cost. These extras should include light fixture cleaning, carpet cleaning, window cleaning, special floor cleaning, or any other services deemed appropriate by the janitorial cleaning firm. See Extras to Contract.

**Competency of Vendor:**

The vendor shall provide satisfactory evidence of their ability to provide specified services.

- i) The Vendor must state the total number of janitors who shall perform daily services specified under the terms of this RFP. The Vendor must also indicate the approximate total number of man-hours that shall be expended delivering the called-for services each day for each facility.
- ii) Each employee, officer, or independent contractor of the vendor performing any work within a Village facility must submit to and successfully pass a background investigation each year or in accordance with the Village's directives conducted by

the Village or their designee. If an individual  
If the background investigation is not successful, the contract can be voided.

The Village of Sauk Village reserves the right to reject any and all proposals and accept the proposal it deems most favorable to the Village of Sauk Village.

**Required Insurance:**

See attached.

## **Maintaining All Records and Documents**

The consultant agrees to maintain all records and documents for Village projects in compliance with the Freedom of Information Act, *5 ILCS 140/1 et seq.* In addition, the Consultant shall produce records that are responsive to a request received by the Village under the Freedom of Information Act so that the Village may provide records to those requesting them within the time frames required. The Consultant shall notify the Village if additional time is necessary to compile records in response to a request. If possible, the Village shall request an extension to comply with the Act. If the Village is found to have not complied with the Freedom of Information Act due to the Consultant's failure to produce documents or otherwise appropriately respond to a request under the Act, then the Consultant shall indemnify and hold the Village harmless and be responsible for all amounts determined to be due, including but not limited to fines, costs, attorney's fees, and penalties.

## **Scope of Work**

**Intent:**

It is the intent of this Request for Proposal to outline the professional janitorial maintenance services required by the Village of Sauk Village for the care and upkeep of the following public buildings: The Municipal Center (Village Hall), located at 21801 Torrence Avenue; the Police Station located at 21701 Torrence Avenue; and the Paesel Community Center, located at 2700 Kalvelage Dr.

**Contract Period:**

The services referenced within this Request for Proposals (RFP) shall commence March 1st, 2024, and the contract period terminate on February 28, 2025, with options to renew annual contracts through February 28, 2026.

**Examination of Documents and Locations:**

Janitorial services vendors shall completely familiarize themselves with the documents and job location referenced within this RFP. Vendors shall make all investigations required to thoroughly familiarize themselves with the work scope, worksites, and/or service to be furnished in accordance with the proposal. No plea of ignorance by the vendor of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the vendor to make the necessary examinations and investigations will be accepted as a basis for altering the Request for Proposal.

**Taxes:**

The Village is tax-exempt. All taxes should be excluded from this proposal.

**Payment:**

The Village shall issue monthly payments for services, based upon a contract confirming service

delivery, within 30 days of the receipt of the contract or invoice for same.

**Security and Safety:**

The Vendor will supply the Village with the necessary information for the Sauk Village Police Department to run a security check on all personnel assigned to work because of contract(s). Any changes in personnel will be immediately forwarded to the Village. The Village shall hold the option to require contractor's employees to submit fingerprints and background checks. All employees must be covered by a blanket fidelity bond, a copy of which must be given to the Village. Employees must be at least 18 years of age. Any employee who poses a risk to the Village, found by background check or other means, shall be replaced upon request of the Village.

All Vendor employees are responsible for consistently following safety practices. They shall not place mops, brooms, or equipment in traffic aisles or other locations in such a manner as to create a hazard. Warning signs will be placed on wet or freshly waxed floors as needed.

All Vendor supplies, equipment, and machinery will be kept out of traffic aisles or other areas where they might be hazardous and will be secured at the end of each work period in storage areas provided for this purpose. Cloths, mops, or brushes containing residues of wax or other combustible material and subject to spontaneous ignition will be discarded nightly. All dirt and debris from work under this contract will be disposed of daily. Other debris will be deposited into designated refuse collection containers.

Equipment and storage areas will be kept orderly and clean. Storage areas will be kept free of hazardous materials of a combustible nature. Removal of empty containers will be performed daily.

Successful vendors shall be presented with and sign for two (2) key sets and/or access cards for the Village Hall, Police Department, and Community Center buildings. Key/card sets shall remain Village property. One key set shall be retained within a secure enclosure at the vendor's headquarters. That key set would be used for emergency purposes only. Police Department keys will always remain on site. The contractor will sign in and out and return the keys daily.

The second key set will be kept in the possession of the crew leader (working supervisor) in charge of the vendor's maintenance personnel, who regularly perform the duties associated with this proposal. Under no circumstances will the vendor or its agents duplicate any key that the Village presents to them. The vendor shall also immediately report the loss of any Village key or access card to the Village Administrator. Both key/card sets shall be returned to the Village when the contract terminates.

**Jeopardizing building security is grounds for immediate termination of the contract.**

The vendor's maintenance personnel shall wear identification badges while on village property. Badges shall contain the name of the janitorial vendor and the name of the employee wearing the badge.

Employees of the Village of Sauk Village Administrative and Public Works Departments, in addition to the Police and/or Fire Departments, may inspect the building at any time. Occasionally, Village employees may engage in work within sections of the building while the vendor's crew is performing specified work. Village employees will not interfere with the vendor's work completion.

The vendor will ensure that lights are on only in areas where cleaning is in progress. All windows and doors shall be always secured.

**Vendor's Representatives:**

All employees will display I.D. badges while on Village premises. Badges shall contain the name of the company and the name of the employee wearing the badge.

Cleaning personnel shall be neat and clean in appearance and exhibit proper personal hygiene while on Village premises.

The services of not less than one working supervisor experienced in all custodial services to be provided will be on the job daily. The vendor's supervisor is responsible for the instruction and training of personnel in the proper work methods and procedures. The supervisor will schedule and coordinate all services and functions as required by the contract and as called for in the specifications.

**The supervisor shall always have a cell phone for immediate contact.**

The Vendor and/or his designated supervisor, or others within the vendor's agency, will be available weekly for reviews, complaints, etc. All areas receiving complaints will be rectified within one scheduled workday. The vendor must supply a phone number or email address to register complaints or special requests. The vendor will supply a communication log to address the listed complaints at each location.

**Right of the Village to Terminate the Contract:**

The Village reserves the right to terminate the Contract at any period, with cause, within 30 days of written notice to Vendor by certified/registered mail.

**Fair Employment Practices:**

In addition to all other labor requirements set forth in this document, the Vendor for himself, his assignees, and successors in interest (hereinafter referred to as the Vendor) agree as follows:

**Compliance with All Laws:**

All work under the contract must be executed in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations.

**Selection of Labor:**

The Vendor shall comply with all Illinois statutes pertaining to the selection of labor.

**Wage Rate Requirements/Prevailing Wage:**

The Village of Sauk Village Board of Trustees have passed a formal Resolution requiring that the general prevailing hourly wage rate be paid to those engaged in work awarded under specific public contracts.

**Blood Borne Pathogen Exposure Control Plan:**

The vendor must ensure that all personnel are fully trained and possess complete knowledge and understanding of the latest risk exposure controls associated with Bloodborne Pathogens, per OSHA and the Department of Labor. The vendor shall also provide his employees with all required equipment and materials to affect complete risk exposure control with all potential blood-borne pathogen concerns contract-related.



The Village shall point out all potential, known, on-the-job blood-borne pathogen risks, which vendor personnel may assume before each vendor work shift starts. Notification shall be delivered either verbally or in writing.

In addition, the Vendor shall supply specially identified containers to receive all potentially blood-borne pathogen-tainted materials and shall dispose of them properly.

### **Other Requirements:**

The Vendor shall determine the number of work hours and supervisory hours necessary to provide the service specified and shall include the cost of equipment, materials, and all other items necessary to provide the specified service and include the sum total of these things in the monthly proposal price for the building.

When Vendor tenders a proposal for the services outlined within the requirements for this RFP, Vendor agrees to enter into the Village's prepared AGREEMENT for said service contract, which is contained therein. The vendor's proposal constitutes their total adherence to all terms and conditions in complete accordance with the entire RFP document package, without exception.

The vendor is responsible for being at work daily during the specified times. The Vendor must perform all work awarded in the contract. **NO SUBCONTRACTORS ALLOWED.**

### **Contract:**

Present Village with extra cost to: wash interior building and exterior building windows complete, extra cost to wash light fixtures, extra cost to shampoo and steam extract carpeting (per square foot cost), and extra cost to clean/strip and re-wax VCT tile or rubber flooring (per square foot cost).

### **Deviation:**

All deviations from the Village's specifications for this proposal must be fully noted and explained by interested firms. The Village also must acknowledge the acceptance of all tendered proposal deviations prior to said deviations becoming allowable under the terms of the agreement.

### **Tool and Equipment Requirements:**

The vendor shall furnish the tools and equipment necessary for the proper performance of the janitorial services. Tools and equipment include but are not limited to, brooms, brushes, dust cloths, wet and dry mops, sponges, squeegees, mop buckets and wringers, portable trash containers, floor tools and buffers, and vacuum cleaners. **All vacuum machines shall contain HEPA filters.**

Village reserves the right to inspect the vendor's equipment and/or tools at any time and require removing improper or unsafe equipment and/or tools.

### **Product Requirements:**

If practical and available, the vendor shall use only eco-friendly green cleaning products as certified by Green Seal or another nationally recognized third-party certification of environmentally friendly products. **Without exception, the Village must pre-approve all products used within the facilities** and be provided with all pertinent documentation concerning the product and its proper use.

The Vendor shall provide, at his expense, all materials (including eco-friendly toilet bowl air freshener bars and urinal cakes in the bathrooms), chemicals, cleaners, power tools, vacuum cleaners, vacuum filters, machines, and accessory equipment necessary to perform work specified.

Village shall supply the following: Paper towels, toilet paper, plastic can liners, and soap for hand soap dispensers.

The Vendor shall provide at his/her expense the following products in sufficient quantities in premeasured ready-to-use form. The vendor shall deliver to the Village Administrator a Material Safety Data Sheet (MSDS) for each product prior to delivering or using the product on the Owner's premises. If the product container label is removed or becomes illegible at any time, it shall be relabeled or removed from the Owner's premises.

The Village reserves the right to reject any products that leave unwanted residue or offensive odors or cause damages to the Village property. Any damages caused by the Vendor shall be the responsibility of the Vendor to correct at his/ her expense to the sole satisfaction of the Village.

**Chrome and Glass Cleaner:**

Provide an eco-friendly product for use on chrome or glass surfaces that will remove spots, fingerprints, and smudges and leave the surface free of haze or streaks.

**All-Purpose Cleaner:**

Provide an eco-friendly product that removes heavy soil, grease, and body oils from hard, nonporous surfaces. The product should be mild enough to spray on painted surfaces without removing paint or causing discoloration.

**Disinfectant:**

Provide an eco-friendly disinfectant that kills germs. At a minimum, the product should effectively kill Staphylococcus, Salmonella, Pseudomonas, Influenza, Herpes 1 & 2, and HIV viruses.

**Toilet Bowl Cleaner:**

Provide a nonacid toilet bowl cleaner that will remove hard water deposits, rust, and stains and eliminate odors.

**Neutral Floor Cleaner:**

Provide a neutral no-rinse floor cleaner that removes ordinary dirt and stains left behind from foot traffic and calcium chloride. The product shall not leave streaks or spots and shall have a PH of 7-8. The product shall be safe for all surfaces and shall be pleasantly scented. The product's dilution rate shall be conspicuously displayed in the area where the product is stored. The product shall be stored in a locked room where access to water is available.

**Stainless Steel Cleaner:**

Provide an eco-friendly product that cleans and protects stainless steel and aluminum. The product should be non-greasy and effective in preventing water spots and hiding fingerprints. The product should be safe for kitchen equipment, drinking fountains, elevators, and stainless-steel door hardware.

**Furniture Polish:**

Provide an eco-friendly, no-wax furniture cleaning and dusting product for wood surfaces, laminates, and trim.

**Spot and Stain Remover, Carpet:**

Provide the product(s) consistent with the carpet manufacturer's recommendations for care and cleaning the carpeted areas. The contractor shall coordinate the purchase of appropriate products with

the Administrator.

**Rubber Floor Cleaner:**

Provide a product to clean and maintain rubber flooring and provide a glossy appearance between waxing cycles.

**All Other Products:**

The contractor may, from time to time, be required to add products to his/her inventory to adequately provide the level of cleanliness required by the contract documents. All products not specifically mentioned in this section, the Village must approve the specifications before they can be used on the Owner's premises.

**Cleaning Standards and Workmanship:**

**Carpeting:**

A satisfactory or acceptable carpet will be free of dust or dirt in corners, under desks, behind doors, or other furniture.

**Clean and Sanitize:**

The Vendor shall remove all dirt, grease smudges, and soil from the designated area or surfaces with an appropriate all-purpose cleaning product. Once the area is visibly clean, disinfectant will be applied, and the manufacturer's instructions for killing germs will be followed.

**Toilet Bowl Cleaning:**

The Vendor shall use an approved toilet bowl cleaner and a swab or bowl brush to remove visible stains and rust. The finished toilet will be visibly clean and free of odors.

**Spot Clean Carpet:**

The Vendor shall use eco-friendly products and techniques to address stains and discoloration.

**Sweep and Mop Resilient Floors:**

Satisfactory or acceptable wet mopping will present a clean floor free of streaks, smears, and dried dirt. Safe, all-purpose detergents will be used on all resilient flooring. Cleaning agents shall be compatible with all flooring within the job location. Vendor shall always use wet floor signs when a hazard is present.

**Floor Waxing:**

Waxing and polishing will be accomplished using a thin coat evenly layered. Floors will be bright and clean under furniture and in the walk areas. No wax or polish will be allowed to dry on wall bases.

The Vendor shall observe the following chronological mopping order to minimize the transfer of germs. Conference rooms, private offices, and other employee-occupied spaces shall be mopped first. Lobbies, entrances, hallways, and stairwells shall be mopped second. Kitchens and break areas shall be mopped next, and all other areas, including restrooms, shall be mopped last.

**Remove Trash:**

The Vendor is expected to empty all trash and visually inspect the inside of each container. If liquid or residue is still present inside the container, the Vendor shall replace the can liner or clean the container before returning it to its original location.

The Vendor shall consolidate trash from the buildings in a drip-proof trash collection barrel lined with an appropriate plastic bag. The barrel will be taken directly to the outside dumpster before it is tied closed and transferred to the dumpster.

The Vendor shall not consolidate trash into bags and allow them to be staged or sit on the floors or carpeted areas throughout the facilities.

### **Inspection and Evaluation (Quality Control):**

#### **Initial and Final Inspection:**

Vendor and Village shall conduct a joint inspection of all buildings included under the terms of this agreement to identify damages to floors, walls, doors, fixtures, and finishes throughout the service areas.

#### **Initial Inspection:**

Shall be done to identify pre-existing conditions.

#### **Final Inspection:**

Shall be done as close to the end of the contract term as possible to identify any damages that exist at the end. Any damages found during the final inspection that were not identified during the initial inspection shall be the vendor's responsibility to correct at the vendor's expense.

#### **Routine Inspections:**

The Village shall perform routine inspections. Inspections shall be done at least once per month and will be maintained to determine if the Vendor is providing satisfactory service.

The vendor shall perform routine inspections. Inspections shall be done at least once per month to ensure, through self-examination, that they are providing satisfactory service.

#### **Reporting:**

The vendor shall report any building defects or maintenance-related problems discovered during their work performance.

The Village Administrator shall notify the Vendor whenever a routine inspection item is marked unsatisfactory.

#### **Method of Evaluation:**

The vendor's performance shall be gauged by physical inspections and the vendor's ability to minimize service complaints. The quality of the service will also be gauged by the Vendor's ability to complete service requests in a timely manner.

## **VENDOR'S RESPONSIBILITIES**

### **Sanitation and Disease Control:**

All the Vendor's duties described in this section of the contract shall be performed at least once during each required day of service.

In this section of the Contract, any words or phrases appearing in (Italics) shall indicate a technique or procedure further defined in the General Conditions section.

Elevators/Stair Lifts:

The vendor shall *clean and sanitize* the interior and exterior of the elevator cars or lifting platforms and the security pads, call buttons, and wall surfaces around these devices.

Trash:

The vendor shall *remove trash* from all receptacles throughout the facilities.

Restrooms, Locker Rooms, and Showers:

The vendor shall *clean and sanitize* all push plates and pulls on door hardware, light switches, and cover plates, grab bars, toilet seats, dispensers, faucets, shower controls, shower curtains, doors, sinks and countertops, partitions, hand driers, changing tables, and any other contact surfaces throughout the restrooms, locker rooms, and showering areas.

All hardware, dispensers, and fixtures made of stainless steel shall be treated with stainless steel cleaner. The Vendor shall *sweep and mop resilient floors* in the respective areas.

The vendor shall visually inspect all urinals and toilets each day of service. The Vendor shall ensure that they are visibly clean inside and out. They shall be clean and free of spots, stains, rust, and odors.

Using toilet bowl cleaner for any purpose other than cleaning the inside of toilets or urinals is strictly prohibited. Damages resulting from misuse of toilet bowl cleaner shall be the responsibility of the Vendor to repair or replace to the sole satisfaction of the Owner.

Kitchens, Breakrooms, and Coffee Bars:

The vendor shall *clean and sanitize* all countertops, food preparation surfaces, sinks, and faucets in the kitchens and at all coffee bars throughout the buildings. The Vendor shall *sweep and mop resilient floors* or *vacuum carpet* at each location. The Vendor shall also examine and *spot clean carpet* if any spots or discoloration is noticed.

Lunchrooms and Break Areas:

The vendor shall *clean and sanitize* all tabletops, counters or food preparation surfaces, and exterior surfaces of ovens, microwave ovens, and refrigerators. The Vendor shall *sweep and mop resilient floors* in the respective areas.

Lobbies, Interview Rooms, and Customer Service Areas:

The vendor shall *clean and sanitize* all contact surfaces, including but not limited to door handles, push plates, pulls, transaction tops, desks or tabletops, light switches, cover plates, armrests, pay phones and enclosures, drinking fountains, literature racks, and any other items that may potentially transfer germs from one person to another.

Mop Head and Towel Maintenance:

After each use, the vendor shall thoroughly rinse out mop heads, cleaning rags and towels with fresh water. Each item shall be entirely saturated with fresh water and wrung out thoroughly until the water runs clear. The items shall be suspended to air-dry over a sink, basin, or other suitable container. The Vendor shall not allow any item to drip on a walkway or floor surface.

The vendor shall wash every mop head, cleaning rag, or towel in hot water with bleach at their facility no less than once a week. The owner reserves the right to reject tattered or unserviceable rags, mop

heads, or any items that cause odors.

**General Custodial Services:**

The Vendor shall provide those general custodial services defined in this section of the contract at all locations covered under the agreement as often as necessary to maintain a clean, like new appearance on all finishes, with normal wear and tear accepted.

**Resilient Floor Care:**

The Vendor shall inspect resilient floors frequently and provide sweeping, spot mopping, and/or wet mopping services as often as needed to keep floors visibly clean, spot free, stain free, and maintain the level of luster. The care and cleaning of vinyl base or baseboards shall be considered an integral part of this work. The Village will periodically inform/advise the Owner when buffing, spray buffing, stripping, waxing, or repairs are necessary and will perform such no less than on a quarterly basis.

**Carpet Care:**

The Vendor shall nightly vacuum high-traffic carpeted areas and spot vacuum all other areas as often as necessary to maintain the color, the fullness of the knap, and the overall appearance in a like-new condition for as long as possible, normal wear and tear accepted. The Vendor shall regularly inspect all carpeted areas for spots, stains, discoloration, or visible traffic patterns and shall act as quickly as possible to remove or correct them.

The Vendor shall furnish the labor and materials necessary to effectively remove spots and stains and clean small areas (less than nine [9] square feet). The Vendor shall provide chemicals and cleaning procedures consistent with the carpet manufacturer's recommendations. The Vendor will demonstrate all cleaning procedures to the Administrator before the Vendor is permitted to use them on the Village property. Any damages caused by the Vendor shall be the responsibility of the Vendor to correct to the sole satisfaction of the Village.

**Dusting:**

Vendor shall routinely/regularly remove dust from all horizontal surfaces within reach of the average adult using a long handle duster (approximately eight [8] feet from the floor). Vendor's dusting shall include, but not be limited to, desks, windowsills, window blinds, shelves and countertops, picture frames, wall scones, door frames, binder bins, file cabinets, lockers, and wood and masonry accents.

**Metal Polishing:**

The vendor shall perform metal polishing often enough to maintain all visible metal surfaces in a like-new condition. The surfaces should be sanitary and visibly free of dirt or smudges. Stainless steel and brushed stainless steel surfaces shall also be treated with an acceptable stainless steel cleaner to mask fingerprints.

**Wood and Fine Furniture:**

All-natural wood furniture, laminate, doors, windowsills, trim, and other wood products shall be cleaned with mild soap in warm water and a clean, soft cloth. After cleaning, the surface should be allowed sufficient drying time. At his discretion, the vendor may polish the surface by applying a small amount of polish to a soft cloth and wiping the surface to restore the appearance to a like new condition.

**Glass Cleaning:**

The vendor shall remove visible spots, smudges, or haze on glass and mirrored surfaces. The scope of

this work shall include interior office windows and sidelights, entrance and vestibule doors, doors with glass viewing windows, display cases, bathroom mirrors, and framed artwork.

**Door and Wall Cleaning:**

The Vendor shall clean doors, door frames, contact surfaces around elevator call buttons, and card readers as often as necessary to remove scuffs, visible dirt, and smudges. The vendor shall also clean walls, baseboards, and other contact surfaces around transaction tops where shoe scuffs, handprints, and other marks can commonly be found.

**Resupply Dispensers:**

The vendor must physically inspect the level of products, materials, and supplies in all dispensers and resupply them as needed. Upon completion, each dispenser will contain enough product to dispense until the next regularly scheduled service date adequately. The units shall be stocked with the correct amount, size, and style of product so it will effectively dispense one unit at a time easily. Included in this work are toilet paper, c-fold towels, s-fold towels, rolled towels, paper towels, hand soap, sanitary napkins, air freshener, deodorizer, dishwashing liquid, and other kitchen and restroom supplies that may be provided by the Village from time to time.

**SERVICE AREAS**

**Availability and Service Frequency:**

Village Hall, work shall take place five (5) days a week, Monday through Friday, except for the holidays listed below.

Community Center work shall take place three (3) days a week, Monday through Friday, except for the holidays listed below.

Police Department work shall take place five (5) days a week, Monday through Friday, except for the holidays listed below. The contractor will follow the orders of the designated police official without exception if there are any persons being detained.

The contractor will observe all Village observed holidays consisting of the following: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Friday after Thanksgiving, Christmas Eve, and Christmas Day. The contractor will be supplied with a list of holidays annually.