

DESCHUTES PUBLIC LIBRARY

REQUEST FOR PROPOSALS

JANITORIAL SERVICES

FOR DESCHUTES PUBLIC LIBRARY DISTRICT FACILITIES

Issue date: February 27, 2025

Mandatory Pre-Proposal Conference: March 4, 2025 @ 1:00 p.m.

Proposals Due: March 17, 2025 @ 10:00 a.m.

SECTION 1

REQUEST FOR PROPOSALS (“RFP”)

Janitorial Services

NOTICE IS HEREBY GIVEN that Deschutes Public Library District (“DPL” or “the District”) is requesting sealed proposals to invite qualified vendors (“Proposer”) to provide janitorial services. Sealed proposals will be received until 10:00 a.m. on March 17, 2025 (“Closing”). Clearly mark proposals “Deschutes Public Library District: Janitorial Services” and submit to Robert Guzzo, Business Services Manager, Deschutes Public Library District at 507 NW Wall Street, Bend, OR 97703. Proposals received after closing will be rejected as nonresponsive and returned unopened. Electronically transmitted proposals (including faxed and emailed proposals) will not be opened and will be rejected as nonresponsive. Public opening of responsive proposals will occur at 507 NW Wall Street, Bend, OR 97703 at 10:00 a.m. on March 17, 2025.

The Proposer selected will be responsible for cleaning all DPL facilities: Library Administration Offices, Downtown Bend Library, Central Library at Stevens Ranch, East Bend Library, La Pine Library, Redmond Library, Sisters Library, Sunriver Library. A statement of work containing the details of the required services is attached to this RFP. Only those Proposers that are actively engaged in the business of providing janitorial services will be considered eligible for selection.

DPL reserves the right to award one or more contracts based upon the proposals received. Multiple Awards may be made if DPL determines, in its sole discretion, that award to two or more proposers is necessary to ensure adequate availability, delivery, service or product compatibility.

A mandatory pre-proposal conference will be held on March 4, 2025 at 1:00 p.m. at the Administration Building Conference Room, 507 NW Wall Street, Bend, OR 97703. The pre-proposal conference will provide an overview of the project and current status, followed by a question-and-answer session.

The Request for Proposals may be obtained from Robert Guzzo at robertg@deschuteslibrary.org and shall be available for review at the above address beginning February 27, 2025 until Closing. Sealed proposals must be hand delivered or mailed to Robert Guzzo at the above address.

Proposals will be opened directly after 10 a.m. on March 17, 2025. Per District Rule 137-047-0470, no prequalification for proposers is required. Selection committee members may not be contacted or solicited.

PUBLISH: February 27, 2025, The Bulletin, Bend Oregon

DATED this 27th day of February, 2025.

DESCHUTES PUBLIC LIBRARY, BEND OREGON
Robert Guzzo
Business Services Manager

SECTION 2

PROJECT SCOPE

The scope of work is described in detail in the addendum.

Each Proposer shall be required to respond to the requirements defined in Section 4, “Proposal Requirements”. The responses will be evaluated by the Review Team which will consist of Supervisors and Managers from DPL. The Review Team will select the Proposer which best fits the needs of DPL. See Section 5, “Proposal Evaluation” for details on the evaluation process. The selected Proposer shall be required to enter into a Contract with DPL. DPL will comply with ORS 279A.120 in this RFP process. The Review Team reserves the right to give additional input and expand the project. Proposers will be notified of all changes.

Proposers shall not delegate or subcontract any of the work required by this RFP or assign or transfer any of its interest in the RFP without the prior written consent of DPL

DPL may reject any proposal not in compliance with all procedures and requirements and may reject, for good cause, any or all proposals if it is in the public interest to do so. Any proposals that are not complete, i.e., do not address all of the categories in the RFP in the order requested, may be excluded from further consideration and may be rejected summarily. DPL reserves the right to interview one or more of the top ranked Proposers.

Proposers must delegate one or more representatives who will be the person(s) with whom DPL will deal in finalizing any agreement. The person(s) must have the full authority to bind the Company with respect to all issues. This person(s) must attend all meetings with DPL, either in person or by phone, regarding the preparation and finalization of any agreement.

DPL is not liable for any costs incurred by Proposers prior to any issuance of any agreement or contract.

All proposals shall remain firm for a period of one year after March 17, 2025.

DPL reserves the right to modify the project schedule at DPL’s discretion. Proper notification of changes in the response due date will be made to all interested parties.

This solicitation may be canceled, or any or all proposals may be rejected in whole or in part, when the cancellation or rejection is in the best interest of DPL as determined by DPL.

DPL intends to enter into the attached contract with the selected awardee(s). Submittal of a proposal indicates Proposer’s intent to be bound by the terms within the contract. DPL will enter into contract negotiations as to any open terms with the highest ranked Proposer(s). During negotiations, DPL may require any additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during contract negotiations will become part of the final contract. The negotiations will identify a level of work and associated fee that best represents the efforts required. If DPL is unable to come to terms with the highest rated Proposer(s), discussions shall be terminated and negotiations will begin with the next highest rated Proposer(s). DPL may reject any and all proposals.

SECTION 3

RFP SCHEDULE

February 27, 2025: Issue Request for Proposals on DPL website: <https://www.deschuteslibrary.org/about/news/news?newsid=72376>. Notice will be published in The Bulletin newspaper as well.

March 4, 2025 at 1 p.m.: Mandatory pre-proposal conference, held at Administration Building in the Admin Conference Room.

March 7, 2025: Deadline to submit any questions. Submit questions to Robert Guzzo via email at robertg@deschuteslibrary.org

March 10, 2025: Answers to questions will be posted on the DPL website.

March 17, 2025 at 10 a.m.: Proposals due. Opening of bids.

March 17-19, 2025: Evaluation of proposals and selection of finalists.

March 20-21, 2025: Check references and interview finalists.

March 21, 2025: All Proposers receive DPL's Notice of Intent to Award Contract (alternative: Notice of Cancellation of RFP).

March 28, 2025: Deadline for Appealing Notice of Intent to Award Contract.

March 31-April 4, 2025: Contract negotiations with finalist.

April 9, 2025: Contract awarded.

SECTION 4

PROPOSAL REQUIREMENTS

Any and all questions related to this RFP must be emailed to the project manager no later than 4:00 p.m., March 7, 2025.

Project Manager:

Robert Guzzo
Deschutes Public Library District
507 NW Wall Street
Bend, OR 97703
541.312.1036
robertg@deschuteslibrary.org

Pre-proposal meeting attendance is required for submittal of a Proposal. Statements made by the District at the pre-proposal meeting are not binding upon the District unless confirmed by written addenda. Roll call will be taken at the meeting. Virtual attendees must submit attendee contact information (name, email, phone number) to Robert Guzzo (robertg@deschuteslibrary.org) at least four hours in advance of the meeting time. Only confirmed attendees will be eligible to participate in the meeting.

Email questions to robertg@deschuteslibrary.org. Please use the email subject “Questions for Deschutes Public Library District’s Janitorial RFP”. Answers to all written questions will be re-issued in the form of an addendum and posted to the DPL webpage, <https://www.deschuteslibrary.org/about/news/news?newsid=72376>.

Proposers must submit one (1) original hard copy of the Proposal (mailed or delivered). The proposals shall be typed and submitted on 8.5 by 11 inch paper, one-sided and bound securely. The Proposal is due on March 17, 2025 at 10:00 a.m. to the project manager at the Deschutes Public Library District’s Administrative Office.

It is the responsibility of the Proposer to ensure the Proposal is received prior to the listed date and time. Time discrepancies between clocks, watches, cell phones, etc. will not be honored.

Project Manager Delivery Address:

Deschutes Public Library District Administrative Office
ATTN: Robert Guzzo
507 NW Wall Street
Bend, OR 97703

USE THE FOLLOWING ORGANIZATION FOR THE PROPOSAL:

1. Introduction/Cover Letter

Provide an overview of your company and years providing janitorial services. Provide Proposer's complete address and phone number. Provide name, phone number, and email address for primary contact person. The Company will state whether Company is a "resident bidder," as defined in ORS 279A.120.

2. Company Capabilities

Describe the Proposer's experience and capabilities in providing similar janitorial services. Be specific and identify clients and dates. Proposer must show history of work, preferably with similar clients and schedules. Proposal must describe how the Proposer will meet the needs contained in the Statement of Work. In addition, Proposer will describe quality assurance and quality control measures in its proposal.

3. Company Qualifications

Provide resumes describing the work experiences for each of the key staff who will be assigned to the project. Also, designate the Proposer's primary contact person and include telephone numbers and email addresses.

4. Financial Considerations

Proposals must include information that describes the form of ownership, credit rating, and accounting procedures.

5. References

Proposals must include a list of past and/or current clients, including points of contact (name, current address, and current phone number) which can be used as references for work performed in similar capacities. Selected clients will be contacted by the Review Team to determine the quality of work performed and personnel assigned to the project.

6. Detailed cost summary

Provide cost analysis for contract proposal.

7. Additional material

Provide supplemental material you feel will help the evaluation team make an informed decision on your service and why the Deschutes Public Library District should select your Company for this contract. Please include any options or ideas that you may want to suggest.

SECTION 5

PROPOSAL EVALUATION

Proposals will first be reviewed to determine if proposal requirements indicated above have been met and that the Proposer attended the mandatory pre-proposal meeting. DPL will not consider proposals from Companies that do not attend the pre-proposal meeting. Accepted proposals will be reviewed by the Review Team and scored against stated criteria as well as references. The team will evaluate all proposals in accordance with criteria set forth in this RFP and applicable law. They may review references, request oral presentations, or conduct an on-site visit and use the results in scoring proposals.

Cost will be evaluated as a factor in the evaluation but will not be a controlling factor. DPL will choose the Proposer that provides the greatest overall value and is best qualified to serve the needs of the District.

During the evaluation process the Review Team may seek information from a Proposer to clarify their proposal. The Proposer must submit written clarifications and such clarifications shall become part of that Company's proposal.

The Evaluation Criteria to be used is:

- General Requirements (40%) – Proposer's capabilities, staffing, and references
- Experience and Qualifications (30%) – Proposer's qualifications and prior experience
- Interview (20%)
- Cost (10%)

Final selection results will be posted on the Deschutes Public Library District's website after the selection has been completed. Evaluation criteria will be available by contacting the project manager.

ADDENDUM #1
Specifications for Janitorial Service
Scope of Work

Regular Services are defined as follows for each library location:

- **Administration Building (14,500 sq ft)** – Service two (2) days per week (Tuesdays, Saturdays), between the hours of 6:00 p.m. and 6:00 a.m.
- **Central Library Branch (97,000 sq ft)** – Service seven (7) days per week, between the hours of 8:30 p.m. and 7:30 a.m.
- **Downtown Bend Library Branch (37,000 sq ft)**– Service seven (7) days per week, between the hours of 8:30 p.m. and 7:30 a.m.
- **East Bend Library Branch (8,100 sq ft)** – Service three (3) days per week (Monday, Wednesday, Friday) between the hours of 6:30 p.m. and 7:30 a.m.
- **La Pine Library Branch (8,300 sq ft)** – Service three (3) days per week (Tuesday, Thursday, Saturday) between the hours of 6:30 p.m. and 7:30 a.m.
- **Redmond Library Branch (38,000 sq ft)** – Service six (6) days per week (Monday-Saturday), between the hours of 7:30 p.m. and 7:30 a.m.
- **Sisters Library Branch (8,600 sq ft)**– Service three (3) days per week (Monday, Wednesday, Friday) between the hours of 6:30 p.m. and 7:30 a.m.
- **Sunriver Library Branch (7,100 sq ft)** – Service three (3) days per week (Tuesday, Thursday, Saturday) between the hours of 6:30 p.m. and 7:30 a.m.

Furnish all labor, materials, and equipment, as specified below to perform the following services:

A. Regular services, except holidays:

1. Clean public entry doors inside and out, including glass, frame, and hardware.
2. Clean meeting rooms and entry doors inside and out including glass, frame, and hardware.
3. Sweep (or dust mop) and spot wet mop all non-restroom hard surface floors. Includes public stairway for applicable branch location.
4. Clean and disinfect public stairway handrails for applicable branch location.
5. Vacuum all carpets, including runners, under tables and work areas.
6. Spot clean carpets.
7. Sweep and wet mop all restroom floors.
8. Spot clean restroom walls, doors and partitions, including hardware.
9. Fill all hand soap and paper product dispensers.
10. Clear clogged plumbing fixtures with plunger as needed.

11. Detail all plumbing fixtures including sinks, urinals, toilets, and water fountains. Deodorize and sanitize.
12. Empty trashcans (interior and exterior) and replace liners as needed, but at minimum every two weeks. Replace bathroom liners every day.
13. Clean and disinfect tops of all public area counters, desks, tables, cabinets, and workstations.
14. Remove spider webs.
15. Dust books, bookshelves, and all horizontal surfaces on a rotating basis. Wipe down as needed with cleaner. Entire library to be completed a minimum of twice per month.
16. Clean mirrors and glass display cases.
17. Wipe down copy machines and clean glass.
18. Remove and discard all trash from public area bookshelves, window sills, and other surfaces.
19. Wipe down elevator doors, inside and out, for applicable branch location. Spot clean walls and ceiling of public elevator.
20. Maintain janitorial work area in clean and orderly condition.

B. Weekly services:

1. Wet mop/disinfect all non-restroom hard surface floors.
2. Sweep exterior entrance sidewalks to a minimum of fifteen (15) feet from public entrance doors and book returns (excluding snow conditions).
3. Dust non-computer office equipment.
4. Wipe off and disinfect phones and cords.
5. Thoroughly wipe down restroom doors, partitions, and walls.
6. Wipe down all other interior doors including hardware.
7. Wipe down tops of all staff area counters, tables, and cabinets. Do not move items.
8. Thoroughly wipe down interiors of elevators for applicable branch location.

C. Monthly services:

1. Vacuum upholstered portions of furniture. Wipe down wood, vinyl, and metal components.
2. Vacuum air registers and grills less than fifteen (15) feet above floor. Wipe down as needed.
3. Detail restroom floors.
4. Edge clean floors.
5. Dust window shades.

6. Meet with DPL Facilities to review work.

D. Quarterly services:

1. Detail all glass surfaces inside the library below a height of ten (10) feet including display cases and glass partition walls.
2. Detail all interior and exterior doors.
3. Clean baseboards.
4. Wipe down sides and legs of desks and workstations.
5. Clean upholstered components of all furniture with extraction method.

E. Janitorial callout:

Contractor shall provide on-call services for the cleaning of bodily fluids or other urgent cleaning needs, to be billed separately for time and materials.

F. Supplies

Contractor shall furnish all materials, supplies, and equipment to clean and maintain the facilities to these specifications, except the following to be provided by the Deschutes Public Library District:

Hand soap, paper towels, toilet tissue, toilet seat covers, menstrual hygiene products, toilet deodorants.

Janitorial related supplies provided by the contractor shall be as specified in Addendum #3, or equivalent approved by DPL. The contractor shall be responsible for development and maintenance of a binder with all ANSI Z400.1 format Safety Data Sheets (SDS) for contractor provided supplies used at each location. SDS binder shall be stored with janitorial supplies.

Vacuum cleaners shall be motorized uprights with HEPA filtration.

Contractor shall be responsible for monitoring the inventory of supplies procured by DPL. Contractor shall either invoice DPL for purchase of replacement supplies or shall notify DPL Facilities in writing that supplies are needed. Written notification shall be provided to DPL Facilities a minimum of five (5) days in advance of additional supplies being needed.

ADDENDUM #2

Period of Performance for Janitorial Services

Period of performance for janitorial services is July 1, 2025 to June 30, 2028. Over that period of time, Deschutes Public Library District is engaged in construction projects that will affect which buildings require janitorial services. Janitorial services are required for the following locations and dates over the period of performance:

	Administration Building	Central Library	Downtown Bend Library	East Bend Library	La Pine Library	Redmond Library	Sisters Library	Sunriver Library
Jul 1, 2025 – Sep 30, 2025	X		X	X	X	X	X	X
Oct 1, 2025 – Dec 31, 2025	X		X	X	X	X	X	X
Jan 1, 2026 – Mar 31, 2026	X	X	X		X	X	X	X
Apr 1, 2026 – Jun 30, 2026	X	X			X	X	X	X
Jul 1, 2026 – Sep 30, 2026	X	X			X	X	X	X
Oct 1, 2026 – Dec 31, 2026	X	X			X	X	X	X
Jan 1, 2027 – Mar 31, 2027	X	X	X		X	X	X	X
Apr 1, 2027 – Jun 30, 2027	X	X	X		X	X	X	X
Jul 1, 2027 – Sep 30, 2027	X	X	X		X	X	X	X
Oct 1, 2027 – Dec 31, 2027	X	X	X		X	X	X	X
Jan 1, 2028 – Mar 31, 2028	X	X	X		X	X	X	X
Apr 1, 2028 – Jun 30 2028	X	X	X		X	X	X	X

ADDENDUM #3

Janitorial Related Supplies

Deschutes Public Library District requires that the products used in cleaning and maintenance of its facilities shall be what are commonly known in the industry as “environmentally safe cleaning products”. Products shall have certification to this effect from either privately funded entities such as Green Seal, or verifiable 3rd party certification.

Third party certification requires a manufacturer disclose all ingredients, toxicity data, and test results to an independent laboratory. The laboratory conducts independent data reviews and testing to verify the accuracy of claims. The independent laboratory verifies in writing that the product meets its claims.

Minimally the products used under this RFP shall meet the following requirements:

1. Undiluted product meets the OECD definition of Readily Biodegradable as tested using the Modified OECD Screen.
2. Undiluted product is non-toxic with LD50 value above 2,000 mg/kg.
3. Undiluted product is not flammable or combustible.
4. Undiluted product is not corrosive to the eyes of skin.
5. Undiluted product has a low potential to absorb through the skin as determined by test methods specified by OPPTS870.7600 for Dermal Penetration Studies published by the EPA.
6. Product contains no phosphates, 2-butoxyethanol, or petroleum distillates above trace amounts.

Specific cleaning products and care instructions shall be followed for cleaning specialized flooring materials, as follows:

- Anti-fatigue flooring in the staff area is a porous material from Eco Fit that requires a low-foaming floor cleaner.
- Stairs in Central Library and Redmond Library have a butcher block wood finish that is sealed with Bona Traffic HD. Contractor shall use a hardwood floor cleaner that is compatible with Bona sealant on stairs with wood finish.
- Minimal water is recommended for cleaning hard surfaces on the raised access flooring system installed in Central Library and Redmond Library, to prevent water intrusion into subfloor mechanical systems.