

REQUEST FOR PROPOSALS

JANITORIAL SERVICES

APRIL 20, 2023



**City of St. Helens
265 Strand Street
St. Helens OR 97051
(503) 366-8217**

GENERAL INFORMATION

The City of St. Helens requests proposals from companies interested in providing janitorial services to certain City buildings. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service and enhancement to improve our janitorial services at City facilities.

Include information about any community involvement and the dedicated resources for serving the public sector. While your format must be consistent with the requirements of the RFP, if you believe there is additional information that would be beneficial to the City, there is a section at the end where you can provide such information.

A City review panel, consisting of staff from multiple departments will review your proposal for pricing and services. We intend to establish an initial two-year contract with the option to renew annually. The City will retain the right to cancel the contract for any reason with ninety (90) days written notice.

The complete RFP will be made available on the City's website (www.sthelensoregon.gov/rfps).

ESTIMATED 2023 TIMETABLE OF RFP

Distribution of RFP	April 20
Tour of Facilities by Potential Bidders (Optional)	May 2
Deadline for Questions	May 5
Proposal Submission	May 19 @ 3:00 PM
City Panel Review of Proposals	May 22-26
Notification of Finalist(s)	May 26
Interview Finalist(s)	May 29-31
Notification of Selected Provider	May 31
Agreement to City Council for Approval	June 7
Work Begins	July 1

We have made every effort to include sufficient information within this RFP for a vendor to prepare a responsive, comprehensive proposal. The timing of the proposal process is as follows:

- a) Distribution of Request for Proposal: April 20, 2023.
- b) Deadline for Questions is May 5, 2023. All questions must be emailed to City Recorder Kathy Payne at kpayne@sthelensoregon.gov no later than this date to ensure that all proposers can receive the information.
- c) Proposal Submission: Proposals must be delivered directly to the City no later than **May 19, 2023 @ 3:00 PM**. Late submissions after the deadline or proposals delivered via fax/email will not be accepted. A total of five (5) identical copies of your proposal must be submitted and labeled as follows:

City of St. Helens
ATTENTION: Kathy Payne
265 Strand Street
St. Helens, OR 97051

- d) Notification: We anticipate sending notification to all vendors regarding the outcome of the review and begin the contract process with the selected vendor by May 31, 2023.
- e) Conversion Activities: The awarded vendor will be required to coordinate with our staff all the activities necessary to ensure smooth transition.

We will make every effort to administer the proposal process in accordance with the terms and dates discussed in the RFP. However, we reserve the right to modify the proposal process and dates as deemed necessary.

CLEANING SERVICES – FACILITIES AND SPECIFICATIONS

Below is an outline of Janitorial Services that are requested for each facility.

CITY HALL DOWNSTAIRS – 265 Strand Street, St. Helens

REGULAR TASKS – Service two (2) days per week

- Clean all entrance doors (outside/inside)
- Remove cobwebs around entrances and porch lights
- Clean glass in office doors and interior office windows
- Clean and disinfect Columbia Room surfaces and chairs
- Clean and disinfect benches and counters in front lobby
- Clean and disinfect surfaces in copier/mailroom
- Disinfect common area light switches
- Kitchen:
 - Clean and disinfect sink, countertops, and table
 - Clean and disinfect high-touch kitchen surfaces, specifically refrigerator, microwave, appliances, and faucet and faucet handles
- Bathrooms:
 - Clean doorknobs, faucet, and paper towel dispenser handles
 - Clean and disinfect partition walls
 - Clean and disinfect toilets, toilet seats, and urinals
 - Clean restroom fixtures and all door handles
 - Refill all dispensers as needed from stock
 - Sweep floors and then mop with disinfectant
- Vacuum carpeted areas and spot clean where needed
- Clean and mop vinyl floors in copy room
- Gather all garbage where able and place in dumpster for disposal
- Clean and disinfect all doorknobs and handles
- If specific offices/areas are locked, do not enter or clean that office/area
- Check and lock building doors upon completion of work

WEEKLY TASKS

- Clean and disinfect the surfaces that people regularly touch such as phones, lamps, keyboards, fax machines, copiers, staplers, etc.
- Clean and wipe down inside microwave and refrigerator
- Take cardboard recycling out to cardboard dumpster in alley

QUARTERLY TASKS

- Clean outside of desk trashcans
- Dust vents, handrails, windows sills, picture frames, blinds, and shelves
- Check upholstery of office/desk chairs and conference room chairs and clean, if needed
- Clean interior of windows that are on the exterior of the building

ANNUAL TASKS

- Strip wax vinyl floors and re-wax
- Clean exterior of all windows
- Steam clean carpets

CITY HALL UPSTAIRS – 265 Strand Street, St. Helens

REGULAR TASKS – Service two (2) days per week

- Sweep/vacuum stairs
- Clean and disinfect stair railing
- Clean glass windows of office doors
- Clean and disinfect St. Helens Room conference table and chairs
- Clean and disinfect Engineering lobby table and chairs
- Disinfect common area light switches
- Clean standing-height table next to printer
- Kitchen:
 - Clean and disinfect sink
 - Clean and disinfect high-touch kitchen surfaces, specifically refrigerator, microwave, bottle refiller, cabinet handles, appliances, and faucet and faucet handles
- Bathrooms:
 - Clean doorknobs, faucet, and paper towel dispenser handles
 - Clean and disinfect partition wall in women's restroom
 - Clean and disinfect toilets, toilet seats, and urinals
 - Clean restroom fixtures and all door handles
 - Refill all dispensers as needed from stock
 - Sweep floors and then mop with disinfectant
- Vacuum carpeted areas and spot clean where needed
- Gather all garbage where able and place in dumpster for disposal
- Clean and disinfect all doorknobs and handles
- If specific offices/areas are locked, do not enter or clean that office/area

WEEKLY TASKS

- Clean and disinfect the surfaces that people regularly touch such as phones, lamps, keyboards, fax machines, copiers, staplers, etc.
- Clean and wipe down inside microwave and refrigerator

QUARTERLY TASKS

- Clean stair surfaces
- Clean outside of desk trashcans
- Dust vents, handrails, windows sills, picture frames, blinds, and shelves
- Check upholstery of office/desk chairs and conference room chairs and clean, if needed
- Clean interior of windows that are on the exterior of the building

ANNUAL TASKS

- Strip wax vinyl floors and re-wax
- Clean exterior of all windows
- Steam clean carpets

UTILITY BILLING AND MUNICIPAL COURT – 275 and 277 Strand Street, St. Helens

REGULAR TASKS – Service two (2) days per week

- Clean all entrance doors (outside/inside)
- Remove cobwebs around entrances and porch lights
- Clean and disinfect Court Room surfaces and chairs
- Clean inside window area surrounding front doors
- Clean glass in courtroom door, office doors, and interior office windows
- Bathrooms:
 - Clean and disinfect toilets, toilet seats and urinals
 - Clean and disinfect restroom fixtures and all door handles
 - Dust overhead fan
 - Refill all dispensers as needed from stock
 - Sweep floors and then mop with disinfectant
- Vacuum carpeted areas and spot clean where needed
- Gather all garbage where able and place in dumpster for disposal
- Dust blinds and windowsills
- Clean all doorknobs and handles
- Clean and disinfect front counters
- If specific offices/areas are locked, do not enter or clean that office/area
- Check and lock building doors upon completion of work

ANNUAL TASKS

- Strip wax vinyl floors and re-wax
- Clean exterior windows
- Steam clean carpets

RECREATION CENTER – 1810 Old Portland Road, St. Helens

REGULAR TASKS – Service one (1) day per week

- Bathrooms:
 - Clean and disinfect toilets, toilet seats, and urinals
 - Clean and disinfect restroom fixtures and all door handles
 - Refill all dispensers as needed from stock
 - Clean floors
 - Clean and disinfect drinking fountain
- Gym:
 - Sweep floors
 - Clean mirrors
- Sweep and mop floors in front area
- Gather all garbage where able and place in dumpster for disposal
- Check and lock building doors upon completion of work

MONTHLY TASKS

- Deep clean drinking fountain
- Deep clean gym floors

ANNUAL

- Clean exterior windows

COMMUNITY CENTER – 2625 Gable Road, St. Helens

REGULAR TASKS – Service one (1) day per week

- Bathrooms on both sides:
 - Clean and disinfect toilets, toilet seats, and urinals
 - Clean and disinfect restroom fixtures and all door handles
 - Refill all dispensers as needed from stock
 - Sweep and mop floors
 - Clean and disinfect drinking fountain
 - Clean glass doors weekly
- Kitchen side of complex:
 - Sweep floors (mop as needed)
- Stage side of complex:
 - Sweep and mop floors
- Gather all garbage where able and place in dumpster for disposal
- Gather all recycling and place in appropriate container for recycling
- Check and lock building doors upon completion of work

MONTHLY TASKS

- Deep clean drinking fountain

ANNUAL TASKS

- Clean exterior windows

POLICE STATION – 150 S. 13th Street, St. Helens

Service anytime except thirty minutes before or thirty minutes after 6:00 AM; 2:00 PM, and 10:00 PM.

REGULAR TASKS – Service five (5) days per week

- Bathrooms:
 - Clean and disinfect toilets, toilet seats, urinals, and shower
 - Clean and disinfect restroom fixtures and all door handles
 - Refill all dispensers as needed from stock
 - Sweep and mop floors
 - Dust air vents and walls
- Clean all entrance doors (outside/inside)
- Vacuum carpeted areas and spot clean where needed
- Gather all garbage from within building and garage where able and place in dumpster for disposal
- Remove cobwebs around entrances and porch lights
- Clean and disinfect kitchen countertops and microwave
- Clean and disinfect all doorknobs and handles
- If specific offices/areas are locked or closed, do not enter or clean that office/area
- Clean and disinfect main entry counter surfaces
- Clean inside and outside of main entry windows
- Sweep and mop main entry floors
- Check and lock building doors upon completion of work

ANNUAL TASKS

- Strip wax vinyl floors and re-wax
- Clean exterior windows around building
- Steam clean carpets

PARKS SHOPS – 475 N. 18th Street, St. Helens

REGULAR TASKS – Service one (1) day per week

- Bathrooms:
 - Clean and disinfect toilets and toilet seats
 - Clean and disinfect restroom fixtures and all door handles
 - Sweep and mop floors
- Vacuum carpeted areas
- Gather all garbage where able and place in dumpster for disposal
- Clean and disinfect countertops in office area
- Check and lock building doors upon completion of work

WASTEWATER TREATMENT PLANT – 451 Plymouth Street, St. Helens

REGULAR TASKS - Service one (1) day per week

- Bathrooms:
 - Clean and disinfect toilets, toilet seats and urinals
 - Clean and disinfect restroom fixtures and all door handles
 - Sweep and mop floors
- Lab Area:
 - Only sweep/mop floor, vacuum rugs. **Do not clean anything else.**
- Clean all entrance doors (outside/inside)
- Vacuum carpeted areas and spot clean where needed
- Gather all garbage where able and place in dumpster for disposal
- Remove cobwebs around entrances and porch lights
- Clean and disinfect all doorknobs and handles
- If specific offices/areas are locked, do not enter or clean that office/area
- Clean and disinfect kitchen countertops and fixtures
- Clean inside and outside of fridge and microwave
- Dust all walls and ceilings when needed
- Check and lock building doors upon completion of work

ANNUAL TASKS

- Strip wax vinyl floors and re-wax
- Clean exterior windows

ENTIRE BUILDING

Regular Tasks

- Check and lock building doors upon completion of work

Monthly Tasks

- Spot clean carpets
- Clean ledge by the library front desk
- Clean interior glass windows as needed

Semi-Annual Tasks (June/Dec)

- Vacuum and/or wash air handling vents
- Dust/clean light fixtures
- Clean interior/exterior surfaces of exterior windows
- Deep clean carpets and restroom floors

COMMON AREAS – Lobby, Restrooms, Armstrong Room, and Auditorium

Regular Tasks – five (5) days per week

- Clean and disinfect all door handles for the bathrooms and stalls
- Clean and disinfect sinks, toilets, and urinals
- Clean and disinfect bathroom fixtures – changing tables, baby seats, dispensers
- Refill all dispensers as needed from stock – towels, toilet paper, air freshener, soap, seat covers, stall trash can liners in women's room
- Clean restroom mirrors
- Clean restroom floors
- Check and lock building doors upon completion of work
- Clean all exterior/interior doorknobs, handles, and entry keypads
- Clean and disinfect drinking fountain

Twice Weekly Tasks

- Gather all garbage and place in dumpster for disposal including large cans on the porch

Weekly Tasks

- Vacuum carpeted and vinyl meeting areas (except Auditorium)
- Sweep walkways around exterior garbage cans at entrances

Monthly Tasks

- Clean all glass entrance doors to building and meeting rooms
- Clean Armstrong Room sink and replenish towels and soap
- Vacuum carpeted and vinyl areas in Auditorium

Columbia Learning Center continued on next page...

LIBRARY

Regular Tasks – five (5) days per week

- Family bathroom in library
 - Clean and disinfect all door handles
 - Clean and disinfect sink and toilet
 - Clean and disinfect bathroom fixtures – changing table, baby seat, dispensers
 - Clean restroom mirrors
 - Clean restroom floors
- Clean all doorknobs, handles, and entry keypads
- Check and lock building doors upon completion of work

Twice Weekly Tasks

- Gather all garbage and place in dumpster for disposal
- Gather recycling from office containers and place in large main recycling bin in locked enclosure outside

Weekly Tasks

- Vacuum carpeted areas

Monthly Tasks

- Clean the glass entrance doors to the library
- Clean and disinfect staff kitchen sink and replenish towels and soap

CET OFFICES AND MAKERSPACE – Southern Wing of the Building

Regular Tasks – five (5) days per week

- Clean and disinfect all doorknobs and handles

Twice Weekly Tasks

- Gather all garbage and place in dumpster for disposal
- Gather recycling from office containers and place in large main recycling bin in locked enclosure outside

Monthly Tasks

- Clean all glass doors
- Vacuum carpeted and vinyl meeting areas
- Clean and disinfect makerspace sink and replenish towels and soap

OTHER NOTES AND SPECIFICATIONS TO CONSIDER

- City will provide the following supplies:
 - Garbage liners
 - Hand soap
 - Toilet paper
 - Paper towels
- Contractor will provide:
 - Cleaning solutions
 - Cleaning equipment
 - Cleaning supplies not listed above
- Contractor will provide and maintain required MSDS, OSHA documentation and blood borne pathogen documentation and provide training for staff and anyone working at the sites that might be using cleaning products provided by Contractor.
- Contractor will complete a security clearance background check and provide documentation to the City for themselves and all employees who will work at the sites listed. The City Police Department will do an additional background check. The contractor or its employees will not be allowed in any building listed until the outcome of both background checks are received and reviewed by the City. The City reserves the right to prohibit entrance into its buildings.
- Contractor will provide emergency services (within 8-hour notice) at a rate not to exceed \$35.00 per hour.

REQUIRED FORMAT OF PROPOSAL

In order for us to adequately compare and evaluate proposals objectively, **all proposals must be submitted with this format. Not doing so will be reflected in the overall scoring.**

- Title Page/Cover:** It should include the name of the proposing vendor, principle business address, phone number and email address of primary contact for vendor.
- Table of Contents:** One printed page maximum.
- Transmittal Letter:** The letter should address the vendor's willingness and commitment, if selected, to provide the services, and why the vendor believes it should be selected. The letter should be addressed to Kathy Payne, City of St. Helens, Oregon, 265 Strand Street, St. Helens OR 97051 and signed by the manager assigned to our account.

Section 1: Business Profile and Staff

Respond to the following sections:

- a) Overview: Provide an overview of your business, when it started, how many employees, and why you are responding to this RFP.
- b) Experience: Describe your experience in providing services. Provide three (3) references that are most comparable to our size and needs that we may contact if you are chosen as a finalist. Include a brief description of the services provided for each reference and a contact person and telephone number for each client described.
- c) Relationship Manager: Describe the relationship team that will be assigned to service our buildings. Describe individual roles, their responsibilities, and briefly detail credentials and related experience.

Section 2: Pricing Schedule

Provide the pricing for services proposed by vendor. Pricing should include a fixed monthly cost for services broken down by facility (9 total facilities).

Section 3: Other Info / Services

This is your opportunity to include any services that may be required that are not listed in the RFP and/or any other services you would make available to the City of St. Helens that are not mentioned in the RFP. This may include services that help the City of St. Helens become more efficient and help in the business activities of the City and other service enhancements you could suggest. In this section, you may also provide any such information that you feel you need to share to help the City make the best selection for a provider.

EVALUATION OF PROPOSALS

The evaluation criteria will include the following:

- A. **Comprehensiveness of Services Provided:** Overall capabilities of the vendor to meet the service levels described in this RFP. (Scoring = 0-5 points)
- B. **Public Sector Experience and Resources:** The vendor's experience in providing janitorial services, as well as dedicated resources and personnel. (Scoring = 0-5 points)
- C. **Reference List:** Points provided on positive reviews when interviewed. (Scoring = up to 3 points) (1 point for each positive reference)
- D. **Assigned Relationship Manager / Team:** The credentials and experience of the person(s) assigned to our relationship. (Scoring = 0-5 points)
- E. **Service Enhancements:** The vendor's efforts to understand our needs and goals. (Scoring = 0-5 points)
- F. **Community Involvement:** The vendor's role as a corporate citizen and related contributions to our local community. Points will be scored based on current level of community involvement examples as well as location of services located in/around the City of St. Helens, volunteerism around the community, partners with businesses and/or non-profits in/around St. Helens. (Scoring = 0-3 points)
- G. **Other Factors:** Any other factors that we believe are in our best interest to consider which were not previously described above. (Scoring = 0-2 points)
- H. **Format Completeness:** Full points awarded if the vendor has followed the format proposal reflected in this RFP. (Scoring = 0-2 points)

Total Points Possible = 30 Points MAX