

CHPL Commercial Cleaning Service RFP Questions and Answers 12/23/2024

1. What is the square footage per location? May we do site surveys and meet with branch managers?
How many restrooms and fixtures per location?
Please refer to Exhibit I of the Request for Proposals.
2. What types of flooring are at library locations?
Flooring varies by location. There are multiple types of flooring at each agency. You are welcome to survey the public areas of locations to see flooring.
3. Are any locations under renovation? Would you say there is more carpet at these locations or at older ones?
Symmes Township (not the temporary location) and Cheviot are under current renovation. There are varied types of flooring at those locations.
4. Are there auto-scrubbers at every location? Does the Library own any?
No, there are not auto-scrubbers at every location. No, the library does not own auto-scrubbers.
5. Do any branches have anything unusual about them?
You are welcome to visit branch locations to determine any unusual aspects of public areas.
6. Will the Library be providing consumables? Do we have an annual estimate for cost/usage?
In 2024 the estimated cost was \$100,000. We will give detailed usage numbers after selection of a provider.
7. At Main, does the Library have day/night porters and what is their timing/frequency/hours at locations?
At Main Library, there are 3-day porters and 3-night porters. They work 8-hour shifts that do not overlap.
8. Does the Library want full-service cleanings every day that locations are open, even for shorter hour days?
Yes.
9. What priorities should day porters have? What do you want to see done on a regular basis?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
10. How many daily customers/employees at Main?
There is an average of 255 employees and 1530 customers per day at Main.
11. Will the Library require cleanings after events? What about the setup of events/programs?
Large events may require cleaning and set up.
12. Do you want an itemized investment recap?
This is the decision of the proposer.

13. Are there any locations that we will not have access to a dumpster or janitorial closet?
No.
14. Would you like us to quote toiletries?
Yes.
15. Are there any cleaning duties we would not need to worry about? Dusting/putting books away?
Cleaning staff will not need to touch books, DVDs, CDs etc.
16. As needs change over time, is the Library flexible to adjust contract terms according to those needs?
Yes.
17. Will the Library require auto as an insurance requirement?
Yes.
18. How does the Library feel about subcontracting out the different locations under several business units/regions?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
19. Will the Library award multiple contracts if it makes sense to?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
20. What kind of liability will we have if a subcontractor does something that negatively impacts the Library?
The contractor will be liable for all work performed by them and any subcontractors utilized.
21. How often is the Library required to go out for RFP?
The Library has no requirement for frequency of RFPs for commercial cleaning services.
22. Can we propose a contract between 3 and 5 years?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
23. How many day porters are there in the North and South Main buildings?
There are 3-day porters.
24. How often do you expect tile, strip and wax?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
25. What frequency of carpet cleaning will you be requiring?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.

26. Are there many food spills at Library locations?
Locations are open to the public and have events where snacks are provided which may result in food spills.
27. How many restrooms are at Main?
There are a total of 18 public restrooms and 14 employee restrooms at Main.
28. What can you tell us about the Social Stairs and its uses?
The Social Stairs are used heavily by customers to navigate to each floor. The Stairs on the first floor serve also serve as an event space.
29. How much notice will we receive for events that are after hours?
We typically give at least 30 days notice.
30. How often will there be meetings with the site supervisors?
We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
31. What is the expectation for shelving cleaning? Should we clean shelves with books on them? Should we be moving the books to clean shelves?

See Cleaning Specs, Daily Tasks: "Clean hard surfaces within six feet of the floor (including, but not limited to: tables, desks, countertops, tops of bookshelves etc.)"

Cleaning staff are not expected to move books in order to clean, but should wipe exposed hard surfaces of shelves and the tops of the shelving units.
32. What is the estimated floor space covered by bookshelves?
This varies by location and can change.
33. Can you put an estimate on how much interior glass is in Library locations?
We do not have an estimate.
34. Can you describe C and D stack/floors at Main?
C and D are nonpublic floors used to store library materials.
35. How many kitchenettes are at Main?
20 kitchenettes at Main.
36. Will we be expected to respond to instances where we are called in for special/emergency clean ups?

We rely upon your expertise to provide suggestions of service that would support the library's strategic priority of providing Welcoming Spaces.
37. Are there outdoor trashcans? Terraces?

Yes, there are outdoor trashcans and terraces at Main Library. Most branch locations have outdoor trashcans, also.

38. Are the Social Stairs included in the square footage at Main?

Yes.

39. Should we be sweeping/mopping C and D floors at Main and how often? Will these floors need scrubbed? Should we be doing this for all places that are out of public reach?

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40. Which Library locations are a good representation of the entire set?

During the Q & A Session on 12/12/24, we recommended site visits to: Forest Park, Walnut Hills, Hyde Park, Deer Park, Norwood, and Northside.

41. Are there exterior parking lot trash cans? Smoking areas? Porches?

Our locations have exterior parking lot trash cans, no smoking areas, and the Clifton Branch location has a porch.

42. Can CHPL confirm if the main library downtown should remain part of the Service Employees International Union (SEIU)?

The contractor would dictate this and have this information, not the Library.