

EAST BAY CHARTER TOWNSHIP  
REQUEST FOR PROPOSALS (RFP)  
FOR  
PROFESSIONAL CLEANING SERVICES

East Bay Charter Township  
Beth Friend, Supervisor  
1965 N. Three Mile Road

Phone: (231) 947-8647  
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RFP Contact:  
Val Hedges, Receptionist  
Questions?

Please contact [vhedges@eastbaytp.org](mailto:vhedges@eastbaytp.org) or call (231) 947-8647.

I. NATURE OF SERVICES REQUIRED

A. General

East Bay Charter Township is requesting proposals from qualified commercial cleaning services providers that will provide a high level of cleaning services to the township offices.

B. Scope of Work to be Performed

**Township Hall, 1965 N. Three Mile Road, Traverse City, MI 49696:**

Once cleaning per week, can be done according to successful proposer's availability, as long as the work is conducted each week between Thursday (9 pm or later) and Sunday (9 pm or earlier).

All Areas

- Empty waste receptacles and replace liners, including paper shredders (paper recycling next to copier does not need to be emptied). All trash can be placed in easily accessible outdoor receptacle, located conveniently outside meeting room exterior door.
- Vacuum all carpeted areas
- Sweep and mop all hard floor areas, lifting area rugs to sweep/mop where needed.
- Wipe/clean light switches.

Offices, Hallway, and Entryways (both North & South)

- Dust horizontal surfaces including furniture including cabinets, counters, fixtures, etc.
- Glass doors and interior glass panels wiped and smudge free; specifically, entry automatic doors must be clean inside/out.

Board Rooms

- Wipe/clean any table tops as needed.
- South Conference Room only: wipe/clean board desktops.

Lunchrooms (both North & South)

- Wipe/clean lunch area table and countertops, cleaning under any small appliances such as toaster, coffeemaker, dish-draining rack.
- Clean and sanitize sink and faucet.
- Remove splash marks from wall around sink area.
- Wipe/clean door handle of refrigerator.
- Replenish paper and soap supplies as needed

Restrooms

- Clean and sanitize fixtures, wash basins, countertops, toilets, and toilet seats.
- Clean and polish all mirrors.
- Damp wipe walls, doors and partitions, where needed.
- Replenish paper and soap supplies as needed.

C. Standards to be Followed

- The township offices, particularly the public areas, are the taxpayers' first impression. After cleaning services are conducted every week, the office should portray a clean work environment.
- Clean work environments also affect township employees, a clean and sanitary workplace makes everyone more productive and reduces the risk of illness.
- The township will monitor the scopes of work to be performed and provide the contractor with feedback, noting any deficiencies.
- If there are such, the township will maintain a record comprised of complaints from staff and provide this record to the contractor; this record will identify the areas requiring special attention on that day, which must be completed by contractor the next scheduled cleaning day. If there is any urgent need for something to be addressed, the township will immediately and directly contact the contractor.
- If the contractor finds any part or use of the office hindering their efforts, they will notify the township's Supervisor, either directly or through the Office Receptionist.

II. TIME REQUIREMENTS

- A. Proposal Calendar – The following is a list of key dates in the Cleaning Services selection process:

Request for proposal issued	February 14, 2019
Required Site(s) walk through	by appointment with Val Hendges
Due date for proposals	March 1, 2019 @ 5 pm (Drop box available 24/7)

All proposals must be submitted to Val Hendges at the East Bay Charter Township Offices in a sealed envelope clearly marked "Proposal - Cleaning Services RFP". All proposals must be received by 5 pm on Friday, March 1, 2019. The township offices are open Monday through Thursday from 7 am until 5:30 pm. The township offices are CLOSED on FRIDAYS, however a drop-box is available which can handle 8 ½" x 11" envelopes.

### III. PROPOSAL REQUIREMENTS

#### A. Technical Requirements

1. General: The proposal should demonstrate the qualifications, competence and capacity of the firms seeking to perform cleaning services for the township in conformity with the requirements of this RFP. **As such, the substance of proposals will carry more weight than their form or manner of presentation.** The proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement.
2. **The proposal should address all the points outlined in the RFP. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposing firm's capabilities to satisfy the requirements of the RFP.**
3. The proposal must include:
  - Information about and history of the firm's size and duration of company operations.
  - List a minimum of five (5) references for commercial office cleaning, including most recent date you have provided service to the client.
  - Experience level of each person that would be assigned to work in the facilities.
4. Three proposals are to be submitted.

#### B. Insurance

Prospective bidders must have a minimum of \$1,000,000 coverage for General Liability and \$500,000 for Workers Compensation Employers' Liability. Insurance must be maintained throughout the term of the contract. State if your firm has, in the past 5 years, been involved in any litigation or arbitration with any past client.

IV. EVALUATION PROCEDURES AND CRITERIA

The Township Supervisor, Receptionist, and Groundskeeper will evaluate proposals using three sets of criteria. Prospective providers meeting the mandatory criteria will have their proposals evaluated for both technical qualifications and price.

V. TERMS AND CONDITIONS

- A. There is no expressed or implied obligation to reimburse responding firms for any expenses incurred in preparing proposals in response to this RFP.
- B. Submission of a proposal indicates acceptance by the firm of the conditions contained in the RFP unless clearly and specifically noted in the proposal submitted and confirmed in a letter of agreement signed by both the Township and the firm.
- C. Proposals shall be firm for such period, up to 60 days, as may be required by the Township to act.
- D. The Township reserves the right to reject any of all proposals submitted, and also the right to waive any formal defects in proposals when deemed to be in the best interest of the Township.
- E. The Township reserves the right to accept a proposal higher in price than the lowest proposal, and to negotiate with any respondent concerning matter which the Township determines requires clarification or changes not in conformity with the specific requirements set forth in this RFP.
- F. The Township reserves the right, where it may serve the Township's best interest, to request additional information or clarification from proposing firms, or to allow corrections of errors or omissions.