



# REQUEST FOR PROPOSAL

## Janitorial Services

**Issue Date:** April 8, 2024

**Issuing Agency:** RiverCom 911  
140 S. Mission Street, 3<sup>rd</sup> Floor  
Wenatchee, WA 98801  
509-662-4650  
[www.rivercom911.org](http://www.rivercom911.org)

**Proposal Due:** **April 22, 2024 by 12:00 PM, PDT**

**Attention:** Kayla Hodges, Administrative Services Specialist

**PURPOSE:** The intent of this solicitation is to select a qualified bidder who will provide janitorial services for the regional 911 communications center.

**BASIS FOR AWARD:** The award of a contract resulting from this bid process will be to the lowest responsible bidder, based on the following criteria: capability of the bidder to perform; the character, integrity, reputation, experience and efficiency of the bidder; the quality of performance of previous contracts for services; the previous and existing compliance by the bidder with local, state and federal laws relating to municipal contracts and services.

**NOTICE TO BIDDERS:** This competitive bidding process will be conducted in accordance with RiverCom 911 Administrative Policies. Bidders are responsible for familiarizing themselves with the requested services and the security requirements of this RFP.

**CONFERENCE AND FACILITY WALK-THROUGH:** A non-mandatory pre-bid conference and facility walk-through will be conducted on **April 15, 2024 at 8:30 AM**. The RiverCom 911 IT & Facilities Manager will conduct the meeting. No unauthorized or unscheduled visits will be permitted.

The purpose of the conference is to explain the solicitation requirements, and to provide information to potential bidders. The conference will allow bidders an opportunity to address deficiencies or other solicitation concerns. The purpose is to identify and resolve issues that have the potential of generating an Award protest. Statements made by RiverCom 911 representatives at the pre-proposal conference shall not change the solicitation unless RiverCom 911 confirms such statements with a written Addendum.

**BID SUBMITTAL:** Bids must be received electronically with **RFP: JANITORIAL SERVICES 2024** clearly identified in the subject line, via email to: Kayla Hodges at [khodges@rivercom911.org](mailto:khodges@rivercom911.org) no later than 3:00 PM PDT on April 22, 2024.

***All bids must be received by the submittal deadline.*** It is the sole responsibility of the proposing agency to ensure proposals are received prior to the closing time as late or incomplete proposals will not be accepted for consideration. Bid documents shall be signed by a principal showing title or signatory authority. Failure to provide signature and signatory authority shall disqualify the bid.

A public opening will not be held. Results of this solicitation will be posted on the RiverCom 911 website <https://rivercom911.org/projects/>, within 24 hours of award and the selected vendor will be notified. Questions relating to this quote should be in writing and directed to Kayla Hodges, Administrative Services Specialist, at the above email address no later than 4:00 PM, **April 18, 2024**.

**BID TIMELINE:** Due to the nature of the services to be provided, this is a short turn-around bid process. RiverCom 911 anticipates the following timeline for selection.

I.	Issuance of RFP	April 8, 2024
II.	Pre-bid conference and walk-through	April 15, 2024 at 8:30 AM
III.	Bids due	April 22, 2024 at 3:00 PM
IV.	Contract award	April 24, 2024 <i>(subject to change)</i>

**ADDENDUMS:** The only official communication related to this RFP shall be by addendum issued by RiverCom 911 to all bidders.

**WITHDRAWAL OF BIDS:** Bids may be withdrawn at any time before the closing date. Bidders wishing to withdraw their bid may do so by providing written notice of bid withdrawal prior to the closing date. Acceptance of a bid withdrawal after the closing date shall be at the sole discretion of RiverCom 911.

**SELECTION CRITERIA AND AWARD:** An evaluation team will review each responsive proposal. Each proposal will be rated on a point system. The evaluation team will make a recommendation for selection based on results of point ranking system. When the recommendation is approved, the highest ranked Contractor will be invited to enter into contract with RiverCom 911.

A maximum score of 100 points will be used to evaluate Proposals based on the following criteria:

- Total price/fee structure (30 points)
- Proven ability, experience, reliability and references (30 points)
- Customer service and responsiveness to specifications (30 points)
- Organizational overview and flexibility of working hours (10 points)

**TERMS AND CONDITIONS:** RiverCom 911 reserves the right to accept or reject any or all bids, waive irregularities, technicalities and/or request a re-submission. RiverCom 911 reserves the right to award any contract resulting from this RFP to the responsible, responsive bidder, resulting in a contract which is most advantageous and in the best interest to RiverCom 911. RiverCom 911 shall be the sole judge of the bids and the resulting contract that best serves the public interest, RiverCom 911 and its public safety partners. The decision of RiverCom 911 shall be final.

**PROPOSAL REQUIREMENTS:** Proposal submittals must include the following administrative and professional items and information:

- Cover Letter
- Summary of Qualifications
- Cost Proposal with Signature
- W-9
- Provide a list of at least (3) references

Provide any other information deemed appropriate and useful for selection.

**The deadline for proposal submission is April 22, 2024 at 3:00 PM.** Email to Kayla Hodges at [khodges@rivercom911.org](mailto:khodges@rivercom911.org).

**EVALUATION OF OFFERS:** The evaluation and selection process will be based upon the proposals submitted in response to the RFP by each bidder. RiverCom 911 will be the sole judge of the merits of each proposal. Responses will be evaluated by the RiverCom 911 Executive Director.

1. Adherence to the bid specifications and process.
2. Ability, capacity and skills to perform the requested work.
3. Ability to provide verifiable references.
4. Possession of a business license.
5. Compliant with all State and Federal employment taxes.
6. Proof of personal injury insurance.
7. Bonded (theft and damages).

8. Ability of all employees assigned to work at RiverCom 911 to successfully pass a Washington State wants and warrants check.
9. Ability of all employees assigned to work at RiverCom 911 to successfully pass a National Crime Center fingerprint check.
10. Ability of all employees assigned to work at RiverCom 911 to complete online CJIS Security Awareness Training.

TERMINATION: RiverCom 911 shall have the right to terminate, at their convenience, without cause, any contract resulting from this RFP by specifying the date of termination in a written notice. Should this be the case, the contractor shall be paid for satisfactory work and materials which have been accepted by an authorized signatory of RiverCom 911.

# REQUEST FOR PROPOSAL

## DESCRIPTION

### 1. BACKGROUND

RiverCom 911 is a public safety emergency call-taking and dispatching center co-located within the Wenatchee Police Department facility. All personnel working within the facility must pass local, state and federal security checks. RiverCom 911 is seeking janitorial services to be provided at least seven (7) times in a seven (7) day week in the early morning hours when the least number of work-stations and offices are occupied. The scope of the work to be performed is listed below.

### 2. SCOPE OF WORK

The successful bidder will provide janitorial services to include the following:

#### Hours:

- Early morning hours between 0400 hours and 0600 hours
- At least five (5) times per a seven-day week
- This will include some holidays and weekends
- Able to work quietly around employees who are not easily able to move out of the way

#### Cleaning Supplies:

- Contractor will supply their own cleaning and sanitizing solutions, and cleaning equipment
  - Any cleaning products used must be mindful of to RiverCom 911 employees who may have allergies or sensitivity to strong or harsh smells and odors
  - A storage area is provided
  - All vacuums must be extremely quiet
- RiverCom 911 will supply toilet paper, trash bags, paper towels, toilet seat covers, and sanitary bags

#### General Cleaning: (all areas as needed)

- Wipe and disinfect all entrances and exits to include doors, doorknobs, handles, light switches, key card and intercom buttons
- Dust surfaces
- Vacuum
- Re-stock supplies
- Empty and re-line trash baskets

#### Trash Carry-Out:

- Carry out trash (card-board, heavy garbage bags, etc.) to trash dumpster located a block away
- Lift trash into a 6' high commercial dumpster

#### Conference Room:

- General cleaning
- Wipe and disinfect the conference table
- Empty and re-line trash baskets
- Vacuum as needed

#### Restrooms:

- Clean and disinfect toilets, faucets and sinks
- Wipe and disinfect the stalls including doors and handles
- Clean and disinfect doors, doorknobs, handles and light switches
- Restock supplies and soap
- Mop the floors
- Empty and re-line trash baskets

#### Operations/Dispatch Floor:

- Empty and re-line trash baskets
- Dust, wipe and disinfect unoccupied consoles
- Vacuum walkways and hallways
- Vacuum pod carpet, with the permission of the shift
- Wipe office windows

#### Kitchen:

- Wipe and disinfect the door, door handles, counter, faucet and sink, refrigerator door handles, cabinet handles and microwave handle
- Sweep and mop the floor
- Empty and re-line three trash cans
- RiverCom 911 staff will clean the appliances, coffee pot and refrigerator

#### IST and Radio Offices: (two offices)

- Empty and re-line trash baskets
- Vacuum as needed

#### Administration: (three offices and reception)

- General Cleaning
- Empty and re-line trash baskets
- Vacuum as needed

#### Workroom:

- General Cleaning
- Wipe and disinfect the counter area and cabinet handles
- Dust surfaces
- Empty and re-line trash baskets
- Vacuum as needed

#### Operations Managers Office:

- General Cleaning
- Empty and re-line trash baskets
- Vacuum as needed

Training Office:

- General Cleaning
- Empty and re-line trash baskets
- Vacuum as needed

Quiet Room:

- No services

Equipment Room:

- No services

**3. MONTHLY SERVICES – AT LEAST ONE (1) DAY PER MONTH**

General Cleaning: (all areas as needed)

- Perform all high point dusting (upper cabinets)

Restrooms:

- Clean and wipe down all walls
- Clean, wipe and dust bathroom stalls, including the tops.
- Wipe and clean all holders (toilet paper, liners, sanitary cans)

**4. SQUARE FOOTAGE**

RiverCom 911 operates in a space of 4,765 square feet. Divided by area or office:

Administrative and Front Office Spaces

Executive Director	235
Admin Services	245
IT Manager	180
Radio Manager	120
Admin Assistant	120
Lobby	325
Conference Room	305

Operations and Technical Spaces

Kitchen	255
Men's restroom	130
Women's restroom	130
IST office	120
Radio office	175
Operations Manager	180
Training	180

Work Room	355
Quiet Room	130
Hallways	450
Dispatch floor	1130

## 5. ADDITIONAL INFORMATION

In addition to the scope of work janitorial services listed, there will be the occasional need for:

- At least one (1) time per year, deep cleaning – cost of service
  - Carpet cleaning (see below specifications)
  - Steam cleaning of grout areas in Men’s and Women’s restrooms
  - Clean and sanitize all cupboards and cabinets in all common areas
    - Work room
    - Kitchen
  - Wipe down of walls and baseboards
- Chair cleaning – cost per chair
  - Fabric cushioned seat and back-office chairs
  - Fabric cushioned seat and netting back-office chairs
  - Netting seat and back-office chairs
- Carpet cleaning – cost per square foot
  - Office grade carpet in office and common areas
  - 1130 square feet of Staticworx and/or StaticSmart carpet on the dispatch floor

## 6. SERVICE DELIVERY

It is the intention of RiverCom 911 that the successful bidder be prepared to deliver the services beginning the first day of the first month following the bid award.

End