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**Request for Proposal**

**Janitorial Services**

**February 11, 2025**

**Description**

The Town of Rolesville is seeking proposals from potential vendors who provide professional janitorial services.

**Background**

The Town seeks proposals regarding janitorial services for the following location:

* **Town Hall, 502 Southtown Circle**
	+ ~9,000 sq ft (~2400 sq ft is open floor space)
	+ 4 restrooms (total of 7 toilets, 5 sinks, 2 urinals)
	+ Breakroom with refrigerator, microwave, sink, etc.

A private facility tour during working hours can be arranged upon request.

**Response**

Each response should address the following items. Vendor is invited to also add any features or services that may not be mentioned below.

* The name of the company, contact person, telephone number, and email address.
* The vendor's qualifications, years in business, staff profile, and experience to provide janitorial services.
* The number of full-time and part-time employees employed by the business currently.
* Names and contact numbers for at least three business organizations that are current clients.
* Pricing and Cost information, given the expectations listed below.

**Timeline**

Responses may be submitted by February 25, 2025 via email to:

 Eddie Henderson, Parks Superintendent

 eddie.henderson@rolesville.nc.gov

 919-556-3506

**Cleaning services need to start March 1st, 2025.**

**Services**

* Furnish all labor, equipment, cleaning supplies, supervision, and transportation necessary for complete janitorial service using modern equipment, methods, and techniques.
* Use product with commercial-grade cleaners designed to kill germs and viruses.
* The Town will provide hand soap, paper products, and trash bags as needed.
* Lock all doors and turn off lights when cleaning is complete
* Notify point of contact of any irregularities or emergencies such as plumbing leaks, HVAC problems etc.
* All employees of the vendor who work in Town buildings must pass a background check and keep a clean criminal record.
* All employees of the vendor should wear distinctive and/or an identifiable uniform.
* Any damage caused by the vendor or employees will be repaired by the vendor at their expense.
* Vendor is expected to comply with federal, state, and local laws and regulations.

**Town Hall:**

**LEVEL 1** (weekly; every Wednesday morning before 8am)

**Work Areas & Lobby**

* Sanitize door handles, door edges, and light switches in lobbies, meeting rooms, copy areas, and hallways
* Sanitize tabletops, work surfaces, countertops, chairs, copier, etc. in these locations
* Sanitize drinking fountains - all surfaces, wall behind fountain to be clean and dry

**Restrooms**

* Sanitize, mop, and rinse restroom floors
* Clean and sanitize bathroom fixtures, including toilet bowls, urinals, basins, and sinks; wall behind sinks to be clean and dry
* Clean and sanitize stall partitions and walls
* Empty, clean, and sanitize waste receptacles, inside and outside
* Clean mirrors with no haze or streaks remaining
* Refill hand soap, towel and toilet tissue as needed, leave out extra toilet tissue where feasible

**Break rooms and Kitchens**

* Clean and sanitize tabletops, countertops, chairs, sinks, and all other fixtures
* Clean microwave (inside and outside) and refrigerator handles
* Clean and sanitize waste receptacles and recycling receptacles (inside and outside)
* Walls near waste receptacles should be cleaned as needed
* Walls behind sinks, microwaves, etc. should be cleaned as needed

**LEVEL 2** (weekly; every Sunday morning before 9am or evening after 9pm)

**Cleaning & Dusting**

* Sanitize door handles, door edges, light switches, work surfaces, chairs, and telephones in private offices
* Dust office furniture, filing cabinets, bookcases, chairs, tables, counter tops, etc.
* Dust windowsills, low ledges, window blinds, molding, picture frames, doors, doorframes, etc.
* Letter files, phones, calculators, and other items should be moved where feasible and returned to position
* Empty recycling containers and carry to recycling cart outside. Empty all trash receptacles and carry to dumpster outside. Clean and sanitize containers then re-apply bags as needed.
* Clean entrance door and lobby window glass, removing haze, smudges, streaks, and fingerprints

**Restrooms**

* Sanitize, mop, and rinse restroom floors
* Clean and sanitize bathroom fixtures, including toilet bowls, urinals, basins, and sinks; wall behind sinks to be clean and dry
* Clean and sanitize stall partitions and walls
* Empty, clean, and sanitize waste receptacles, inside and outside
* Clean mirrors with no haze or streaks remaining
* Refill hand soap, towel and toilet tissue as needed, leave out extra toilet tissue where feasible

**Floors**

* Vacuum carpet, tile, and other composition floors – including under, around, and behind furniture
* Spot clean spillages, remove scuffmarks
* Damp mop all non-carpeted floors using clean water and cleaner

**LEVEL 3** (monthly)

* Clean interior portion of windows, vacuum around the edges of the windows
* Dust all window blinds with a dust control treated cloth.