



Cincinnati and Hamilton County Public Library

REQUEST FOR PROPOSAL

Commercial Cleaning Services

Issue Date: December 6, 2024

Issued by

Molly DeFosse
Chief Finance and Facilities Officer
800 Vine Street
Cincinnati, Ohio 45202

Deadline for Submittal

January 15, 2025
No later than 12:00 NOON EST
To Bidsandproposals@chpl.org

REQUEST FOR PROPOSAL COVER SHEET

The Cincinnati and Hamilton County Library (“CHPL” or “Library”) is issuing this Request for Proposal (“RFP”) for Commercial Cleaning Services (“Project” and “Consultant”).

Proposals must be received no later than **12:00 Noon on January 15, 2025**. Any Proposal (“Proposal”) arriving after 12:00 Noon will be considered late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted in writing no later than 5:00 p.m. seven (7) days prior to the proposal due date to bidsandproposals@chpl.org.

The Proposer (“Proposer”) declares to have read, understood, and affirms, by its signature below, to be bound by all the instructions, terms, conditions, and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified goods or services at the prices proposed.

The Proposer certifies, by signature affixed to this “Request for Proposal Cover Sheet”, that the information provided in response to this RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing proposal (Please print or type)		Title
Proposer Name		
Mailing address		
City	State	ZIP
Telephone		
Contact Person		
E-Mail Address		
Authorized Signature		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL

OVERVIEW

The Cincinnati and Hamilton County Library (CHPL) is seeking Proposals from qualified Offerors for the purchase of *Commercial Cleaning Services*.

The Library further intends to make a single award as a result of the RFP. CHPL may consider multiple awards if it is determined to be in the best interests of the Library.

Offerors, either directly or through their subcontractor(s), must be able to provide all products/services and meet all of the requirements contained in this solicitation and the successful Offeror (the Contractor) shall remain responsible for Contract performance, regardless of subcontractor participation in the work ("Work").

BACKGROUND

CHPL is seeking Commercial Cleaning services. The selected Offeror must be reputable and capable of furnishing required materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide superior interior cleaning and exterior policing services as defined in this RFP document. The intent in soliciting proposals is to obtain cost savings and to allow for a competitive process while maintaining a high quality of commercial cleaning services.

CHPL is a county district library established in accordance with §3375.20 of the Ohio Revised Code. The Library, which is a separate legal entity, is financially, managerially and operationally independent from both Hamilton County and the City of Cincinnati. CHPL is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

PROJECT OBJECTIVE

The purpose of this Request for Proposal (RFP) is to solicit qualified vendors to provide comprehensive janitorial services for the Library System, consisting of 41 locations. The selected contractor will be responsible for maintaining a clean, sanitary, and welcoming environment for library patrons and staff. Services required include daily cleaning, periodic deep cleaning, waste management, restroom sanitation, and floor care across all library facilities. The chosen vendor will be expected to adhere to high standards of cleanliness, sustainability practices, and ensure compliance with all health and safety regulations. The objective of this RFP is to identify a service provider that offers reliable, professional, and cost-effective janitorial services, tailored to the specific needs of a library system, with an emphasis on maintaining a positive public image and providing a safe, comfortable space for community engagement.

The Library desires to enter into a Contract with a partner that will agree to acceptable levels of service and performance, which include:

1. Trust and reliability.
2. Providing operational efficiency, responsiveness and resourcefulness.

SCOPE OF SERVICES

The selected BOR shall provide the professional services necessary to perform the following general requirements:

General

Secure timely, consistent and cost-effective janitorial contract from one contractor, to ensure clean and safe public space facilities for employees and customers of the Library. The work covered in this specification includes furnishing all labor, equipment, some supplies and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided. The Library will consider innovative solutions and alternatives that will best accomplish the desired outcome. (See Exhibit I)

DIVERSITY

Cincinnati and Hamilton County Library serves a diverse customer base and prefers service providers whose staff are representative of the diverse populations in the Central Ohio region. All potential vendors are encouraged to propose project teams comprised of diverse professional staff.

COMPLIANCE WITH APPLICABLE LAWS

By submitting a Proposal for Work on the Project, the Offeror acknowledges that it is in compliance with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

Equal Employment Opportunity/Nondiscrimination. The Offeror agrees that if it is awarded a contract that in the hiring of employees for performance of work under the Contract or any subcontract, neither it nor any subcontractor, or any person acting on its behalf or its subcontractor's behalf, by reason of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Offeror further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

Ethics Laws. The Proposer represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it is in compliance with such requirements.

PROPOSAL SUBMISSION REQUIREMENTS

1. Proposals are to be prepared in such a way as to provide a straightforward and concise description of the Proposer's capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Proposer's ability to perform all of the actions, activities, and functions described in this RFP.
2. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness, and clarity of content. The Proposer should minimize extraneous marketing materials.
3. Costs for developing the Proposal are entirely the responsibility of the Proposer and shall not be chargeable to the Library.

- 4. The Proposer must address all of the requirements listed in the Request for Proposal. All Bids must be emailed to bidsandproposals@chpl.org, with the subject line of the email to state COMMERCIAL CLEANING SERVICES 01152025 with the NAME of the firm.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for a thorough and complete analysis of responses.

Activity	Target Completion Date
Issuance of RFP	12/06/2024
Q&A Walkthrough of Main Library	12/12/2024 3:00 - 5:00pm South Building 4C Room Suite
Inquiry Period Ends	12/17/24
Final Response to Vendor Questions	12/23/2024
Due Date	1/15/25 by 12:00 Noon
Potential Interview of finalists	1/27/25
Selection of Successful Proposer	2/14/25

CHPL reserves the right to modify this schedule at CHPL’s discretion. Notification of changes in the response due date would be posted on the CHPL website or as otherwise stated herein. All times are Eastern Standard Time.

PROPOSAL FORMAT AND INSTRUCTIONS

Proposals will be accepted until the time indicated in the RFP. Times referenced herein are Eastern Standard Time. The Library is not responsible for any late mail or late special service deliveries.

Submission of a Proposal in response to this RFP is the Proposer’s acknowledgment that subjective criteria may be used in the evaluation of Proposals. The award shall be made to the responsive and responsible Proposer determined to be the most advantageous to the Library. Price, although an important consideration, will not be the sole determining factor. CHPL will follow the Selection Process (in the following section) to choose a Proposal.

PROPOSAL REQUIREMENTS:

To facilitate the comparison of Proposals, responses shall be organized into the following marked or tabbed sections:

- 1. Proposals must include a table of contents listing all sections:

- a. A cover letter, on the Proposer's letterhead, shall be submitted and shall include, but need not be limited to, the following information:
 - i. The signature of a person authorized to bind the Proposer legally to the extent of work and financial obligation outlined in its Proposal.
 - ii. A statement that the Proposal will be valid for 90 days.
 - iii. Identification of all the material enclosures submitted in response to this RFP.
 - iv. A summary of the submitted Proposal and a brief statement of the Proposer's qualifications to meet all requirements as described in this RFP.
- b. Executive level summary of the proposed solution, which shall include but shall not be limited to:
 - i. The Proposer's Work Plan. The Work Plan must address exactly how the Proposer will provide all required services specified in this RFP.
- c. Statement of the Proposer's particular abilities and qualifications to include, but not limited to:
 - i. Brief history of the company.
 - ii. Describe the core competencies, including the rationale as to why the Proposer should be selected for this project.
 - iii. The number of years the Proposer has been in business.
 - iv. Primary corporate location's address.
 - v. The geographical area of operations and professional affiliations.
 - vi. Overview of the ownership structure of the company.
 - vii. All alliances and/or strategic partnerships with other companies.
 - viii. Size and composition of the organization.
 - ix. Project approach, including community outreach and engagement experience. Specific examples of community engagement should be included.
- d. A description of the Proposer's staffing plan for the CHPL account.
- e. A disclosure of all adverse information that may be publicly available, which shall include but shall not be limited to:
 - i. Lawsuits, judgments, liens, bankruptcies, or claims made against the proposer within five (5) years of the proposal due date.
 - ii. Debarment from entering into Contracts with the State of Ohio, any county in the State of Ohio, or any other government entity within five (5) years of the proposal due date.
- f. References - The Proposer shall provide at least three (3) references for engagements within three (3) years of the proposal submission date that are substantially similar to the scope of work outlined herein.
- g. Include any other information documentation believed to be pertinent, but not specifically mentioned in this RFP, that may be useful and applicable to this project.
- h. The proposer must include a completed W-9 Form.
- i. The Proposer must provide a Certificate of Insurance ("COI") with coverage per the terms provided herein and list CHPL as an Additional Insured. Waiver of Subrogation shall also apply and indicated on the COI.
- j. A list of all assumptions and exceptions to the specifications outlined in the RFP.
- k. A detailed cost proposal that shall include all tasks required to perform the Scope of Services. The cost proposal shall indicate an hourly rate for the term of the contract,

including any extensions. Costs should include all services and materials if any, needed to perform the Scope of Services. The cost proposal shall identify the hourly rate for the personnel needed to complete the Scope of Services.

RFP & PROPOSAL QUESTIONS

All questions regarding this RFP must be sent to bidsandproposals@chpl.org and must reference the COMMERCIAL CLEANING SERVICES QUESTION no later than **1:00 p.m. on 12/17/2024**. **CHPL will post written responses to all properly received questions no later than 12/23/2024.**

Answers to all questions will be documented and posted on the “About The Library, RFQ’s, Bids, Proposals” page of the Library’s website a <https://chpl.org/about/requests-for-qualifications-bids-and-proposals/>.

SELECTION PROCESS

EVUALATION OF PROPOSAL

Proposals will be evaluated by selection committee members. The selection committee will rate the proposals submitted in response to the RFP as identified in the criteria section below. The selection committee has a right to break the technical proposal criteria into components and weigh any components of the criterion according to their perceived importance.

The selection committee may also have the proposals or portion of them reviewed and evaluated by independent third parties or various CHPL personnel with technical or professional experience that relates to the work or to a criterion in the evaluation process. The selection committee may also seek reviews of end users of the work. In seeking such reviews, evaluations, and advice, the selection committee will first decide how to incorporate the results in the scoring of the proposals. The selection committee may adopt or reject any recommendations it receives from such reviews and evaluations.

During the selection process, CHPL may request clarification from any vendor under active consideration and may give any vendor opportunity to correct defects in its proposal if CHPL believes doing so does not result in an unfair advantage for the vendor and it is in the best interest.

CRITERIA

Proposals will be evaluated using the following set of criteria:

Criteria	Percent of Available Points
Cost: <ul style="list-style-type: none">• Committee will determine based on the details as provided in the Cost Proposals	30%
Resources: <ul style="list-style-type: none">• Type, availability and state of equipment used in services• Standard of products used in services provided• Staffing arrangements	25%
Performance Measurement: <ul style="list-style-type: none">• Accountability and supervisory structure• Responses to feedback• Work ticket system in place and how responses are handled	25%
Completeness of Proposal	5%
Contractor References	15%
TOTAL	100%

CONTRACT AWARD

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.

CHPL will interview no more than three Proposers based on a review by an internal team. The team will schedule 45 minutes interviews with 3 representatives of the selected three proposers. The interviews will include a 30-minute presentation by the proposer and 15 minutes for questions and answers. The CHPL selection team will choose the Proposer that best meets the needs of the Library. The selected Proposer will be invited to negotiate a contract with CHPL. The contents of the selected proposal, together with the RFP and any formal questions and answers generated during the proposal process, will be incorporated with and made part of the final contract as developed by CHPL. Should negotiations fail to result in a signed contract within thirty (30) days, CHPL reserves the right to terminate negotiations and select the Proposer whose proposal is determined to be the next most advantageous to CHPL.

All Proposers that respond will receive a notification if they have been selected or not.

PROPOSAL FORM

Cost of Service Year 1: _____

Cost of Service Year 2: _____

Unit Cost per square foot*: _____

*For reference if building sizes change

Cost of Supplies Year 1: _____

Proposer Name: _____

Authorized Signature: _____

Date: _____

EXHIBIT I

CHPL FACILITY LOCATIONS - 12/27/2024

Highlighted branches are rental locations

	Location	Address	City	State	Zip	Sq. Ft
	Main Library - South Building	800 Vine Street	Cincinnati	OH	45202	378,000
	Main Library - North Building and Connector	900 Vine Street	Cincinnati	OH	45202	164,527
	Distribution Center	1130 Findlay Street	Cincinnati	OH	45214	36,888
1	Anderson	7450 State Road	Cincinnati	OH	45230	16,650
2	Avondale	3566 Reading Road	Cincinnati	OH	45229	12,908
3	Blue Ash	4911 Copper Road	Cincinnati	OH	45242	12,280
4	Bond Hill	1740 Langdon Farm Road	Cincinnati	OH	45237	12,000
5	Cheviot	3711 Robb Avenue	Cincinnati	OH	45211	7,250
6	Clifton	3400-3406 Brookline Avenue	Cincinnati	OH	45220	12,030
7	College Hill	1400 West North Bend Road	Cincinnati	OH	45224	8,100
8	Corryville	2802 Short Vine Street	Cincinnati	OH	45219	10,685
9	Covedale	4980 Glenway Avenue	Cincinnati	OH	45238	9,410
10	Deer Park	4020 E Galbraith Road Unit 16	Cincinnati	OH	45236	24,934
11	Delhi Township	5095 Foley Road	Cincinnati	OH	45238	15,150
12	Elmwood Place	6120 Vine Street	Cincinnati	OH	45216	
13	Forest Park	660 Northland Blvd	Cincinnati	OH	45240	26,600
14	Green Township	6525 Bridgetown Road	Cincinnati	OH	45248	15,714
15	Greenhills	8 Enfield Street	Cincinnati	OH	45218	2,325
16	Groesback	2994 W. Galbraith Road	Cincinnati	OH	45239	15,000
17	Harrison	10398 New Haven Road	Harrison	OH	45030	16,000
18	Hyde Park	2747 Erie Avenue	Cincinnati	OH	45208	8,960
19	Loveland	659 Loveland-Madeira Road	Loveland	OH	45140	9,100
20	Madeira	7200 Miami Road	Cincinnati	OH	45243	14,112
21	Madisonville	4910 Whetsel Avenue	Cincinnati	OH	45227	8,900
22	Mariemont	3810 Pocahontas Avenue	Cincinnati	OH	45227	7,320
23	Miami Township	8 North Miami Road	Cleves	OH	45002	2,900
24	Monfort Heights	3825 West Fork Road	Cincinnati	OH	45247	9,525
25	Mt. Healthy	7700 Hamilton Avenue	Cincinnati	OH	45231	10,000
26	Mt. Washington	2049 Beechmont Avenue	Cincinnati	OH	45230	6,360
27	North Central	11109 Hamilton Avenue	Cincinnati	OH	45231	14,380
28	Northside	4219 Hamilton Avenue	Cincinnati	OH	45223	8,220
29	Norwood	4325 Montgomery Road	Cincinnati	OH	45212	12,570
30	Oakley	4033 Gilmore Avenue	Cincinnati	OH	45209	7,100
31	Pleasant Ridge	6233 Montgomery Road	Cincinnati	OH	45213	9,300
32	Price Hill	3215 Warsaw Avenue	Cincinnati	OH	45205	13,513
33	Reading	8740 Reading Road	Cincinnati	OH	45215	12,000
34	Sharonville	10980 Thornview Drive	Cincinnati	OH	45241	11,000
35	St. Bernard	4828 Vine Street	Cincinnati	OH	45217	8,000
36	Symmestown	9261 Governors Way	Cincinnati	OH	45249	4,000
37	Walnut Hills	2533 Kemper Lane	Cincinnati	OH	45206	22,820
38	West End	805 Ezzard Charles Drive	Cincinnati	OH	45203	4,850
39	Westwood	3345 Epworth Avenue	Cincinnati	OH	45211	9,955
40	Wyoming	500 Springfield Pike	Cincinnati	OH	45215	7,775

*Temporary location through 2/2026; new location will be 20,000

EXHIBIT II

Library Cleaning Specs for Main & Branches

All Interior Areas:

Daily Tasks:

- Spot clean obvious spills and messes
- Wipe down glass doors
- Wipe down all interior glass
- Clean door handles, knobs and accessible door opening buttons
- Clean hard surfaces within six feet of the floor (including, but not limited to: tables, desks, countertops, tops of bookshelves etc.)
- Clean sinks in kitchen areas
- Clean water fountains
- Empty waste containers
- Vacuum carpeted areas and entrance mats
- Sweep and mop hard floors
- Reset all furniture to original placement

Weekly Tasks:

- Dust and clean surfaces higher than six feet from the floor
- Vacuum/dust air vents
- Polish clean floor lamps and hard furniture
- Clean baseboards and windowsills
- Clean vinyl furniture/seating

Monthly Tasks:

- Scrub rubber and LVT flooring
- Clean upholstered furniture (Spot-clean carpets & upholstered furniture)
- Clean stained wooden doors, baseboards, trim etc. with Murphy Oil Soap or equivalent

Restrooms:

Daily Tasks:

- Clean all restroom fixtures using disinfectant cleaner including but not limited to: commodes, urinals, and sinks
- Clean all counters, baby changing stations, stall doors and walls
- Clean mirrors, period product dispensers, waste containers, hand driers and other stainless-steel surfaces
- Clean door, door handles and kickplates with disinfectant cleaner.
- Sweep and wet mop floors using disinfectant cleaner

- Empty waste containers
- Check and replenish all paper products and soap dispensers
- Pour clean water down restroom drains

Monthly Tasks:

- Machine Scrub floors

Elevators & Stairs:

Daily Tasks:

- Clean all hard surfaces (including but not limited to: cab doors, walls, button panels, railings etc.)
- Vacuum carpeted floors
- Sweep and mop hard floors
- Remove dust and debris from corners

Exterior Areas:

Daily Tasks:

- Wipe down glass doors
- Collect trash from the exterior of the building including parking lot, walkways, and grounds
- Empty exterior waste containers
- Take all trash to dumpster if applicable

Weekly Tasks:

- Take trash and recycling carts to curb in time for scheduled pick-up (per city schedule) if applicable