

SCBO Ad for

Richland Library Main

Janitorial Services, Request for Proposals

Ad Title: Richland Library Janitorial Services Contract

Ad Publish Date: **October 3, 2022**

Purchasing Agent/Entity: Richland Library

Bid/Submittal Due Date: **October 28, 2022** by 12:00, noon

Description: Richland Library is requesting proposals for janitorial services for its 13 locations across Richland County. Documents may be obtained from [Richlandlibrary.com/doing-business](https://www.richlandlibrary.com/doing-business).

Solicitation #: N/A

Direct Inquiries to: [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com)

Buyer Email: [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com)

Delivery Point: [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com)

Full Details / Download: <https://www.richlandlibrary.com/doing-business>

**DATE:** **October 3, 2022**

**REQUEST FOR PROPOSALS:** **Janitorial Services**

**OPENING DATE AND TIME:** **October 28, 2022 at 12:00, noon**

Interested parties are invited to submit electronic or sealed proposals in accordance with the requirements of the Solicitation contained herein.

Proposals must be emailed to [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com) no later than 12:00 noon, on **October 28, 2022**. Proposals will be opened at 1431 Assembly Street, on the 3<sup>rd</sup> floor at which time respondents to this request will be publicly identified. Proposals received after the stated time will not be accepted. Proposal modifications will not be accepted by facsimile prior to opening. Due to the possibility of negotiations with any offeror that may be eligible for contract award, prices will not be divulged at time of opening.

A proposal **must** be signed by an official authorized to bind the offeror and must contain a statement to the effect that the proposal price is firm for a period of ninety days beginning **October, 28, 2022**.

Emailed proposals must be marked "**Janitorial Services**" in the subject line.

This Solicitation does not commit the Richland Library to award a contract, to pay any costs incurred in the preparation of proposals, or to procure or contract for the services solicited. The Library has the right to reject any or all proposals, to waive any minor irregularities, to cancel in part or whole this Solicitation if it is in the best interests of the Library, and to award a contract that will be most advantageous for the Library.

The Richland Library is an affirmative action and equal opportunity agency.

## KEY EVENT DATES

### PROPOSAL

1. Advertised in SCBO and on the Library website **October 3, 2022**
2. Issuance of Request for Proposals **October 3, 2022**
3. Deadline for Receipt of Questions **October 17, 2022**
4. Opening Date/Deadline for Receipt of Proposals **October 28, 2022**

Send Questions To: [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com)

Email Proposals To: [financeoffice@richlandlibrary.com](mailto:financeoffice@richlandlibrary.com)

Subject Line of Email: "Janitorial Services"

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## **PART I. REQUEST FOR PROPOSALS**

### **A. GENERAL INFORMATION AND CONDITIONS**

1. **Purpose:** This Request for Proposals is submitted for building service contractors who are CIMS – certified by ISSA – The Worldwide Cleaning Industry Association to provide janitorial services at all thirteen locations of the Richland Library. The selected contractor will be awarded a contract for a one (1) year period that will potentially be annually renewable based on performance. The total length of the contract will not exceed five years. The library invites all interested and qualified contractors to submit a sealed, written or electronic (PDF) proposal for janitorial services for the Main Library and its Branches.
2. **Issuing Office:** This RFP is issued for the Richland Library, 1431 Assembly Street, Columbia, SC 29201, by the Library Finance Office. This issuing office is the sole point of contact for this RFP.
3. **Nature of Service:** The Library anticipates, but does not guarantee, that the Nature of Services will remain as outlined in Part III. Negotiations may be required with the successful contractor if the requested services are altered.
4. **Outside Discussions Prohibited:** By submission of a response to the Request for Proposals, a vendor agrees that during the period following issuance of Request and prior to an award, vendor shall not discuss this procurement with other vendors or any outside party except staff officials of the Richland Library.
5. **Offeror Responsibility:** Each offeror shall fully acquaint itself with conditions and restrictions attending the performance of the contract solicited. Offerors shall state a price that includes all costs reasonably expected to be incurred by the Library if proposal is accepted. Offerors are fully responsible for any costs of proposal submissions.
6. **Proposal Constitutes Offer:** By submitting a proposal, the offeror agrees to be bound by all the terms and conditions set forth in this document. A proposal containing variations from the terms and conditions set forth herein may, in the sole discretion of the Library, be declared not responsive. The requirements and conditions set forth in this document will become part of the successful offeror's contractual obligations upon award of the contract.
7. **Approval of Board of Trustees:** Award of this contract shall not become effective unless and until approved by the Board of Trustees of Richland Library.
8. **Preparation of Proposals:** All proposals should be complete and clearly and carefully worded. Proposals must convey all the information requested by the Library. The use of advertising and promotional material is not desired. If a proposal contains less than the required information or if the proposal fails to conform to the essential requirements of the Request for

Proposals, the Library, in its sole discretion, may declare the proposal, in whole or part, not responsive.

9. Inspection of Proposals/Confidential Information: Proposals shall be open for public inspection after contract award except that proprietary or confidential information in any proposal that is clearly marked "confidential" by the offering vendor shall be treated as follows:

For every document Offeror submits in response to this solicitation, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in S.C. Code Ann. § 30-4-40(a)(1), or (b) privileged and confidential, as that term is used in S.C. Code Ann. § 11-35-410. Do not mark your entire response as confidential. If your response, or any part thereof, is improperly marked as confidential, the Library may, in its sole discretion, determine it nonresponsive.

10. Questions: Every effort has been made to ensure that all information needed by offerors is included herein. If an offeror finds that he cannot complete a proposal without additional information, he must submit written questions to the office designated in the Key Event Dates section. No questions will be accepted by the Library after the stated deadline. All questions and replies will be published at <https://www.richlandlibrary.com/doing-business>. It is the responsibility of the person or entity downloading this solicitation, to continue to visit this page periodically, until bid or proposal opening, to ensure that they have any addenda that are published in association with the solicitation. All questions and answers, revisions, or addenda will be published on the Doing Business page. <https://www.richlandlibrary.com/doing-business>

11. Proposals signed: All proposals must be signed by a representative of the company authorized to commit to the provisions of the proposal (Part II). Unsigned proposals will be rejected unless an authorized representative is present at the proposal opening and provides the needed signature.

12. Offeror Qualifications: In addition to the information required by this Request for Proposals, the apparent successful offeror must, upon request of the Library, furnish any and all information requested by the Library to determine offeror's ability to perform the contract.

13. Clarifications: The Library reserves the right, at any time after opening and prior to award, to request from any offeror clarification regarding information contained in the offeror's proposal.

14. Negotiations: In accordance with Section 2-201 (7) of its Procurement Procedures, the Library may negotiate with offerors regarding the evaluation criteria contained in the Request for Proposals. All apparently eligible offerors will be accorded an opportunity to submit best and final proposals if negotiations with any other offeror has resulted in a material alteration to the RFP and such alteration has resulted in a cost consequence which may affect the order of ranking to the proposals. In conducting negotiations, no information derived from competing proposals will be

disclosed.

15. Award: Award will be made to the responsive offeror(s) whose proposal(s) is/are determined to be the most advantageous to the Library, its employees, its users, and the taxpayers of Richland County. The evaluation factors are set forth herein. Factors are included in Part I(C). Only the factors listed will be used to evaluate proposals. The Library reserves the right to reject any or all proposals, in whole or part, to waive any minor irregularities, and to cancel in part or whole this solicitation if it is in the best interest of the Library.

16. Term/Option to Extend: Subject to approval of the award by the Board of Trustees, the contract term begins January 1, each year. The Library reserves the right to review the contract annually, and continue or discontinue at the end of each contract year or at any appropriate time.

17. Termination: The Library may cancel the contract in writing without prior notice during the first ninety (90) days if, in the sole discretion of the Library, the contractor's performance of the required services is unsatisfactory; after the first ninety (90) days, the Library may cancel the contract only on thirty (30) days' prior written notice to the contractor. The Library may cancel the contract for cause, default, or negligence of the contractor without prior notice at any time during the term of the contract.

18. Price Adjustment: Any request for a price increase by the contractor must be approved in writing by the Library Director and must occur at the time of annual contract renewal. Schedules of services available outside the scope of the contract may be included in the submitted proposal. Work performed outside the contract must be approved and have a library issued purchase order prior to performance.

19. Governing Law: The contractor must comply with all applicable Federal laws and those of the State of South Carolina, including laws concerning authorization or license to do business in South Carolina. Interpretation and enforcement of the contract is governed by South Carolina law.

20. Insurance: Contractor shall maintain, throughout the performance of its obligations under the contract, Worker's Compensation insurance with such limits as required by law and a policy of \$1,000,000.00 general liability insurance. These policies will insure against liability for injury to, and death of, persons and damage to, and destruction of, property arising out of or based on any act or omission of the contractor or any of its subcontractors, employees, officers, directors, or agents.

21. Indemnification: Contractor agrees to hold the Library, its employees, officers and agents harmless from liability from any claims, damages, and actions of any nature arising from the use of any materials furnished or services performed by the contractor, provided that such liability is not attributable to negligence on the part of the Library, its officers, employees or agents.

22. Contractor Responsibility: The contractor alone will be held solely responsible for the performance of any and all obligations under the contract resulting from its proposal.

23. Nondiscrimination: Contractor agrees that, during the performance of all obligations under its contract with the Library, the contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex or national origin; that it will take affirmative action to insure that applicants are employed and employees are treated fairly during employment without regard to race, color, religion, sex, national origin; that all solicitations or advertisements for employees placed by or on behalf of the contractor shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, ancestry, age, physical or mental disability, medical condition, service in the uniformed services (as defined in state and federal law), veteran status, political ideas, marital or family status, pregnancy, genetic information, genetic identity, gender expression, gender identity, sexual orientation, or any other characteristic protected by applicable law.

24. Right to Protest: Contractors who have submitted a response to a Request for Proposals and believe that award has been improperly made may protest such award by submitting a protest, in writing, to the Procurement Coordinator, Richland County Public Library, 1431 Assembly Street, Columbia, SC 29201-3101, within ten (10) days after the award or intent to award notice.

## **B. PROPOSAL REQUIREMENTS**

Offeror must respond fully to each requirement stated below and indicate its compliance and understanding:

1. Offeror should state its understanding of the purpose described in this Request for Proposals.
2. The successful contractor must be authorized and licensed to do business in Richland County, South Carolina.
3. Offeror must agree in its proposal that if it is the successful contractor, it will indemnify and hold the Library harmless for claims and damages as required in this Request for Proposals, Part I, A, 21.
4. Offeror must agree in its proposal, that if it is the successful contractor, prior to award in the time specified by the Library, that it will furnish proof of Worker's Compensation insurance and a \$1,000,000 general liability insurance as required in this Request for Proposals, Part I, A, 20.
5. The offeror must outline in its proposal its proposed plan to perform the required services, including any other information which demonstrates offeror's understanding of the services required and its ability to properly provide janitorial services.
6. The offeror must state in its proposal three other business references where offeror has, within the past three years, performed janitorial service contracts that were CIMS or CIMS – GB for multi building organizations. The offeror must also summarize in its proposal its work history and experience in performing contracts similar to the one solicited herein. The Library will contact the Better Business Bureau for further company history.
7. Offeror must state in its proposal the complete name of its company, its address, its principal place of business, the names of its officers, and its county of residence. Indicate whether the business is operated by an individual, partnership, or corporation. If applicable, offeror must state in its proposal the name of the local business or any subordinate entity; that will be performing all or a portion of the service.
8. Offeror must complete and sign the Certification of Cost.
9. Offeror must sign and have notarized the attached Affidavit of Noncollusion.
10. Offeror must sign and have notarized the attached Affidavit of Nondiscrimination.
11. Offeror must sign and complete the Cost Form(s).

12. Offeror must state in its proposal that it agrees to bill the Library (invoice to include PO numbers) for services rendered:

Richland Library, Finance Office, 1431 Assembly Street, Columbia, SC 29201-3101.

### **C. EVALUATION CRITERIA**

Proposals will be reviewed to determine compliance with all of the requirements of the Request for Proposals. Any proposal failing to meet all essential requirements of the RFP may be rejected.

Each proposal that meets all of the essential requirements of the RFP will be evaluated based on the criteria listed below in relative order of importance.

1. The proposed plan of performance, understanding of required services and compliance with general conditions. (35%)
2. Cost. (30%)
3. Similar experience, work history, and past performance. (25%)
4. Locality (1 additional, weighted point will be added to scores of those organizations whose principal location of business resides in Richland County.) (5%)
5. MLBE / SLBE Status (1 additional, weighted point will be added to scores of those organizations that meet the requirements for and fill out the MLBE or SLBE forms.) (5%)

**PART II. ATTACHMENTS**

**ATTACHMENT A**

**CERTIFICATION OF COST**

The following certification must be submitted with the offer in the cost section:

I hereby certify that the price included in this proposal is accurate and binding for (90) ninety days, beginning from the proposal due date and that all charges and estimates are, to the best of my knowledge, accurate and complete.

OFFEROR

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

F.E.I.N. \_\_\_\_\_

OR

SOCIAL SECURITY NO. \_\_\_\_\_

Failure to furnish your F.E.I.N. or Social Security Number will result in the delay of contract.

**ATTACHMENT B**

**AFFIDAVIT OF NONCOLLUSION**

**INSTRUCTIONS:** Each offeror submitting a proposal must complete this Affidavit of Noncollusion. This sworn statement will be considered part of the offeror's proposal.

PROJECT NAME: Richland County Public Library  
"Janitorial Services"

SOLICITATION DOCUMENTS DATED: **October 3, 2022**

OPENING DATE: **October 28, 2022 @ 12:00, noon**

STATE OF

COUNTY OF

Personally appeared before me \_\_\_\_\_, who being duly sworn, says that he is a member of the firm of \_\_\_\_\_, and that his firm, association, or corporation, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the submission of a proposal on the above-named project.

OFFEROR

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

SWORN and subscribed to before me  
this \_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_(L.S.)

Notary Public for

My commission expires:

**ATTACHMENT C**

**AFFIDAVIT OF NONDISCRIMINATION**

Offeror certifies that, during the performance of all obligations under its contract with the Library, the offeror will not discriminate against any employee or applicant for employment because of an individual's sex, race, color, religion, national origin, ancestry, age, physical or mental disability, medical condition, service in the uniformed services (as defined in state and federal law), veteran status, political ideas, marital or family status, pregnancy, genetic information, genetic identity, gender expression, gender identity, sexual orientation, or any other characteristic protected by applicable law; that it will take affirmative action to insure that applicants are employed and employees are treated during employment without regard to an individual's sex, race, color, religion, national origin, ancestry, age, physical or mental disability, medical condition, service in the uniformed services (as defined in state and federal law), veteran status, political ideas, marital or family status, pregnancy, genetic information, genetic identity, gender expression, gender identity, sexual orientation, or any other characteristic protected by applicable law; that all solicitations or advertisements for employees placed by or on behalf of the offeror shall state that all qualified applicants will receive consideration for employment without regard to an individual's sex, race, color, religion, national origin, ancestry, age, physical or mental disability, medical condition, service in the uniformed services (as defined in state and federal law), veteran status, political ideas, marital or family status, pregnancy, genetic information, genetic identity, gender expression, gender identity, sexual orientation, or any other characteristic protected by applicable law.

\_\_\_\_\_  
Offeror

SWORN and subscribed to before me  
this \_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_(L.S.)  
Notary Public for  
My commission expires:

**ATTACHMENT D**

**COST FORM**

\_\_\_\_\_ (Offeror's Name) agrees to perform the services as outlined in this Request for Proposals for the following cost:

Base contract cost:

Main	\$ _____
Ballentine	\$ _____
Blythewood	\$ _____
Cooper	\$ _____
Eastover	\$ _____
Edgewood	\$ _____
North Main	\$ _____
Northeast	\$ _____
Sandhills	\$ _____
Southeast	\$ _____
St. Andrews	\$ _____
Wheatley	\$ _____
Lower Richland	\$ _____

The cost above does \_\_\_\_\_ does not \_\_\_\_\_ include South Carolina Sales Tax. **If South Carolina Sales/Use Tax is charged, it must also be itemized on all invoices.**

\_\_\_\_\_  
Offeror's / Authorized Signature

\_\_\_\_\_  
Date

**ATTACHMENT E**

**ADDED SERVICE COST FORM**

\_\_\_\_\_ (Offeror's Name) agrees to perform the services as outlined in this Request for Proposals for the following cost:

Additional Restroom Cleanings as outlined in the RFP:

Main	\$ _____
Ballentine	\$ _____
Blythewood	\$ _____
Cooper	\$ _____
Eastover	\$ _____
Edgewood	\$ _____
North Main	\$ _____
Northeast	\$ _____
Sandhills	\$ _____
Southeast	\$ _____
St. Andrews	\$ _____
Wheatley	\$ _____
Lower Richland	\$ _____

The cost above does \_\_\_\_\_ does not \_\_\_\_\_ include South Carolina Sales Tax. **If South Carolina Sales/Use Tax is charged, it must also be itemized on all invoices.**

\_\_\_\_\_  
Offeror's / Authorized Signature

\_\_\_\_\_  
Date

**ATTACHMENT F**

**ADDED SERVICE COST FORM**

\_\_\_\_\_ (Offeror's Name) agrees to perform the services as outlined in this Request for Proposals for the following cost:

Additional Glass Cleaning as outlined in the RFP:

Main	\$ _____
Ballentine	\$ _____
Blythewood	\$ _____
Cooper	\$ _____
Eastover	\$ _____
Edgewood	\$ _____
North Main	\$ _____
Northeast	\$ _____
Sandhills	\$ _____
Southeast	\$ _____
St. Andrews	\$ _____
Wheatley	\$ _____
Lower Richland	\$ _____

The cost above does \_\_\_\_\_ does not \_\_\_\_\_ include South Carolina Sales Tax. **If South Carolina Sales/Use Tax is charged, it must also be itemized on all invoices.**

\_\_\_\_\_  
Offeror's / Authorized Signature

\_\_\_\_\_  
Date

**ATTACHMENT G**

**ADDED SERVICE COST FORM**

\_\_\_\_\_ (Offeror's Name) agrees to perform the services as outlined in this Request for Proposals for the following cost:

Additional Entrance Pressure Washing as outlined in the RFP:

Main	\$ _____
Ballentine	\$ _____
Blythewood	\$ _____
Cooper	\$ _____
Eastover	\$ _____
Edgewood	\$ _____
North Main	\$ _____
Northeast	\$ _____
Sandhills	\$ _____
Southeast	\$ _____
St. Andrews	\$ _____
Wheatley	\$ _____
Lower Richland	\$ _____

The cost above does \_\_\_\_\_ does not \_\_\_\_\_ include South Carolina Sales Tax. **If South Carolina Sales/Use Tax is charged, it must also be itemized on all invoices.**

\_\_\_\_\_  
Offeror's / Authorized Signature

\_\_\_\_\_  
Date

**ATTACHMENT H**

**MINORITY OR WOMAN OWNED BUSINESS ENTERPRISE**

Offeror certifies that the business submitting the response to this solicitation is a certified Minority or Woman Owned Business Enterprise as defined and certified by the South Carolina Division of Small and Minority Business Contracting and Certification, or as similarly certified by the state in which the business is headquartered.

Name under which business is certified and listed: \_\_\_\_\_

Signature of authorized Officer: \_\_\_\_\_

SWORN and subscribed to before me

This \_\_\_\_\_ day of \_\_\_\_\_, 22

\_\_\_\_\_ (L.S.)

Notary Public for

My commission expires:

**ATTACHMENT I**  
**SMALL LOCAL BUSINESS ENTERPRISE**

Offeror certifies that the business submitting the response to this solicitation is a Small Local Business Enterprise as defined by Richland County Code of Ordinances and is registered as such with the Richland County Office of Small Business Opportunities and is not currently suspended.

Name under which business is certified and listed: \_\_\_\_\_

Signature of authorized Officer: \_\_\_\_\_

SWORN and subscribed to before me

This \_\_\_\_\_ day of \_\_\_\_\_, 22

\_\_\_\_\_ (L.S.)

Notary Public for

My commission expires:

### PART III. Nature of Services Required

#### Scope of Services

##### **ISSA CIMS – GB Certification Requirements:**

All janitorial services firms doing business with Richland County Public Library shall hold a current ISSA Cleaning Industry Management Standard-Green Building (CIMS-GB) certification.

**Building Locations, Sizes, and Hours:** Buildings may, at the availability of library staff, be able to be entered earlier than normal operating hours. This can be negotiated with the winning offeror where applicable. **Please note all square footages are approximate, and that all cost estimates should be based on site visits and work to be performed.**

**Main** 1431 Assembly Street, Columbia 200,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm  
Sunday 2 pm – 6 pm

**Ballentine** 1200 Dutch Fork Road, Irmo 13,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Blythewood** 218 McNulty Road, Blythewood 7,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Cooper** 5317 North Trenholm Road, Columbia 11,500 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Eastover** 608 Main Street, Eastover 5,200 sq. ft.  
Monday - Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Edgewood** 2101 Oak Street, Columbia 7,350 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Lower Richland** 9019 Garners Ferry Road, Hopkins 5,200 sq. ft.  
Monday, Wednesday, Friday, Saturday – 9am – 6pm  
Tuesday and Thursday – 9 am -8 pm

**North Main** 5306 North Main Street, Columbia 12,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Northeast** 7490 Parklane Road, Columbia 15,500 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm

**Sandhills** 763 Fashion Drive, Columbia 30,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm  
Sunday 2 pm – 6 pm

**Southeast** 7421 Garners Ferry Road, Columbia 20,000 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm  
Sunday 2 pm – 6 pm

**St. Andrews** 2916 Broad River Road, Columbia 15,200 sq. ft.  
Monday – Thursday 9 am – 8 pm  
Friday and Saturday 9 am – 6 pm  
Sunday 2 pm – 6 pm

**Wheatley** 931 Woodrow Street, Columbia 4,000 sq. ft.  
Monday, Wednesday, Friday, Saturday 9 am – 6 pm  
Tuesday and Thursday 9 am – 8 pm

### **General Requirements of Service:**

The main library and all branch libraries are to be cleaned during normal operating hours. The main library and the Southeast, Sandhills, and St. Andrews branches are to be cleaned seven days per week. All other libraries are to be cleaned every day they are open. Janitorial staff can begin their work day as early as 7:30am at the main library. Discretion here is being left to the offeror to determine start times, so long as all work called out to be completed prior to opening of the building can be accomplished. Janitorial staff are to start work at 8:45am at all branch libraries, unless a cleaner works at more than one branch. If a staff member cleans more than one branch, they will begin at 8:45am at the first branch and report to the next building at approximately the same time each day.

All employees of the janitorial service contractor working on Library property must have a criminal records check and a sex offender registry check completed on them at the expense of the

contractor. The janitorial services contractor assumes all liability for acts on the part of its representatives and employees resulting in injury to Library staff and customers.

Janitorial staff must be trained in the safe and proper use of all equipment and chemicals. Any material used on the job that requires a Material Data Safety Sheet must have the MSDS posted in the storage/use location of the material and a copy provided to the Library Safety/Security Manager. Contractor's employees must comply with all local, state, and federal laws, statutes, regulations or other mandatory directives including, but not limited to, those issued by OSHA and SC DHEC.

Janitorial staff are to be assigned to a particular building on a regular basis. It is the intent of the Library to have consistency of cleaning staff and a minimum of staffing, multiple shifts of part-time personnel in order to save on staffing costs is not desirable.

The staff of the janitorial company must wear a company uniform with the company's logo displayed prominently on the front of the shirt or smock. All janitorial staff must wear an identification tag at all times while on duty. Janitorial staff at branch libraries are to park their vehicles in an area approved by the Branch Manager. Janitorial staff at the Main Library are prohibited from parking on Library property.

No person who is not employed under this contract may accompany an employee to work. The janitorial company must be prepared to send substitute staff to Main or a branch if a regular staff member is absent from work. Procedures for substitute coverage must be established by the contractor such that the substitute arrives to work on time.

The Library's contact person for the supervision of the janitorial service contract is the Operations Supervisor and he is the point of contact at the Main Library. The Branch Manager at each branch library is the point of contact at that location. A manager, or supervisor, for the Janitorial Service Company is to be assigned to the Library's contract on a permanent basis to oversee all buildings. The janitorial manager is to be available to the Library to address concerns with quality and contract compliance on a daily basis during normal business hours. The janitorial manager should actively supervise the work of his crew and inspect each library on a regular basis to ensure high quality service.

The contractor is liable and responsible for damages to Library property caused by action or negligent inaction on the part of his employees. Damages are to be repaired or paid for at the discretion of the Library. False alarms for fire or security caused by employees of the contractor will be paid for by the contractor in cases where the responding authority charges the Library for responding.

The contractor may use the janitor's closets on the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> levels of the main library. There is a janitor's closet with sink available at each branch, two at the Northeast Regional Branch. All equipment is to be stored in the janitor's closet when not in use. Janitor's closets are to be kept

neat, clean, and safe. No storage is allowed in electrical closets or any other closet that is adjacent to a janitor's closet. No doors, stairwells, or emergency exits are to be blocked with equipment at any time.

Areas of the main library are to be cleaned in the same order each day so that library staff can expect the cleaner(s) at about the same time. The Hennig Administration Center on Third Level is to be cleaned first followed by the other staff offices on that floor. It is recommended that a logical pattern be used to clean the building such as: Third Level staff areas followed by staff areas on Second, First, and Garden; then public areas starting on Third and working down to Garden Level. Large areas of terrazzo and tile flooring that have to be closed to traffic for cleaning with no detours available should be cleaned first thing in the morning prior to the library opening to the public. Personnel are to be assigned specific areas and duties within the building so that library staff will see the same faces each day. If the entire building is clean prior to 5pm, at least one cleaning staff member is to remain on duty at the main library until 5pm in order to clean restrooms and attend to emergencies.

Cleaning of meeting rooms and auditoriums at all locations and Storytime room at Main is to be coordinated with library staff so that rooms are ready for functions. If the auditorium at the main library is to be used for an entire day for a function, cleaning will have to be done after the final function on the previous day, or at 8:30am the day of the function.

The restrooms at all locations are heavily used throughout the day and have historically been difficult to keep clean. There is a basic level of service required of the proposals for cleaning restrooms and an alternate additional services price being requested in this RFP.

The basic service in the restrooms at the branches is to have them cleaned once while the cleaning crew is doing its routine daily cleaning. The basic service at main is to have all restrooms cleaned once in the morning and patrolled hourly thereafter until 5 pm. During the hourly patrols, all messes should be attended to and, if necessary, the restroom cleaned again.

**A separate price must be included on the cost form for the following:**

**Optional Added Service Restroom Cleaning:**

The added service at **all branches** is to have a second restroom cleaning every day. The time of this cleaning should be such that the basic cleaning and additional cleaning are spaced evenly in relation to the operating hours of the building.

The added service at the **main library** is to clean all restrooms fully, twice per day, and have at least one janitorial staff member in the building all hours the library is open, every day. This person will continue patrolling the restrooms after 5 pm, until 9 pm, to ensure that all the restrooms are clean at all times.

Added service at **all locations** includes mechanically scrub and disinfect all surfaces in all restrooms using a system such as Kaivac at least every three months. The price should be itemized per building on the cost form.

The Library will supply toilet paper, paper towels, trash can liners, and hand soap. Contractor will supply all equipment and supplies necessary for cleaning. No bleach is allowed in any library building.

## **Specifics:**

### **Doors, Windows, Glass, and Reflective Surfaces**

Entrance doors, including those from an entry foyer, are to be spot cleaned inside and outside daily. Exterior glass adjacent to the entrance doors is to be spot cleaned daily, this includes all glass in the air locks at the three entrances to Main.

All interior glass is to be spot cleaned daily up to eight feet from the floor.

The bottom two panels of exterior glass on the Hampton Street and Assembly Street sides of Main are to be spot cleaned as needed to remove smudges and marks.

All door lights, service windows, and other incidental glass is to be maintained in a spot free condition.

Push plates, kick plates, and other door hardware is to be kept clean, spot free and reflective. Mini blinds, vertical blinds, shades, and other types of non-fabric window treatments are to be dusted as needed.

### **A separate price must be included on the cost form for the following:**

#### **Optional Added Service Glass Cleaning:**

A separate price on the cost form for cleaning all glass, inside and outside, top to bottom, at all **branch library** locations. The price should be itemized per building, per instance. It is anticipated that this will occur on a quarterly timetable.

### **Furniture**

Study tables and work surfaces in public areas are to be cleaned daily. Furniture throughout the building is to be kept dusted.

Upholstered furniture is to be wiped clean and/or vacuumed as needed, trash, books, etc. removed from under cushions daily. Trash is to be removed from beneath furniture.

Workroom and office furniture is to be kept dusted. Common work surfaces are to be cleaned daily. Sinks are to be cleaned daily. All towel dispensers are to be filled as needed. Individual workstation surfaces in workrooms and offices are to be cleaned on request.

## **Accessories**

Empty all wastebaskets, trash cans, and recycling bins daily. Library supplied liners are to be used in all trash receptacles.

**TRASH IS TO BE MOVED THROUGH THE BUILDING IN LEAKPROOF, WHEELED CONTAINERS.**

Clean and polish drinking fountains daily.

## **Recycling**

### Main Library:

All recycling containers are to be emptied daily. All recycling content should be divided up appropriately into the following groups and placed in respective collection containers.

Glass, Plastic, and Aluminum can be mingled together and put into the library provided containers outside.

Cardboard should be placed in the cardboard only dumpster located directly beside the normal trash dumpster.

Paper products should be disposed of in large Gaylord boxes provided by the library located in the garage area.

### Branches:

All recycling containers should be emptied daily and contents should be divided up into the same groups as listed above for main library. Removal of the recyclable content will be handled by the library staff.

## **Floors**

Carpet is to be vacuumed based on traffic/use zones as needed. Carpet is to be spot cleaned in the event of an emergency spill at the request of the library. A carpet extractor is available from the library should the need arise.

Walk off mats should be vacuumed 2x per day during the initial cleaning and during the return for the additional bathroom visit at branch libraries, and mats at main library should be monitored throughout the day and kept clean.

Hard surface flooring not located in restrooms is to be maintained as needed to provide a clean environment and maintain a pleasing appearance.

Restroom floors are to be cleaned and disinfected each time the restroom is cleaned.

### **Walls and Ceilings**

Ledges overlooking atriums, door jambs and frames, window sills and walls are to be dusted as needed to keep them dust free and clean.

Spot clean walls, trim, and ceilings as needed to remove soil, marks, and cobwebs.

### **Atriums**

Fallen leaves and other debris in the atrium are to be swept up daily. Spills and stains are to be cleaned up daily.

### **Stairwells, Elevators, and Escalators**

Stairwells are to be swept from top to bottom as needed to prevent dust accumulation.

Elevators are to be vacuumed daily. Door tracks are to be detail vacuumed as needed. Wood paneling in the public passenger elevator is to be cleaned and polished using furniture polish. All elevator doors are to be kept clean.

Escalator landings are to be mopped daily with a damp mop, excess water is to be avoided since there is electric equipment beneath the landing plate. Escalator ledges are to be cleaned daily with stainless steel cleaner. Escalator glass is to be cleaned daily.

### **A separate price must be included on the cost form for the following:**

#### **Optional Added Service Pressure Washing Entrances:**

A separate price on the cost form is to be included for pressure washing hardscape outside all public entrance doors at all locations to a distance of the nearest curb up to 30 feet in all directions from the door. The price is to be itemized for each building. This service is anticipated to be needed quarterly at all **branch libraries and Main.**