

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Custodial Services – Multiple Branches

Issue Date: 09/23/2019

RFP Number: 19-025

Issued by

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal

10/22/2019
No later than 12:00 NOON EST



Dan Jones, Procurement Buyer
Procurement Department
Telephone: (614) 849-1028; FAX: (614) 849-1134
djones@columbuslibrary.org

REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library ("CML" or "Library") is issuing this Request for Proposal ("RFP") for *Cleaning Services- Multiple Branches* ("Project"). The RFP Identification Number is: **CML # 19-025**.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 no later than **12:00 Noon on 10/22/2019**. 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 procurement@columbuslibrary.org.

The Offeror ("Offeror") 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 Offeror 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
Offeror Name		
Mailing address		
City	State	ZIP
Telephone		Toll Free Telephone
Contact Person		Fax Number
E-Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL

PROJECT OVERVIEW

The Columbus Metropolitan Library is seeking sealed proposals (“Proposals”) for custodial services at all Columbus Metropolitan Library locations. Custodial services may be required during regular business hours, overnight, or both depending upon the location.

This project (“Project”) is to provide labor, materials, and supervision to complete the custodial services at multiple Columbus Metropolitan Library’s properties. CML intends to award this work to one (1) contractor.

Offerors 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 for the duration of the agreement.

PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at the Main Library, 96 S. Grant Avenue, Columbus, Ohio on **October 4, 2019 at 9:00 AM the CML Main Library Auditorium** to permit potential Offerors the opportunity to ask questions about this Project. Although the pre-proposal conference is **not mandatory**, attendance by any prospective Offeror is encouraged.

DIVERSITY

Because Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this solicitation.

A completed Offeror’s Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal. Please refer to Appendix B, *Offeror’s Diversity & Inclusion Participation Form* to submit or denote omission of participation.

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 Offeror 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. Offerors are cautioned to carefully review all parts of the RFP. No allowance may be made for any error or negligence of the offeror.
2. Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Offerors capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Contractor's ability to perform all of the actions, activities and functions described in this RFP.
3. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.
4. Costs for developing the Proposal are entirely the responsibility of the Offeror and shall not be chargeable to the Library.
5. The Offeror must address all of the requirements listed in the Request for Proposal. All Proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number **CML #19-025** and title of clearly marked on the outside, addressed and delivered to the below address.

PROPOSAL SUBMITTAL

Each Proposer must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. Proposals must be submitted as two (2) separate components – Technical Proposal and Cost Proposal in separate sealed envelopes/packages. **Emailed submissions will not be accepted.**

Each Technical Proposal package must be clearly marked "**CML #19-025 Cleaning Services- Multiple Locations - Technical Proposal**" on the outside of each Technical Proposal package's envelope.

Each Cost Proposal package must be clearly marked "**CML #19-025 Cleaning Services- Multiple Locations - Cost Proposal**" on the outside of each Cost Proposal package's envelope.

The Proposal package must also include electronic versions of all proposal documents on separate and clearly labeled flash drives.

IMPORTANT: Technical Proposals must not contain cost or pricing information. Each Proposer must submit one (1) original, completed and signed in blue ink, and one (1) Cost Proposal in its package, plus electronic versions of each, to the following:

Dan Jones, Procurement Buyer
Procurement Department
CML Main Library
96 South Grant Avenue
Columbus, Ohio 43215
Telephone: (614) 849-1028; FAX: (614) 849-1134

djones@columbuslibrary.org

Proposals may also be delivered in person to the procurement staff at the Columbus Metropolitan Library located at 96 South Grant Avenue, Columbus, Ohio 43215. Proposers will be issued a time stamped receipt by the procurement staff, which shall convey acceptance of the proposal documents. Electronic submissions will not be accepted.

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 thorough and complete analysis of responses.

Activity	Target Completion Date
Issuance of RFP	09/23/2019
Pre-Proposal Meeting	10/04/2019 at 9:00 AM – CML Main Library Auditorium
Inquiry Period Ends	Seven (7) days prior to the proposal due date
Final Response to Vendor Questions	Five (5) days prior to the proposal due date
Due Date	10/22/2019 at 12:00 PM
Selection of Successful Offeror	TBA

Proposal Format and Content

Proposals will be accepted until the time indicated in the RFP. The Library is not responsible for any late mail or late special service deliveries.

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

1. To facilitate comparison of Proposals, Offerors must submit Proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections:
 - a. Executive level summary of the proposed solution, which shall include but shall not be limited to:
 - i. The Offeror's Work Plan. The Work Plan must address exactly how the Contractor will provide all required services specified in this RFP.
 - ii. The Offeror's staffing plan. The Staffing Plan must address exactly how the Contractor provide all required custodial positions including, but not limited to, Managers, Floor Techs, Garage Cleaners and Porters
 - b. Statement as to the Offeror's particular abilities and qualifications to include, but not limited to:
 - i. Brief history of the company.
 - ii. Product and services offerings.
 - iii. Describe the core competencies.
 - iv. The number of years the Offeror has been in business.
 - v. Primary corporate location's address.
 - vi. The geographical area of operations and professional affiliations.
 - vii. Overview of the ownership structure of the company.
 - viii. All alliances and/or strategic partnerships with other companies.
 - ix. Size and composition of the organization.
 - x. Number of current customers.
 - c. A description of the Offeror's staffing plan for the CML project, which shall include but shall not be limited to:
 - i. The name of each team member that will be assigned to this project and the role the assigned role for each location.
 - ii. A brief resume of experience, certifications, skills and abilities of each team member.
 - d. A disclosure of all adverse information that may is publicly available, which shall include but shall not be limited to:
 - i. Lawsuits, judgments, liens, bankruptcies or claims made against the Offeror's 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.
 - e. If applicable, include a list of proposed Subcontractors for this project. For each Subcontractor listed, identify whether or not the Subcontractor is a certified woman- or minority-owned business. CML reserves the right to reject any Subcontractor not identified within the Contractor's response.
[Note: Subcontractor use is not required for this RFP.]
 - f. References - The Offeror's shall provide at least three (3) references for engagements within three (3) years of the proposal submission date for customers with an aggregate size of at least 500,000 square feet across a minimum of ten (10) locations that require daily simultaneous services. Contractor references shall be located in the Columbus Metropolitan Area. References shall include the customer name, engagement managers name, phone number, and email address. If CML is unable to contact the supplied reference(s), the Contractor shall supply additional references. Failure to do so may result in a determination of non-responsiveness and a rejection of the Contractor's proposal.

- 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 Offeror must include a completed W-9 Form.
- i. The Offeror must provide a Certificate of Insurance (“COI”) with coverage per the terms provided herein and list CML as an Additional Insured. Waiver of Subrogation shall also apply and indicated on the COI.
- j. A completed Acknowledgement of Addenda form.
- k. A list of all assumptions and exceptions to the specifications outlined in the RFP.

COST PROPOSAL

The Cost Proposal package shall contain the following items:

1. Completed Price Proposal Form – Appendix A
2. Completed Proposer’s Diversity & Inclusion Participation Form –Appendix B

The Proposal shall contain **all price information** in the format specified on the Cost Proposal Form.

Proposers may not amend, alter or omit any items on the Price Proposal Form or include additional clarifying or contingent language on or attached to the form. Failure to adhere to any of these instructions may result in the Proposal being determined to be non-responsive and rejected by CML. Prices offered shall be all inclusive and shall remain fixed for the duration of the agreement. CML is a tax-exempt entity.

ADDITIONAL INFORMATION

1. Addenda to this RFP will be posted on the Columbus Metropolitan Library Web-site: www.columbuslibrary.org/about/doing-business at least five (5) business days prior to the RFP opening. Proposers are responsible for any information provided in any and all issued addenda. Proposers are required to acknowledge the receipt of all RFP addenda by using the supplied “Acknowledgement of Addenda” form.
2. Correct and proper invoices will be paid within 30 days of receipt. Invoices are to detail the services provided, the date and detail costs and are to be submitted on company letterhead, to the e-mail address on the Library’s purchase order. Refer to terms and conditions herein for additional information regarding payment.
3. Times referenced herein are Columbus, Ohio local time.
4. Submission of a Proposal in response to this RFP is the Proposer’s acknowledgement that subjective criteria may be used in the evaluation of Proposals. 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.

RFP & PROPOSAL QUESTIONS

All questions regarding this RFP must be sent to procurement@columbuslibrary.org and must reference the RFP Identification Number and title of the RFP no later than **5:00 p.m. seven (7) days prior to the proposal due date. CML will post written responses to all properly received questions no later than five (5) days prior to the proposal due date. .**

Answers to all questions will be documented and posted on the “Doing Business with the Library” page of the Library’s Web site at www.columbuslibrary.org/about/doing-business.

SELECTION PROCESS

A. Selection Process

1. CML will form an evaluation committee to review and evaluate technical proposals. The following criteria weights will be assigned:
 - a. Quality of the Contractor's Technical Solution – 700 Points
 - b. Total Cost – 300 Points
 - c. Total allowable Points - 1,000 points
2. CML may invite any or all Offerors to present an oral presentation on the specifics of their technical and/or price submission. Proposers will be provided with sufficient notice to prepare.
3. Members of the CML evaluation committee may choose to retain their original technical score following the oral presentation or may choose to re-score any or all Offerors following oral presentations. The final score will be collected and recorded by the CML procurement staff.

B. Evaluation Criteria

1. Technical Proposal

- a. Members of the CML evaluation committee will utilize a zero (0) to five (5) scale to evaluate each proposal. Members of the evaluation committee will utilize the evaluation form in Appendix H and apply the scoring formula outlined below:

Zero (0)	Unsatisfactory	Does not conform to CML requirements.
One (1)	Poor	Conforms to CML requirements in a limited manner.
Two (2)	Satisfactory	Generally meets CML requirements with limitations.
Three (3)	Good	Meets CML requirements as written.
Four (4)	Excellent	Meets and generally exceeds CML requirements as written.
Five (5)	Outstanding	Exceeds CML requirements in all aspects.

- b. Members of the CML evaluation committee will review the completeness and comprehensiveness of all Contractor proposals. CML will place emphasis on the quality and comprehensiveness of the proposal, including the understanding of the requirements by the Contractor, Contractor qualifications, quality of the proposed solution, organizational history and capacity, experience, and references.

- c. CML will calculate the weighted technical score in the following manner:

$$(\text{Contractor's Total Score} / \text{Total Maximum Points}) \times 700 \text{ Points} = \text{weighted technical score}$$

Example:

(Contractor's Total Score (60) /Total Maximum Points (100)) x 700 Points = 420 Points (of a possible 700)

- d. The Total Composite Score will be comprised of the Technical Proposal Score + Cost Score which will not exceed 1,000 points.

Evaluation of Cost Proposal

1. CML will rank costs on a relative basis to determine the cost score. Offeror with the lowest total price, which will be determined based upon the **total price for all years of the agreement**, will received the highest cost score.
2. CML will calculate the Offeror's cost score after the technical evaluation committee has concluded their review. The Contractor's cost score will be assigned in the following manner:

(Lowest Responsive Price Proposal / Contractor Proposal Submission) x 300 Points = Total Cost Score

Example:

(Lowest Responsive Price Proposal (\$100,000) / Contractor Proposal Submission (\$110,000)) x 300 Points = 273 Points (of a possible 300).

The Total Composite Score will be comprised of the Technical Proposal Score + Cost Score which will not exceed 1,000 points.

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.

CML will enter into negotiations with the Offeror's with the highest composite score following the final technical scoring by the evaluation committee. The selected Proposer will be invited to negotiate a contract with CML. 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 CML. Should negotiations fail to result in a signed contract within thirty (30) days, CML reserves the right to terminate negotiations and select the Proposer whose proposal is determined to be the next most advantageous to CML.

All Proposer's that respond will receive notification if they have been selected or not.

STATEMENT OF WORK

- I. Introduction
 - A. The Columbus Metropolitan Library seeks the services of a qualified Contractor to provide custodial services at all Columbus Metropolitan Library locations. Custodial services may be required during regular business hours, overnight, or both depending upon the location.

- II. Definitions
 - A. "CML" means the Columbus Metropolitan Library with its principal offices located at 96 South Grant Avenue, Columbus, Ohio 43215.
 - B. "CML Authorized Representative" means the Director of Property Management, CML Custodial Supervisor, CML Operations Manager or designee authorized to represent CML.
 - C. "Contractor" means the party providing services pursuant to this Agreement.
 - D. "CML Holidays" means New Year's Day, Martin Luther King Jr. Day, Easter Sunday, Sunday prior to Memorial Day, Memorial Day, Independence Day, Sunday prior to Labor Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve.
 - E. "HVAC" means Heating, Ventilation, and Air Conditioning.
 - F. "Proposer" is the party submitting a response to this Request for Proposal. The selected Proposer will be referred to as the Contractor when the Contract is awarded.
 - G. "SDS" means Safety Data Sheet.

- III. Background Information
 - A. The Columbus Metropolitan Library operates twenty-three (23) branch locations in the Columbus Metropolitan area where it provides intergenerational education services to members of the community and one (1) operations center in Gahanna.
 - B. Appendix C lists the locations, hours of operation, and current total square footage and carpeted area. All site locations, building dimensions, carpeted areas, and other building characteristics are subject to change. CML may add, modify, or remove locations at any time. The CML Authorized Representative will make all notifications of building modifications to the Contractor in writing.
 - C. The Contractor shall be responsible for providing cleaning services at all locations in accordance with the Scope of Work.
 - D. All cleaning services are to be completed outside of the hours of operation of the facility, unless permitted in writing by the CML Authorized Representative.
 - E. It is the preference of CML that all locations be cleaned overnight, with the exception of the Driving Park, Linden, and Livingston locations. At these locations, services may commence in the early morning provided that all services are concluded prior to the opening of the location. A detailed description of the Contractor's approach should be included in the Contractor's technical proposal.

- IV. Scope of Work
 - A. The Contractor shall provide cleaning services at all CML locations to ensure a safe, sanitary, and aesthetically pleasing environment for CML patrons, employees, and members of the public.
 - B. The Contractor shall provide details of solution to ensure that it can meet the specifications herein, which shall include but shall not be limited to the following:
 - 1. Carpeted floors and furniture:
 - a. CML has a comprehensive agreement for deep carpet cleaning and the Contractor shall not be responsible for deep carpet cleaning services. However, the Contractor shall purchase a new commercial vacuum for each CML location or a sufficient

quantity to provide the services pursuant to this agreement to provide spot carpet cleaning, which shall include but shall not be limited to:

- i. Vacuum all carpet and walk off mats each evening.
 - ii. Spot clean spills (less than six inches (6") in diameter) on carpeting and hard surfaces as they occur. All carpet spot cleaning shall be conducted in accordance with the manufacturer's recommendations relating to the method and/or product.
 - iii. Utilize a portable carpet extracting machine for carpet cleaning. The Contractor shall not use Resolve brand products on the CML project.
 - iv. Detail vacuum all corners and edges on a weekly basis, which shall include moving tables and chairs to vacuum under the furniture.
 - v. Clean spots and spills on furniture through nightly inspections. All furniture spot cleaning shall be conducted in accordance with the manufacturer's recommendations relating to the method and/or product.
 - vi. Vacuum all upholstered furniture weekly.
 - vii. Clean wood, metal or plastic parts of upholstered furniture on a daily basis.
 - viii. Dust upholstered furniture on daily basis, including a brush and vacuum of the furniture on an as needed basis
 - ix. Clean marks on baseboards weekly.
 - x. Report any signs of bug infestation to the CML Authorized Representative and place a large furniture bag over the furniture prior to moving the furniture into a secluded mechanical room.
2. Hard floors and walls:
- a. Broom sweep and/or dust mop all hard surface floors nightly.
 - b. Wet mop all hard surface floors nightly.
 - c. Spot scrub all hard surface floors nightly.
 - d. Clean marks on baseboards on a weekly basis.
 - e. Wet mop ceramic tile floors using a germicidal cleaner on a nightly basis.
 - f. Flood floor and/or flush drain each night.
 - g. Machine scrub ceramic tile floors weekly.
 - h. Provide a detailed cleaning of grout around restroom walls on a monthly basis.
 - i. Machine scrub hard surface floors monthly which the manufacturer recommends the use of machine scrubbing.
 - j. Wax all hard surfaces which require the application of wax according to manufacturer recommendation.
 - i. At no time are the walls in the restrooms to be sealed or waxed.
 - ii. The schedule for the application of wax shall be coordinated with the CML Authorized Representative.
 - k. **At the main library only**, the black terrazzo shall be dust mopped once daily after the hours of operation prior to wet mopping the entire floor and two (2) times during the hours of operation.
 - i. When mopping this floor, the walk off mats must be moved so that all dirt can be completely removed from the area.
 - l. **At the main library only**, the black terrazzo shall be dry buffed on a weekly basis, or whenever there are noticeable scuffs.
 - m. **At the main library only**, the atrium shall be machine scrubbed on a nightly basis.
3. Windows
- a. Wash and clean to a streak free finish all interior and exterior of all windows up to ten feet (10') on a monthly basis.
 - b. Spot clean all partition glass on a daily basis.

- c. Completely clean all door glass, framework, ledges and sills, both interior and exterior on a nightly basis.
- d. Clean overhead glass above entrance on a weekly basis.
- e. Dust and spot clean all sills, window frames, and associated bright work on interior of building on a nightly basis.
- 4. High dusting
 - a. The Contractor shall dust suspended fixtures, including but not limited to, artwork, lighting, ledges, exposed beams, exposed pipes, and HVAC ducts on a semi-annual basis, preferably in April and October of each year.
- 5. Building Exterior and Grounds
 - a. Complete a one (1) time per shift survey of the exterior of the facility and grounds to dispose of any loose debris. Facilities with porters assigned shall provide two (2) additional exterior surveys during each shift.
 - b. Sweep clear all debris from sidewalks including but not limited to gum, paper, cigarette butts and other trash.
 - c. Empty trash cans and replace trash can liners from outside receptacles, if applicable.
 - d. Remove cigarette butts from ash urns on a weekly basis.
 - e. Sweep clear street gutters and associated areas.
 - f. Remove trash from sewer entrances to ensure the proper drainage of water from the area and prevent flooding.
 - g. Remove graffiti from the exterior of the facility and associated building structures, if possible, on a daily basis. If graffiti cannot be removed by the cleaner, the cleaner shall inform the CML Authorized Representative to take additional action.
 - h. During winter months, spread ice melt compound on entry and egress sidewalks on an as needed basis. CML will provide the contractor with ice melt compound, a spreader, and a shovel.
 - i. Operate a walk behind parking lot sweeper in loading dock and exterior grounds of the facility.
 - j. Conduct a visual survey of the exterior of the facility and report any damage to the CML Authorized representative.
- 6. Entrance lobby and atrium
 - a. Clean all glass, doors and framework on a nightly basis.
 - b. Clean entrance thresholds on a nightly basis.
 - c. Clean all push plates and kick plates on a nightly basis.
 - d. Polish all push plates and kick plates with a non-abrasive cleaner on a weekly basis.
 - e. Clean and polish water fountains on a nightly basis. Under no circumstances will CML accept water spots or residue buildup on water fountains.
 - f. Clean all display glass on a nightly basis.
 - g. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
 - h. Low dust corners and edges on a nightly basis.
 - i. Remove all trash on a nightly basis.
 - j. Maintain carpet according to the carpet schedule and requirements in §IV (B)(1) of this specification, including walk off mats.
 - k. Dust all HVAC vents on a weekly basis, including all ceiling vents that are less than a height of ten feet (10').
- 7. Circulation and Information Desk
 - a. Clean all countertops, vertical and horizontal surfaces, with a cleaning product approved by CML, on a nightly basis.
 - b. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.

- c. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
 - d. Remove all trash on a nightly basis.
 - e. Maintain carpet according to the carpet schedule, including walk off mats.
 - f. Dust all HVAC vents on a weekly basis, including all ceiling vents that are less than a height of ten feet (10').
8. Computer areas
- a. Clean computer stations thoroughly each night, with an emphasis on removing all dust from the area behind the PC screens, computer terminal and under the keyboard.
 - b. Clean computer monitor and/or tablets with an approved screen cleaner (Staples brand or a CML approved alternative) and a micro fiber cloth.
 - c. Remove all trash on a nightly basis.
 - d. Maintain carpet according to the carpet schedule, including walk off mats.
 - e. Dust all HVAC vents on a weekly basis, including all ceiling vents.
9. Primary library area
- a. Dust and spot clean all exposed slat walls on a nightly basis.
 - b. Dust all exposed areas on bookshelves on a nightly basis, including bookshelf unit end pieces.
 - c. Clean the tops of bookshelf units on a nightly basis.
 - d. Dust and spot clean free standing units on a nightly basis.
 - e. Remove all trash on a nightly basis.
 - f. Maintain carpet according to the carpet schedule, including walk off mats.
 - g. Dust all HVAC vents on a weekly basis, including all ceiling vents.
10. Conference rooms, multi-purpose rooms, and storage areas
- a. Clean and sanitize tables and chairs on a nightly basis.
 - b. Reset all furniture to a predetermined position on a nightly basis.
 - c. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
 - d. Clean all dry erase marker boards on a nightly basis.
 - e. Clean and polish podium on a nightly basis, as applicable.
 - f. Remove all trash on a nightly basis.
 - g. Maintain carpet according to the carpet schedule, including walk off mats.
 - h. Dust all HVAC vents on a weekly basis, including all ceiling vents.
 - i. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
11. Kitchen and staff break room
- a. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.
 - b. Clean countertops and cabinet fronts on a nightly basis.
 - c. Clean, sanitize, and polish sink(s) on a nightly basis.
 - d. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
 - e. Clean and disinfect all tables and chairs on a nightly basis.
 - f. Clean exterior of refrigerator(s), microwave(s), and other kitchen appliances on a nightly basis.
 - g. Remove all trash on a nightly basis.
 - h. Dust all HVAC vents on a weekly basis, including all ceiling vents.
 - i. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.

12. Restrooms

- a. All hard surface floors will be stripped and polished once each month as needed. If wax is **not** needed, hard surfaces shall be machine scrubbed once each month in accordance with the manufacturer's recommendations.
 - i. The CML Authorized Representative and the Contractor will finalize the hard floor maintenance plan prior to the commencement of work.
 - ii. The Contractor shall maintain walls and floors in accordance with the hard floor schedule.
- b. Remove trash on a nightly basis.
- c. Damp wipe ceramic tile walls using a germicidal cleaner on a nightly basis.
- d. Replenish paper towel dispensers, toilet paper dispensers, and hand soap dispensers on a nightly basis.
- e. Clean, sanitize, and polish sink(s) on a nightly basis.
- f. Clean all mirrors on a nightly basis.
- g. Clean and sanitize commodes and urinals on a nightly basis.
- h. Clean and polish all metallic surfaces, including but not limited to, faucets, mirrors, paper towel dispensers, hand rails, baby changing tables, on a nightly basis.
- i. Empty, clean and sanitize sanitary napkin disposal units on a nightly basis.
- j. Clean and sanitize stall partitions on a nightly basis.
- k. Dust all HVAC vents on a weekly basis, including all ceiling vents.
- l. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.

13. Staff Areas

- a. A monthly cleaning of the book drop.
- b. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.
- c. Remove all trash on a nightly basis.
- d. Dust all HVAC vents on a weekly basis, including all ceiling vents.
- e. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
- f. Clean and sanitize all exposed work surfaces on a nightly basis.
- g. Maintain all windows and sills in accordance with the window cleaning schedule.
- h. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
- i. All hard surface floors will be stripped and polished once each month as needed. If wax is **not** needed, hard surfaces shall be machine scrubbed once each month in accordance with the manufacturer's recommendations.
 - i. The CML Authorized Representative and the Contractor will finalize the hard floor maintenance plan prior to the commencement of work.
 - ii. The Contractor shall maintain walls and floors in accordance with the hard floor schedule.

C. Special Events

1. CML hosts events of less than 100 participants in CML branch auditoriums and meeting rooms during and after posted hours of operation.
 - a. Provided that the agreed upon cleaning schedule requires Contractor employees to be on site during the period where a special event is scheduled, the Contractor's services shall continue unabated and at no additional cost to CML.
 - b. If a special event is scheduled to occur that CML believes will require additional Contractor employees to support, CML will notify the Contractor at least seven (7) days prior to the event and request a quote for the additional contractor services required to support the special event. All terms and conditions of this agreement, including the scope of work and applicable hourly rates for the period of time when the special event is to occur, shall remain in effect.

- c. All services provided by the Contractor that require additional labor shall be billed separately as directed by the CML Authorized Representative.
- D. Cleaning and Manpower Schedule
1. The site specific cleaning schedule will be established and mutually agreed between CML and the Contractor prior to the commencement of work. The Contractor shall provide an overall organization chart for all personnel assigned to the CML project, which shall include all appropriate reporting structures and lines of accountability.
 2. In the technical and cost proposal, the Contractor shall provide a level of effort for services at each CML location. CML and the Contractor will establish a fixed level of effort prior to the commencement of services.
 3. All requests to modify the cleaning schedule and or level of effort at any or all CML sites by CML or the Contractor shall be in writing and shall be delivered at least forty-eight (48) hours prior to the requested change. All changes to the cleaning schedule shall be approved in writing by the Contractor and CML.
- E. Cleaning Materials and Products
1. The Contractor shall provide all cleaning materials required to provide the Services in accordance with the Contract and in accordance with the materials list in Appendix D. The Contractor shall provide fixed, not to exceed, pricing for selected materials in the price proposal form. See Section IX – Compensation for additional information.
 2. For CML supplied materials, the Contractor shall have the capacity to source these materials independently in the case of an interruption in the CML supply. A separate cost proposal shall be furnished by the Contractor if this becomes necessary.
 3. The Contractor shall maintain a binder with the current SDS for all materials used by the Contractor at each CML location.
 4. The Contractor shall maintain an adequate supply of all materials specified in Appendix D and track its utilization by location and in total. The Contractor shall supply an itemized utilization report to the CML Authorized Representative for the month with the monthly invoice.
 5. The Contractor shall use S.C. Johnson's products or a CML approved equivalent for unit dispensers. The Contractor shall ensure that these units are in proper working order and immediately notify the CML Authorized Representative of any broken or malfunctioning units.
- F. Contractor Personnel, Training and Supervision
1. All Contractor personnel shall be sufficiently supervised. The Contractor shall ensure that all Services pursuant to this agreement are being delivered as required and that the Contractor employees are following CML safety and security policies.
 2. As part of the proposal submission, the Contractor shall provide an organizational chart that includes the reporting structure beginning at the regional manager (or equivalent) level to the cleaners and porters at each individual branch.
 3. All Contractor personnel assigned to CML shall have passed a criminal background check and drug screening. The Contractor shall make background check and/or drug screening results available for inspection by CML upon request, to the extent permitted by law.
 4. All Contractor personnel shall wear a uniform, which shall consist of smock, company shirt, or other identifiable article of clothing indicating their employment with the cleaning Contractor. All other items of clothing shall be neat and clean, undamaged, and generally considered to be in good condition.

5. Tank tops, short shorts (above the knee), midriff tops, sleeveless t-shirts, open toed shoes, open backed shoes, and clothing with logos, sayings, images, or offensive materials is not acceptable. Employees who report to work in a manner that conflicts with these specifications will be asked to remove the item or leave by the CML Authorized Representative and the Contractor shall replace the employee for the shift to ensure that the work is completed.
6. All Contractor personnel shall wear name tags that include at a minimum, their entire first name, first letter of their last name, and a current photograph.
7. The Contractor shall make all of its employees assigned to CML available for training by the CML Authorized Representative at no additional cost. This training may take up to fourteen (14) days and shall consist of but shall not be limited to:
 - a. Building access and security procedures, including proper entry and exit as well as operation of the facility security panel.
 - b. Lighting controls, including overrides, timers, and diminished lighting required for cleaning.
 - c. Equipment and supply management, including access to the supply storage areas, dumpsters, restrooms, offices, and other areas of the building.
 - d. Introductions to the CML Authorized Representative, CML Branch Managers, and other CML personnel as required.
8. The Contractor shall identify the Account Manager, which shall be a full-time employee working during regular business hours that is responsible for all services provided by the Contractor and fully empowered to act as the agent for the Contractor as it relates to employee assignments, modifications, scheduling, and other related matters. CML will provide a workspace, including a landline phone and internet access, for the account manager at the CML Main Library. Any costs associated for the account manager are to be subsumed into all operating costs of this project and cannot be billed separately by the Contractor. CML considers costs for the Account Manager as a supervisory cost.
9. The Contractor shall identify a Branch Supervisor, Night Supervisor, and Main Library Shift Lead at the time of the proposal submission. These roles shall include but are not limited to the following responsibilities:
 - a. Branch Supervisor- Full-time employee working during regular business hours to manage daily activities and function as a fill in cleaner or porter on an as needed basis.
 - b. Night supervisor- Full or part-time employee working overnight and/or early morning hours that will be responsible for overnight supervision and inspections prior to the opening of the facility. Night supervisors may be assigned to multiple locations and are not permitted to function as fill-in cleaners or porters.
 - c. Main library night shift lead- Full or part-time employee responsible for overnight cleaning activities at the CML Main library. The Main library night shift lead is not permitted to function as a fill-in cleaner or porter
 - d. Weekday Cleaner #1- Day Shift- 6:30 AM – 3:00 PM
10. Cleaners are identified in accordance with the following labor titles and maximum work assignment times:
 - a. Weekday Cleaner- First Shift- Monday – Friday, 6:30 AM – 3:00 PM
 - b. Weekday Cleaner- Second Shift- Monday - Friday, 7:00 AM – 3:30 PM
 - c. Weekday Cleaner- Third Shift- Monday – Friday, 12:00 PM – 9:00 PM
 - d. Weekday Cleaner- Fourth Shift- Monday – Friday, 5:00 PM – 9:00PM

- e. Saturday Cleaner – Saturday, 9:00 AM – 6:00 PM
- f. Sunday Cleaner – Sunday, 1:00 PM – 5:00 PM
- g. Overnight Cleaner- Monday – Sunday, 9:00 PM – 5:30 AM
- h. Floor Tech- Monday – Sunday, 9:00 PM – 5:30 AM
- i. Roving Porter – Monday – Sunday, 9:00 AM – 9:00 PM (See Appendix E – Supplemental Description)
- j. Mid-Shift Porter – **Main Branch Only**- Monday – Friday, 3:00 PM – 7:00 PM (See Appendix E – Supplemental Description)
- k. Fixed Porter – **Northern Lights, Karl Road, Dublin, and Hilltop Branches only** – Monday – Sunday, 3:00 PM – 7:00 PM (See Appendix E – Supplemental Description)
- l. Garage Cleaner –**Main Branch Only**- Monday – Friday, 6:00 AM – 10:00 AM (See Appendix E – Supplemental Description)

G. Communications

- 1. The Contractor shall provide the account manager, branch supervisor, and night supervisors with a cellular phone enabled with internet access, photo and video capability, email capability, and text message capability.
 - a. Each account manager, branch supervisor, and night supervisor must have their own email account and telephone number that is monitored at all times by the Contractor.
- 2. The Contractor shall develop an emergency on-call system for 24 hours per day/7 days per week access that will permit the CML Authorized Representative access to the Contractor for unforeseen and emergency service calls. The Contractor shall acknowledge all requests within fifteen (15) minutes and respond to a CML site as requested within four (4) hours of request by the CML Authorized Representative. CML may make requests in writing or telephone. Notwithstanding the means of contact, the requirements of this section are the same.
- 3. The Contractor shall utilize CML’s work order database to receive and process work orders. If a maintenance issue is discovered, the Contractor shall notify the CML Authorized Representative and submit a work order through the CML system. Work orders shall be closed when the job is completed.

H. Access Control and Security

- 1. Outside of the posted hours of operation of each CML facility, the only people permitted inside CML facilities are CML employees designated by the CML Authorized Representative and the Contractor. Under no circumstances can the Contractor permit access to any other person, other than people specifically designated by the CML Authorized Representative.
- 2. CML may request that the Contractor conduct random checks of all lockers, parcels, and personal items of Contractor employees to ensure that library materials are not being removed without permission.
- 3. Smoking is not permitted in any CML facilities, loading docks, or parking garages.
- 4. The Contractor shall have the capacity to assist CML security with emergency response plans, including but not limited to Code Adam (missing child), power outages, and fire alarm response and evacuation.
- 5. Outside of the hours of operation of the CML facility, the Contractor shall serve as the primary emergency contact for fire alarms and other emergencies if the CML Authorized Representative cannot be reached.

6. The Contractor shall have the capacity to assist other CML employees and/or outside Contractors who are assigned to work outside of the hours of operation of the CML facility. Notifications of additional parallel services at a particular CML facility will be provided to the Contractor in advance in writing.
7. The Contractor shall report safety and security issues to the CML Authorized Representative as soon as they arise.
8. CML will issue keys to Contractor employees, which may include metal keys and/or electronic key cards. The Contractor shall maintain a custody log of all keys and take care that no duplicate sets of keys are made. All keys and/or electronic key cards are the property of CML and shall be returned upon request, at the conclusion of this agreement or upon the removal of a Contractor employee. The fee for replacement keys and/or electronic key cards is ten dollars (\$10.00) per item, which will be deducted from the Contractor's monthly invoice. CML reserves the exclusive right to waive this fee.
9. In the event the Contractor takes an action that causes a police, fire, or emergency response or a response from the CML fire and/or intrusion monitoring contractor, the Contractor shall be responsible for any fees, costs, fines, or penalties associated with said response. Any fees, costs, fines or penalties will be deducted from the Contractor's monthly invoice. CML reserves the exclusive right to waive this fee.

V. General Terms and Conditions

- A. The Contractor shall follow all site specific directions offered by the CML Authorized Representative.
- B. The Contractor shall have a written "knock-before-you-enter" policy for cleaning all public and staff male and female restrooms, which shall include, but not be limited to, cleaning cart placement to ensure proper access and egress and the installation and removal of temporary signage while cleaning is occurring. This procedure is subject to the review and approval of the CML Authorized Representative.
- C. CML has the sole right to add, remove, or modify locations where the Contractor is providing Services. All notifications of location additions, removals, or modifications will be sent by the CML Authorized Representative to the Contractor in writing at least seven (7) days prior to any action. CML shall grant the Contractor the right to provide a modified price proposal for any site that is added, removed, or modified during the term of this agreement. Price proposals will be reviewed and jointly agreed between the Contractor and CML.
- D. The Contractor shall monitor all deliverables and services and shall promptly notify the CML Authorized Representative, by telephone or other means, of any failure to provide such deliverables and services in accordance with the contract schedule. CML shall determine if failure to provide deliverables and services have caused or are likely to cause impairment to the operation CML or an inconvenience to CML. If it is determined that such failure to provide deliverables and services has caused or is likely to cause such impairment or inconvenience, then CML shall notify the Contractor in writing, and provide a cure date to the Contractor. The cure date shall provide the Contractor with a time period to cure the situation to avoid liquidated damages. Decisions by CML in this regard shall be final and shall not be arbitrary or capricious.

VI. Quality Control Services

- A. The Contractor shall have a documented quality control program which shall be subject to inspection by CML at the time of the proposal submission. CML will conduct periodic reviews of the Contractor's compliance with their own quality control program. (See Appendix D)

- B. In addition, the CML Authorized Representative will conduct random custodial audits at a minimum of one time each calendar month, as detailed in Appendix D. The results of these audits will be provided to the Contractor in writing by CML. Remedies for unsatisfactory performance per the CML audits are detailed in Section VIII – Liquidated Damages. Repeated poor performance may result in all applicable remedies up to and including termination of this Agreement.

VII. Contractor Qualifications

- A. At the time of the proposal submission, the Contractor shall have a minimum of three (3) years of experience providing cleaning services similar to what is described in these specifications and shall be currently providing these services.
- B. Experience as an employee, subcontractor, director, or principal of another organization will not be accepted.
- C. The Contractor shall provide at least three (3) references for engagements within three (3) years of the proposal submission date for customers with an aggregate size of at least 500,000 square feet across a minimum of ten (10) locations that require daily simultaneous services. Contractor references shall be located in the Columbus Metropolitan Area. References shall include the customer name, engagement managers name, phone number, and email address. If CML is unable to contact the supplied reference(s), the Contractor shall supply additional references. Failure to do so may result in a determination of non-responsiveness and a rejection of the Contractor's proposal.

VIII. Liquidated Damages

- A. If the Contractor fails to commence or complete Services within the time frames set forth in this Agreement, then the Contractor shall be subject to fixed and liquidated damages of one hundred dollars (\$100.00) per calendar day or portion thereof that the Contractor fails to complete the work.
- B. All charges for liquidated damages assessed to the Contractor shall be deducted from money that is due or shall become due to the Contractor from CML. In the event there is no money due to the Contractor, then the Contractor shall pay the amount of the charges due to CML within thirty (30) days of such assessment.
- C. Such liquidated damages shall be subject to the cure procedures set forth in Section V (D) of this Agreement.

IX. Compensation

- A. Attachment A – Price Proposal form is a formula driven Microsoft Excel workbook which all calculations will be automatically calculated by the Contractor. The Contractor shall complete the Attachment A- Price Proposal Form in its entirety. The Contractor shall not modify the quantities of services, labor titles, or any other data in the provided price proposal form. Any markings, changes, or modifications will not be accepted by CML and may result in a determination of non-responsiveness, which may result in a rejection of the Contractor's proposal.
- B. The Attachment A- Price Proposal Form includes the following tabs, all of which shall be completed in full by the Contractor:
 - 1. Instructions
 - 2. Locations and Square Feet
 - 3. Labor Worksheet- Year 1
 - 4. Price Proposal- Year 1
 - 5. Labor Worksheet - Year 2
 - 6. Price Proposal – Year 2
 - 7. Labor Worksheet - Year 3
 - 8. Price Proposal – Year 3

9. Materials

10. Summary

- C. On the Labor Rates tab for years 1, 2 and 3, the Contractor shall enter a fixed, not to exceed regular hourly rate, special events hourly rate, overtime hourly rate, and emergency hourly rate for each labor title. The spaces for this fixed, not to exceed hourly rate, are highlighted in yellow in the price proposal form. The fixed, not to exceed hourly rate shall be fully burdened, and shall include but shall not be limited to, labor, materials, statutory payroll taxes, social security, Medicare, fringe benefits, insurance, tools, bonds, transportation costs, supervision, training, consumable materials, general administrative expenses, and Contractor profit.
- D. On the price proposal tab for years 1, 2, and 3, the Contractor shall enter a fixed quantity of hours for each labor title at each location on a daily basis. The spaces for the fixed quantity of hours is highlighted in yellow in the price proposal form. **The Contractor does not need to utilize all titles at all locations. If the contractor determines that a specific labor title is not necessary to complete the services at a specific location, a quantity of hours for that title may be omitted.**
- E. Automatic calculations will occur and generate an annual total of labor hours and labor costs for each location. The annual total of labor hours will be divided by twelve (12), producing a monthly billing rate for each CML location.
- F. On the material rates tab, the Contractor shall enter a fixed not to exceed unit price for each line item. The spaces for the fixed not to exceed unit price is highlighted in yellow in the price proposal form. The fixed, not to exceed cost for each item shall be fully burdened and shall include, but shall not be limited to labor, materials, statutory payroll taxes, social security, Medicare, fringe benefits, insurance, tools, bonds, transportation costs, supervision, training, consumable materials, general administrative expenses, and Contractor profit. The Contractor shall enter a percentage multiplier for years 2 and 3. The percentage multiplier may be positive or negative at the discretion of the Contractor.

X. Term of Agreement

- A. This agreement shall commence on upon the final signature date of the agreement, or a mutually agreed upon start date between the Contractor and CML, and continue until December 31, 2022 or for three (3) consecutive years, whichever is sooner.
- B. CML and the Contractor may extend the agreement for two (2) additional one (1) year terms, upon mutual consent.
- C. CML may request that this agreement be continued on a month-to-month basis after the first three (3) year period, in lieu of a one (1) year extension. Month to month services shall continue at the Year 3 rates, unless mutually agreed between CML and the Contractor.
- D. The total term of this agreement shall not exceed five (5) consecutive years.

Columbus Metropolitan Library

Procurement Department

Standard Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of this document, the Standard Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications or scope of work (SOW), and any written amendments to this document, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the "Contract").

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a SOW submitted to CML in response to a request (referred to as the Contractor in these Terms and Conditions) and Columbus Metropolitan Library (CML).

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order supplies or services under this Contract from the Contractor directly. The Contractor may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML. The Contractor is not required to fill an order date more than 30 days beyond the date of Contract expiration, termination or cancellation, unless the Contract provides for a quarterly delivery or quarterly service. Under a Contract that provides for quarterly delivery, the Contractor is not required to fill an order with a delivery date of more than 90 days beyond the date of Contract expiration, termination or cancellation.

Standard Invoice and Payment

Invoice: The Contractor shall submit invoices to accountspayable@columbuslibrary.org. The invoice must be a proper invoice to receive consideration for payment. A "proper Invoice" is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Contractor noting the areas of discrepancy.

Payment: In consideration for the Contractor's performance, CML will pay the Contractor at the rate specified in the contract. *Payments will be made by electronic funds transfer (EFT).* For all transactions, the Contractor must have a valid W9 form on file with the Finance Department. The completed form should be mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for supplies and services it has received and accepted, unless otherwise indicated herein.

Taxes: Columbus Metropolitan Library is exempt for all federal, state and local taxes as CML is part of Franklin County Government and has a 501 nonprofit status.

Term of Contract: This contract is effective upon the projected beginning date of the Contract Cover Page or upon signature of CML by the Fiscal Officer, whichever comes later in time. This Contract will remain in effect until the Contract is fully performed by both parties or cancelled in accordance with the Terms found herein.

Contract Renewal: This contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by agreement of both parties, any number of times for any period of time. The cumulative time of all renewals may not exceed two years.

Delivery

F.O. B. The Place of Destination: The Contractor must provide the supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

Time of Delivery: If the Contractor is not able to deliver the supplies or services on the date and time specified by CML ordering department on the ordering document, the Contractor must coordinate an acceptable date and time for delivery. If the Contractor is not able to, or does not, provide the supplies or services to an ordering department by the time and date agreed upon, CML may obtain any remedy provided below or any other remedy at law.

Minimum Orders-Transportation Charges: For purchase orders placed that are less than the stated minimum order, the transportation will be prepaid and added to the invoice by the Contractor to the delivery location designated in the ordering documents. Shipment is to be made by private or commercial freight service, airmail, water, parcel post, express or commercial package delivery, whichever is the most economical and expeditious method for proper delivery of the item. Failure of the Contractor to utilize the most economical mode of transportation shall result in the Contractor reimbursing CML the difference between the most economical mode of transportation and the mode of transportation used by the contractor. Failure to reimburse CML shall be considered a default.

Contract Cancellation; Termination; Remedies

Contract Cancellation: If a Contractor fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

- A. **Contract Performance is Substantially Endangered:** If the Contractor's default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Contractor.
- B. **Cancellation by Unremedied Default:** If a Contractor's default may be cured with a reasonable time, CML will provide written notice to the Contractor specifying the default and the time within which the Contractor must correct the default. If Contractor fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Contractor. If CML does not give timely notice of

default to Contractor, CML has not waived any of its rights or remedies concerning the default.

- C. Cancellation by Persistent Default: CML may cancel this Contract by written notice to Contractor for defaults that are cured but persistent. "Persistent" means three or more defaults. After CML has notified Contractor of its third default, CML may cancel this Contract without providing Contractor with an opportunity to cure, if the Contractor defaults a fourth time. CML shall provide written notice of the termination to the Contractor.
- D. Cancellation for Financial Instability: CML may cancel this Contract by written notice if Contractor does not pay its subcontractors and material suppliers within 10 days of payment to the Contractor by CML. To the extent permitted by law, CML may cancel this Contract by written notice to Contractor if a petition in bankruptcy or similar proceedings has been filed by or against the Contractor.

Contract Termination: CML may terminate this Contract for convenience after issuing 30 days written notice to the Contractor.

Remedies for Default:

- A. Actual Damages. The Contractor is liable to CML for all actual and direct damages caused by the Contractor's default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Contractor, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Contractor's default, from the Contractor.
- B. Deduction of Damages for Contract Price. CML may deduct all or any part of the damages resulting from Contractor's default from any part of the price still due on the Contract, after CML has provided prior written notice to Contractor of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Contractor is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term "force majeure" means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

CML Consent to Assign or Delegate: The Contractor may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML's written consent is void.

Indemnification: Contractor will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Contractor's performance under this Contract, including the performance by Contractor's employees and agents and any individual or entity for which the Contractor is responsible.

Confidentiality: Contractor may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Contractor may not disclose any information obtained by it as a result of the Contract without written permission from CML. Contractor must assume that all CML information, documents, data, records or other material is confidential.

Publicity: Contractor and any of its subcontractors may not use or refer to this Contract to promote or solicit Contractor's or subcontractor's supplies or services. Contractor and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Contractor shall carry Workers' Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Contractor, and any agent of the Contractor, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Contractor to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period may result in the Contractor being considered in default. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Contractor to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Contractor. Any Contractor, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury,

bodily injury (including death) and property damage of not less than \$2,000,000 per accident.

Commercial General Liability: Insurance coverage with a \$2,000,000 annual aggregate and a \$1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of \$2,000,000. If the Contractor uses an umbrella/excess policy to meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the Contractor's commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

Contract Compliance: The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Contractor's performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Contractor for immediate correction. If the Contractor fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

Warranties: Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer's warranties in addition to implied warranties. The Contractor warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

ADDITIONAL TERMS:

1. This Contract represents the entire agreement of the parties hereto, and may not be amended except in writing signed by both parties.
2. All times referenced herein are Columbus, Ohio local times.
3. *CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.*
4. Contractor will supply its own tools and materials.
5. Contractor will make arrangements for EFT (electronic funds transfer).
6. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. Please fill out the form and return with the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or email: procurement@columbuslibrary.org.

Appendix A – Price Submission Form

**Custodial Services – Multiple Locations
RFP Number: CML #19-025**

The Proposal Price Submission Form can be found as a separate link located under the link to this RFP on the CML *Doing Business with the Library* Web page.

Offeror shall submit this form in electronic format using the Excel Format exactly as provided herein.

Appendix B - Offeror's Diversity & Inclusion Participation Form

**Custodial Services – Multiple Locations
RFP Number: CML #19-025**

A completed Offeror's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Form of Proposal or Bid Form.

_____ ("Offeror") submits the following information regarding its levels of MBE/WBE Participation:

List all MBE/WBE subcontractors and suppliers, with contract amounts, that Offeror will use for its work on the Project. (Continue list on additional sheets of paper if necessary.)

Name of Subcontractor / Supplier	MBE or WBE	Subcontract Amount
1.		\$
2.		\$
3.		\$
4.		\$
	A. TOTAL AMOUNT OF MBE/WBE SUBCONTRACTS	\$
	PROPOSED TOTAL	\$
	B. PERCENTAGE OF DIVERSITY PARTICIPATION* (A ÷ B x 100)	%

The Offeror's commitment of total workforce hours for Minority Workforce participation on the project is: _____%.

The Offeror's commitment of total workforce hours for Women Workforce participation on the project is: _____%.

I certify under penalty of perjury that the forgoing and/or attached statements and information are true and correct. The undersigned will immediately notify the Owner in the event that any of the information provided in this Diversity & Inclusion Participation Form changes in any material way.

By: _____ Date: _____

Print Name and Title: _____

***If the Offeror does not indicate that it has achieved the Diversity & Inclusion Participation Goal set forth in the Instructions to Offerors, the Offeror must attach to this Form, a narrative, including exhibits, demonstrating and certifying that good faith efforts, as set forth in the Instructions to Offerors, were actively and aggressively undertaken by the Offeror, to reach such goals.**

Appendix C – Location List, Hours of Operation and Dimensions

**Custodial Services – Multiple Locations
RFP Number: CML #19-025**

Table 1- Hours of Operation ^{Note 1}

Location Name	Address	City	Monday-Thursday		Friday-Saturday		Sunday	
			Open	Close	Open	Close	Open	Close
Main Library	96 S. Grant Avenue	Columbus	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Northern Lights	4093 Cleveland Ave	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Karl Road	5590 Karl Road	Columbus	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Hilltop	511 S. Hague Ave	Columbus	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Canal Winchester	115 Franklin Street	Canal Winchester	12:00 PM	7:00 PM	12:00 PM	6:00 PM	Closed	
Driving Park	1422 E. Livingston Ave	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Dublin	75 N. High Street	Dublin	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Franklinton	1061 W. Town Street	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Gahanna	310 Granville Street	Gahanna	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Linden	2223 Cleveland Ave	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Livingston	3434 E. Livingston Ave	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Marion-Franklin	2740 Lockbourne Road	Columbus	12:00 PM	7:00 PM	12:00 PM	6:00 PM	Closed	
Martin Luther King	1467 E. Long Street	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
New Albany	200 Market Street	New Albany	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM

Location Name	Address	City	Monday-Thursday		Friday-Saturday		Sunday	
			Open	Close	Open	Close	Open	Close
Northside	1423 N. High Street	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Parsons	1113 Parsons Avenue	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Reynoldsburg	1402 Brice Road	Reynoldsburg	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Shepard	850 N. Nelson Road	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
South High	3540 S. High Street	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Southeast	3980 S. Hamilton Road	Groveport	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Whetstone	3909 N. High Street	Columbus	9:00 AM	9:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Whitehall	4445 E. Broad Street	Columbus	9:00 AM	8:00 PM	9:00 AM	6:00 PM	1:00 PM	5:00 PM
Operations Center-Gahanna	101 S. Stygler Road	Gahanna	9:00 AM	6:00 PM	9:00AM - 6:00 PM on Fridays Only		Closed	

Note 1: Hours of operation are subject to change. CML will provide written notification to Contractor of any modifications to the hours of operation.

Table 2 – Facility Dimensions ^{Note 2}

Location Name	Address	City	Building Size and Carpeting (Square Feet)		
			Total	Carpeted	Uncarpeted
Main Library	96 S. Grant Avenue	Columbus	425,000	144,944	280,056
Northern Lights	4093 Cleveland Ave	Columbus	26,072	18,625	7,447
Karl Road	5590 Karl Road	Columbus	20,006	17,005	3,001
Hilltop	511 S. Hague Ave	Columbus	20,065	17,055	3,010
Canal Winchester	115 Franklin Street	Canal Winchester	5,000	4,500	500
Driving Park	1422 E. Livingston Ave	Columbus	14,985	10,741	4,244
Dublin	75 N. High Street	Dublin	40,156	27,236	12,920
Franklinton	1061 W. Town Street	Columbus	7,540	6,333	1,207
Gahanna	310 Granville Street	Gahanna	21,400	18,190	3,210
Linden	2223 Cleveland Ave	Columbus	12,701	10,796	1,905
Livingston	3434 E. Livingston Ave	Columbus	12,325	10,476	1,849
Marion-Franklin	2740 Lockbourne Road	Columbus	4,000	4,000	0
Martin Luther King	1467 E. Long Street	Columbus	18,700	12,632	6,068
New Albany	200 Market Street	New Albany	21,053	17,895	3,158
Northside	1423 N. High Street	Columbus	20,000	15,820	4,180

Location Name	Address	City	Building Size and Carpeting (Square Feet)		
			Total	Carpeted	Uncarpeted
Parsons	1113 Parsons Avenue	Columbus	19,025	14,545	4,480
Reynoldsburg	1402 Brice Road	Reynoldsburg	19,805	16,843	2,962
Shepard	850 N. Nelson Road	Columbus	10,000	6,556	3,444
South High	3540 S. High Street	Columbus	11,577	9,480	2,097
Southeast	3980 S. Hamilton Road	Groveport	21,140	17,969	3,171
Whetstone	3909 N. High Street	Columbus	22,729	19,320	3,409
Whitehall	4445 E. Broad Street	Columbus	20,000	12,625	7,375
Operations Center- Gahanna	101 S. Stygler Road	Gahanna	55,335	47,035	8,300

Note 2: Building locations, sizes, carpeted areas, are subject to change. CML will provide notification to the Contractor of any modifications.

Appendix D – Custodial Audits

Custodial Services – Multiple Locations RFP Number: CML #19-025

CML will conduct monthly “custodial audits” in order to review the quality of cleaning services the CML facilities are receiving from the custodial Contractor. CML Custodial Supervisors and Custodial Rovers will conduct these audits. The audit results will be provided to the Contractor via the custodial audit sheet after the audit has been completed.

Custodial Audit Scoring

100 – 93.5% (Green) = Good Performance, this is the “Standard” for the buildings to rate day-in and day-out. The result of consistent effort on the part of the Custodial staff.

93.4% - 90.0% (Yellow) = Average performance, there are probably one or two areas that are causing a poor score.

89.9% or below (Red) = Failing performance, that falls below the acceptable CML standard.

100-93.5%	93.4-90.0%	<=89.9%
Good	Average	Failed

The custodial Contractor is expected to generate scores above 93.4% on an on-going basis.

Expectation

1. Custodial audits will be performed by CML Authorized Representative at ten (10) different library branches each month. The audit will be performed prior to the branch opening and after the cleaning has been completed.
2. At least two (2) audits will be performed each month with the manager of the custodial contractor.
3. At least one (1) audit each quarter will be performed with the regional manager of the custodial contractor.
4. A score below 93.4% in successive months will require a follow up audit within three (3) days of the last audit, with the manager of the custodial Contractor. The CML Authorized Representative will review the specific areas of concern pointed out in the past two (2) audit forms. This location will also be audited the following month as part of the ten (10) scheduled audits.
5. A failing audit score (below 90% in red,) will be followed by another audit within the same month with the manager of the custodial Contractor. The CML Authorized Representative and the Contractor shall review the issues that resulted in the branch audit failure together, and plan a solution to prevent this failure from happening again.
6. Copies of custodial audits performed will be sent via e-mail to the CML branch manager, the Contractor, and the CML Authorized Representative.
7. All scores will be retained by CML in accordance with its published document retention policies and made available to the CML Board of Trustees.

COMMENTS	1/0	
Walk-off mats – cleanliness		
Walk-off mats – gum		
Walk-off mats – spots		
Door glass		
Door push plates		
Door – trim, frame, brightwork		
Thresholds		
Hard floor/carpet conditions		
Corners and edges		
Baseboards		
Ledges and sills		
High dusting		
Low dusting		
Walls		
Public phones		
Trash/ash urns		
Display glass		
Overhead and side glass		
TOTAL POSSIBLE SCORE: 18		ACTUAL SCORE:
		%

CIRCULATION	1/0	COMMENTS
Floor/carpet – sweep/mop		
Carpet spots		
Detail vac		
Baseboards		
Chairs		
High dusting		
Low dusting		
Counter tops		
Counter sides		
Desks		
Phones		
Trash		
Gum		
Carpet condition		
TOTAL POSSIBLE SCORE: 14		ACTUAL SCORE:
		%

MAIN LIBRARY FLOOR	1/0	COMMENTS
Carpet condition		
Carpet spots		
Carpet gum		
Hard floor condition		
Hard floor finish		
Baseboards		
High dusting		
Low dusting		
Traffic vac		

Detail vac		
Walls		
Light switches		
Doors – push plates, kick plates		
Doors – frame, jam		
Windows – interior glass		
Venetian blinds		
Sills and ledges		
Book shelves/A-V racks		
Return vents		
Picture frames/wall hangings		
Display cases		
Fire extinguisher		
Phones		
Trash		
Desks/furniture		
Chairs		
Filing cabinets		
Catalog terminals		
Partition glass		
Planters		
TOTAL POSSIBLE SCORE: 30		ACTUAL SCORE:
	%	
SIDE ROOMS/QUIET STUDY/COMPUTER ROOMS	1/0	COMMENTS
Carpet condition		
Carpet spots		
Carpet gum		
Hard floor condition	N/A	
Hard floor finish	N/A	
Baseboards		
High dusting		
Low dusting		
Traffic vac		
Detail vac		
Walls		
Light switches		
Doors – push plates, kick plates		
Doors – frame, jam		
Windows – interior glass		
Sills & ledges		
Book shelves/A-V racks	N/A	
Return vents		
Picture frames/wall hangings		
Display cases		
Fire extinguisher	N/A	
Phones	N/A	
Trash		
Desks/furniture		

Filing cabinets	N/A	
Partition glass		
TOTAL POSSIBLE SCORE: 20		ACTUAL SCORE: %
PUBLIC RESTROOMS – MEN'S	1/0	COMMENTS
Floor cleanliness		
Grout lines		
Floor drain		
Finish condition	N/A	
Corners and edges		
Cove and baseboards	N/A	
Walls		
Partitions		
Dispensers filled		
Dispensers cleaned		
Countertops		
Basins		
High dusting		
Low dusting		
Mirrors		
Trash		
Vents		
Brightwork/fixtures		
Door – push plates, kick plates		
Door – frame, jam		
Commode		
Urinal		
TOTAL POSSIBLE SCORE: 20		ACTUAL SCORE: %
PUBLIC RESTROOMS – WOMEN'S	1/0	COMMENTS
Floor cleanliness		
Grout lines		
Floor drains		
Finish condition	N/A	
Corners and edges		
Cove and baseboards	N/A	
Walls		
Partitions		
Dispensers filled		
Dispensers cleaned		
Countertops		
Basins		
High dusting		
Low dusting		
Mirrors		
Trash		
Vents		
Brightwork/fixtures		

Door – push plates/kick plates		
Door – frame, jam		
Commode		
TOTAL POSSIBLE SCORE: 19		ACTUAL SCORE: %
PUBLIC RESTROOMS – FAMILY	1/0	COMMENTS
Floor cleanliness		
Grout lines		
Floor drains		
Finish condition	N/A	
Corners and edges		
Cove and baseboards	N/A	
Walls		
Partitions		
Dispensers filled		
Dispensers cleaned		
Countertops		
Basins		
High dusting		
Low dusting		
Mirrors		
Trash		
Vents		
Brightwork/fixtures		
Door – push plates/kick plates		
Door – frame, jam		
Commode		
TOTAL POSSIBLE SCORE: 19		ACTUAL SCORE: %
RESTROOMS – STAFF	1/0	COMMENTS
Floor cleanliness		
Grout lines		
Floor drains		
Finish condition	N/A	
Corners and edges		
Cove and baseboards	N/A	
Walls		
Partitions	N/A	
Dispensers filled		
Dispensers cleaned		
Countertops		
Basins		
High dusting		
Low dusting		
Mirrors		
Trash		
Vents		

Brightwork/fixtures		
Door – push plates, kick plates		
Door – frame, jam		
Commode		
TOTAL POSSIBLE SCORE: 18		ACTUAL SCORE: %
STAFF OFFICE / COMMON AREA	1/0	COMMENTS
Hard floor condition		
Hard floor finish		
Carpet spots		
Carpet gum		
Traffic vac		
Detail vac		
Baseboards		
Walls		
Light switches		
Pictures/wall hangings		
Door – push plates, kick plates		
Door – frame, jam		
High dusting		
Low dusting		
Telephones		
Desks		
Chairs		
Trash		
Filing cabinets		
Microwave		
Sink		
Countertops		
Sills & ledges		
Windows – interior		
TOTAL POSSIBLE SCORE: 24		ACTUAL SCORE: %
JANITOR CLOSET	1/0	COMMENTS
Organization		
Dust pan		
Brooms/dust mops		
Floor mops		
Supplies		
Vacuum		
Bucket & wringer		
Spray bottles – clean		
Spray bottles – labeled		
Spray bottles – working		
Buffer	N/A	
Brute		
Johnny mop & bucket	N/A	
Squeegee		

Shelves		
Wall		
Floor		
Corners & edges		
Slop sink	N/A	
TOTAL POSSIBLE SCORE: 16		ACTUAL SCORE: %
MEETING ROOM	1/0	COMMENTS
Carpet spots		
Carpet condition		
Carpet gum		
Carpet vacuum		
Carpet detail		
Walls		
Light switches		
Doors – push plates, kickplates		
Doors – frame, jam		
Fire extinguisher		
Windows		
Sills & ledges		
Trash		
High dusting		
Low dusting		
Baseboards		
Tables		
Chairs		
Picture frames/wall hangings		
Curtains & blinds		
Return air vents		
Counter tops		
Sink		
Microwave		
Hard surface floor		
Corners & edges		
Desks & podium		
TOTAL POSSIBLE SCORE: 27		ACTUAL SCORE: %
BUILDING EXTERIOR	1/0	COMMENTS
Trash pick-up / grounds		
Ash urns & trash cans		
Exterior glass		
Flower beds		
Curbs		
Parking lot		
Sidewalks		
TOTAL POSSIBLE SCORE: 7		TOTAL ACTUAL SCORE: %

FINAL TABULATION

A. Total possible applicable points: 232

B. Total actual points: _____

C. Score: (B/A) = %: _____

100 – 93.5% (Green) = Good Performance, this is where we want the buildings to rate day-in and day-out. The result of consistent effort on the part of the Custodial staff.

93.4% - 90.0% (Yellow) = Average performance, there are probably one or two areas that are causing a poor score.

89.9% or below (Red) = Failing performance, that falls below the acceptable CML standard.

100-93.5%	93.4-90.0%	<=89.9%
Good	Average	Failed

Passing score is 90.0%

Appendix E – Supplemental Labor Descriptions

Custodial Services – Multiple Locations RFP Number: CML #19-025

Roving Porter: The Roving Porter will provide extra cleaning at multiple libraries during business hours. This is to ensure cleanliness to all of our customers, guests, and employees. The roving porter will focus on the high traffic areas, restrooms and spaces inside the branch that require more attention. Essential responsibilities of the roving porter shall include, but shall not be limited to:

1. Ability to detail clean multiple Library branches during normal business hours.
2. Ability to do an inspection of a Library when necessary.
3. Perform porting services in the restrooms, and restock all supplies.
4. Inspect outside perimeter of Library, disposing of any trash.
5. Ability to travel to multiple branches per shift

Fixed Porter: Fixed Porters will provide extra cleaning at **Northern Lights, Karl Road, Dublin and Hilltop libraries only** daily from 3pm to 7pm at these locations during business hours to ensure cleanliness to all of our customers, guests, and employees. The Fixed Porter should focus on cleaning the high traffic areas and pay close attention to what areas build up dirt and need more attention. Essential responsibilities of the fixed porter shall include, but shall not be limited to:

1. Clean interior windows and dust all sills and ledges.
2. Wipe down furniture checking for scuffs and marks.
3. Spot clean carpet using carpet roamer and water in a spray bottle.
4. Inspect outside perimeter of Library, disposing of any trash.
5. Perform porting services in the restrooms, and restock all supplies.
6. Spot clean walls and beams checking for scuffs and marks.
7. Dust bookshelves, ledges and other areas that build up dust.
8. Police Library interior with carpet Bissell push broom picking up debris throughout the Library.
9. Assist with meeting room set ups, upon staff request.

Mid-Shift Porter: The Mid-Shift Porter for **Main Library only** provides extra cleaning and porting services during the libraries busies hours from 3 PM to 7 PM Monday through Friday. During this time the Mid-Shift Porter will empty trash in the meeting rooms and café area. They will spend all remaining time focusing on the 2nd floor Reading room, Teen Area, and Restrooms. Essential responsibilities of the mid-shift porter shall include but shall not be limited to:

1. Maintain Café seating area (clean tables, empty trash, and vacuum carpet).
2. Check meeting and study rooms for trash and spot vacuum, between meetings.
3. Check 2nd floor Reading Room and Teen Area for trash, spot vacuum, and clean tables as needed.
4. Individual should be able to verbally communicate with CML staff and customers.
5. Perform porting services in the restrooms, and restock all supplies.
6. Spot vacuum open spaces where necessary. Inspect outside perimeter of Library, disposing of any trash.
7. Respond to Security using 2-way radio to address custodial issues.

Garage Cleaner: The Parking Garage cleaner will be responsible for keeping the Main Library Parking Garage and Main Library Loading Dock only up to the high CML cleanliness standards. Hours for the Parking Garage Cleaner are Monday through Friday 6am to 10am. The entrances and exits of the parking garage and the ramps from P-1 to P-5 need to be monitored for ice, and calcium will need to be applied as needed with a rotary spreader. Essential responsibilities of the garage cleaner shall include but shall not be limited to:

1. Empty all trash receptacles daily.
2. Clean outside of all trash receptacles.
3. Clean elevator lobbies, doors and glass daily.
4. Police all levels of the garage daily for trash, and debris daily.
5. Mop all raised curbs in around drive lanes weekly.
6. Wipe down hand railing monthly
7. Operated motorized floor scrubbing machine on all garage floors once per week.
8. Clean the floors and ramp of the loading docks once per week.

In addition, the garage cleaner shall have the ability to operate an industrial walk behind street sweeper, floor scrubber, and motorized floor scrubbing machine. The garage cleaner shall also have the ability to work in extreme heat and extreme cold and lift at least seventy-five (75) pounds without support.

Appendix F – Materials List

Custodial Services – Multiple Locations RFP Number: CML #19-025

MAIN LIBRARY

1. 10-gallon (minimum) wet/dry vacuum x 3*
2. Portable Carpet Spotting Machine*
3. Windsor Versamatic 14" vacuum x 8 - * WINDSOR RADIUS CORDLESS MINI VACUUM # WIN1.545-113.0- X 5
4. 40-gallon brute containers on casters wheels x 10*
5. Restroom carts x 4 With the extendable restroom Closed for Cleaning Hanging Safety Sign to prevent public from entering the restrooms. *
6. Porter pan (lobby Pro/ renown duo-sweep) and broom x 12*
7. Bucket and wringer x 6*
8. Plunger x 6*
9. Wet Floor" signs x 20*
10. Window washing kits x 3*
11. Extendable trash grabbers + 5 gallon buckets x3*
12. Garage cleaning machines (street sweeper x1, floor scrubbing machine x1) Review*
13. Dry buffing machine (for the black terrazzo)*
14. Walk behind sweeper for parking lot cleaner*
15. Johnson strippers, floor finishes, shampoos, and project chemicals as needed for the successful completion of the work.
16. Mop handles and mop heads (With a method of washing the mop heads.)
17. Buffing/stripping pads
18. Extension poles
19. Bowl brushes
20. Scrapers
21. Spray bottles
22. Carpet Agitator
23. Small trash can liners
24. Large Brute Liners (no thinner than 1.5 MM)
25. Hand soap
26. Wax liners for sanitary napkin disposal units
27. Paper towels
28. Toilet paper
29. Toilet seat liners
30. Meter mist units, refills, and batteries
31. Tampons and pads
32. Any other miscellaneous equipment as shall be necessary

ALL BRANCH LOCATIONS (OTHER THAN THE MAIN LIBRARY)

1. 10-gallon (minimum) wet/dry vacuum*
2. 40-gallon brute on casters*
3. Windsor Versamatic 14" vacuum (this must be a new purchase)*
4. Sweeper carpet dual action. (non-motorized sweepers)*
5. Porter pan (lobby Pro/ renown duo-sweep) and broom*
6. Mop bucket and wringer*

7. Plunger*
8. "Wet Floor" signs*
9. Window washing equipment*
10. Extendable trash grabber + 5 gallon bucket*
11. Johnson strippers, floor finishes, shampoos, and project chemicals as needed for the successful completion of the work.
12. Micro Fiber rags (cloth rags are not allowed)
13. Maslin cloths
14. Mop handles and Micro Fiber mop heads
15. Buffing/stripping pads
16. Extension poles
17. Bowl brushes
18. Scrapers
19. Spray bottles (Labeled)
20. Small trash can liners
21. Large Brute Liners (no thinner than 1.5 MM)
22. Hand soap
23. Wax liners for sanitary napkin disposal units
24. Paper towels
25. Toilet paper
26. Toilet seat liners
27. Meter mist units, refills, and batteries
28. Tampons and pads
29. Any other miscellaneous equipment as shall be necessary

*Items indicated must remain on site at the CML facility at all times.

Appendix G – Acknowledgement of Addenda

**Custodial Services – Multiple Locations
RFP Number: CML #19-025**

Project Description: Custodial Services- Multiple CML Locations

Instructions: The respondent is to complete Part I or Part II of this form, whichever is applicable, and sign and date this form. This form serves as the respondent's acknowledgment of the receipt of the Addenda to this solicitation which may have been issued by the CML prior to the Proposal Due Date and Time.

Part I: Check Box if Applicable:

Listed below are the dates of issue for each Addendum received in connection with this solicitation.

Addendum # 1, dated: ___/___/___ Addendum # 2, dated: ___/___/___

Addendum # 3, dated: ___/___/___ Addendum # 4, dated: ___/___/___

Addendum # 5, dated: ___/___/___ Addendum # 6, dated: ___/___/___

Part II: Check Box if Applicable: NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS COMPETITIVE SEALED BID.

NOTE: THE BIDDER MUST SIGN AND COMPLETE THIS FORM

Company Name: _____

Authorized Representative:

Name: _____

Signature: _____

Title: _____

Date: _____

Appendix H – Evaluation Form

**Custodial Services – Multiple Locations
RFP Number: CML #19-025**

<u>Responsiveness Criteria</u>	<u>Weight</u>	<u>Score</u>	<u>Ext'd</u>
1. Quality and comprehensiveness of the Proposal: a. Demonstrated understanding, by the Contractor, of the Library and the Library's requirements. b. Qualifications and ability to perform. c. Responsiveness and adherence to RFP instructions	25		
2. Quality of the proposed solution includes, but is not limited to, the following: a. Comprehensive Work Plan per the RFP. b. Contractor's Staffing Plan. (To include Managers, Floor Tech, Garage Cleaner and Porters.) c. Demonstrated ability of Contractor to meet requirements.	30		
3. Stability and viability of the Contractor.	15		
4. Contractor's experience on projects of similar scope.	10		
5. Input from "Local" reference contacts.	20		
Total Technical Score:			

Members of the CML evaluation committee will utilize a zero (0) to five (5) scale to evaluate each proposal. Members of the evaluation committee will utilize the evaluation form in Appendix E and apply the scoring formula outlined below:

Zero (0)	Unsatisfactory	Does not conform to CML requirements.
One (1)	Poor	Conforms to CML requirements in a limited manner.
Two (2)	Satisfactory	Generally meets CML requirements with limitations.
Three (3)	Good	Meets CML requirements as written.
Four (4)	Excellent	Meets and generally exceeds CML requirements as written.
Five (5)	Outstanding	Exceeds CML requirements in all aspects.

Members of the CML evaluation committee will review the completeness and comprehensiveness of all Contractor proposals. CML will place emphasis on the quality and comprehensiveness of the proposal, including the understanding of the requirements by the Contractor, Contractor qualifications, quality of the proposed solution, organizational history and capacity, experience, and references. The evaluation form that CML will be utilizing can be found in Appendix E.

CML will calculate the weighted technical score in the following manner:

$(\text{Contractor's Total Score} / \text{Total Maximum Points}) \times 700 \text{ Points} = \text{weighted technical score}$

Example:

$(\text{Contractor's Total Score (60)} / \text{Total Maximum Points (100)}) \times 700 \text{ Points} = 420 \text{ Points (of a possible 700)}$