



# REQUEST FOR PROPOSALS

## Janitorial Cleaning Service

Starting January 2024  
Proposals due September 21, 2023  
at 11:00 AM

**BOROUGH OF PHOENIXVILLE  
351 BRIDGE STREET – SECOND FLOOR  
PHOENIXVILLE, PA 19460**

**August 17, 2023**

### Introduction

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Phoenixville Borough, Chester County, Pennsylvania, is located about 25 miles northwest of Philadelphia. The Borough of Phoenixville (Borough) occupies about 3.8 sq. mi. and its current population is approximately 19,400. Further information about the Borough's government can be found at:

<https://www.phoenixville.org/Bids.aspx>

The purpose of this Request for Proposal (RFP) is to obtain proposals from qualified service providers to provide cleaning services for Borough Hall, which includes the Phoenixville Police Department, and the Recreation Center. The Required services and performance conditions are described in the Scope of Services.

**Mandatory Job Walk Site Visit:**

The site inspections will allow the prospective proposers to become familiar with all conditions that may affect the performance and cost of the contract. Offerors should be familiar with the proposal prior to attending the job walk.

- A. Walk Site Visit for prospective proposers will be held August 30<sup>th</sup> at 10 am and September 13<sup>th</sup> at 10 am.
  - a. Job Walk Site Visit will include both Borough Hall located at 351 Bridge Street, Phoenixville, PA 19460 and the Recreation Center located at 501 Franklin Avenue, Phoenixville, PA 19460.

The Scope of Services of the Janitorial Cleaning includes but is not limited to:

- 1. **Borough Hall located at 351 Bridge Street, Phoenixville, PA 19460** Cleaning is required three (3) days a week Monday, Wednesday, & Friday between 7 am to 6 pm.
- 2. **Borough Hall located at 351 Bridge Street, Phoenixville, PA 19460** Cleaning is required three (3) nights a week Monday, Wednesday, & Friday between 3 pm to 6 pm.
- 3. **Recreation Center located at 501 Franklin Avenue, Phoenixville, PA 19460** Cleaning is required three (3) days a week Monday, Wednesday, & Friday between 7am to 6 pm.
- 4. **Recreation Center located at 501 Franklin Avenue, Phoenixville, PA 19460** Cleaning is required two (3) nights a week Monday, Wednesday, & Friday between 6 pm to 9 pm.
- 5. Bi-Annual Window Cleaning
- 6. Bi-Annual Carpet Cleaning

**Borough Requirements:**

Service provider is responsible for damaged or lost materials caused by service provider. Any accidental damage to any property must be reported to Borough management. The service provider must notify The Borough in writing if any property is accidentally damaged. Service provider is expected to reimburse for the cost of any damaged property.

Service provider is not responsible for removing materials from desks, shelves, counters, files, or any other areas, for cleaning purposes, except when noted. Service provider must not remove anything from premises except items in wastebaskets or items clearly marked trash. Service provider is responsible for any items not marked trash that are removed from premises, including items left next to wastebaskets or normal trash disposal areas.

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**1. Doors:**

Borough personnel will ensure that all areas are accessible while the service provider is on the premises.

**2. Reporting:**

Service provider will provide a representative to walk the building with Borough management on a monthly basis. Problems and corrections will be reported to Borough's management in writing.

**3. Supplies:**

Proposer will be provided all expendable supplies as listed Paper Towels, Toilet Paper, Hand Soap & Trash bags/Trash Liners. The proposer will provide all cleaning supplies and equipment to successfully clean the building as required, Hillyard is the Borough provider and each proposer will provide pricing from this organization in their bid for cleaning supplies (IE. Floor cleaners, disinfectants, mold prohibiters, etc.) MDS Sheets for all products must be provided for display to the Borough.

**4. Mop Water:**

The proposer will ensure that water used to mop bathrooms, stairwells, jail cells and police holding areas will be emptied before any common areas or lobbies are cleaned, ensuring that there is not cross contamination or dirty streaks left in areas visible to the public.

**5. Work Specifications**

The service provider will provide these services three days a week, Monday, Wednesday, & Friday with the exception of holidays. The schedule for these services is provided under the section Scope of Services.

Downstairs and upstairs restrooms must not be closed for cleaning at the same time.

Holidays honored are New Year's Day, Martin Luther King, Jr., Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

**Specific Response Requirements**

All proposals should be submitted in accordance with the instructions detailed below. Responses should address the following requests for information or questions.

**1. Company History**

- A. Years in janitorial business
- B. Key personnel and their experience, including resumes of key company personnel that shall be involved with this contract.

**2. Employment Experience and Qualifications**

- A. Average length of employment for managers, supervisors and janitors.
- B. Describe your process to ensure quality cleaning personnel shall always be available to fulfill contract obligations without interruptions.
- C. Ratio of field supervisors to workers.

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- a) Describe your process for integrating new staff into your organization and training them to properly perform quality cleaning. Include a copy of written information supplied to employees concerning firm philosophy, policies, and training.
  - b) Supplies and Equipment: Complete list of chemicals and other cleaning supplies to be used (include brand names).

### **3. References**

- A. List at least three current or within the past three years, janitorial contracts (include number of square feet cleaning, description of services and total dollar amount of each).
  - a. Provide point of contact and telephone number or e-mail address for each reference. The Borough may conduct a site visit of a reference for any Vendor during its selection process.

### **4. Work Plan**

A detailed work plan, for each facility for which the Vendor is submitting a proposal, showing how Vendor shall accomplish the requirements of the Job Specifications.

Include a staffing chart for each facility. The staffing chart shall include number of personnel, tasks to be performed by each person, total number of hours to complete tasks and time scheduled for each facility.

### **5. Payment for services**

The Service Provider will bill the Borough no less than monthly for service and supplies used to complete the cleaning required. The Borough pays on a net 30-day cycle and requires the billing to match this pay cycle.

### **6. Quality Assurance**

- A. Include your company's process for tracking and investigating complaints and include your resolution process.
- B. Description for your company's process for customer-initiated changes in contracts and includes your communication plan for change orders.

### **7. Evaluation Criteria and Selection Process**

The Borough Council reserves the right to:

- a) Select a proposal in its entirety or some portion(s) thereof;
- b) Reject any and all proposals, in whole or in part;
- c) Waive irregularities;
- d) Request oral presentations and/or individual interviews from those individuals or firms determined to be in a competitive range;
- e) Make the final selection using criteria judged to be the maximum benefit to the Borough as a whole.

### **8. Proposal Submission**

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- Proposals, including any/all attachments, cover letter and tabs should not exceed ten (10) pages in length on 8 ½” x 11” paper, single spaced using a minimum font size of 12 pt. **Please do not provide any marketing materials.**
  - Proposals shall be scanned as a PDF file and submitted in electronic format via email to the below email address. Faxed proposals will **not** be accepted.
  - One (1) original hard copy of the proposal to be submitted.
  - Electronic proposal must be received by 11:00 am prevailing time on Friday, September 1, 2023.
  - Proposals are to be submitted

Electronically to:

[ejkrack@phoenixville.org](mailto:ejkrack@phoenixville.org)

Subject line shall be: Janitorial Cleaning RFP

Hard copy to:

Borough Manager  
351 Bridge Street, Second Floor  
Phoenixville, PA 19460  
Attn: Janitorial Cleaning RFP

- Any questions regarding the RFP should be addressed to Borough Manager at [manager@phoenixville.org](mailto:manager@phoenixville.org). Last day for questions will be COB, Friday, September 15, 2023.

### **Selection Timetable**

Selection of the successful candidate will be based on proposals submitted and in-person interviews of a final set of candidates as determined by Borough Council.

### **Job Specifications**

#### **1. Borough Hall located at 351 Bridge Street, Phoenixville, PA 19460**

##### **a. Common Areas, Stairwells, & Elevators**

- i. Front door glass to be cleaned inside and out.
- ii. Clean and wash all lobby glass, maintaining streak free condition.
- iii. Dust/Wipe pictures, tables, receptionist desk, window sills and any other flat surface.
- iv. Empty/remove all trash liners and replace with clean liners, remove trash to designated area.
- v. Check for bulk trash/recycling and remove if needed.
- vi. Vacuum all entrance mats and carpeted areas.
- vii. Dust mop & damp mop any remaining VCT and or hard surface floors with disinfectant.
- viii. Clean lobby furniture, equipment, and tables.
- ix. Stairwell railings dusted and wiped clean with disinfectant.
- x. Vacuum elevator rugs and sanitize elevator buttons and walls.

##### **b. Office Areas**

- i. Empty/remove all trash liners and replace with clean liners.
- ii. Check for bulk trash/recycling and remove if needed.
- iii. Wipe clean any coffee stains or fingerprints in exposed desk surfaces.

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- iv. Sweep & mop any remaining VCT and or hard surface floors.
  - v. Vacuum and remove spots from carpets with special attention to corners and behind doors.
  - vi. Dust/Wipe pictures, tables, filing cabinets, desks, window sills and any other flat surface.
  - vii. Remove finger prints from doors and light switches.
  - viii. Dust mop and damp mop hard surface floors using disinfectant.
- c. Bathrooms and Locker Rooms
- i. Empty/remove all trash liners and replace with clean liners.
  - ii. Clean and sanitize bathroom counters, fixtures, mirrors and sinks.
  - iii. Sweep bathroom floors corner to corner including behind doors and in front of commodes and urinals.
  - iv. Clean bowls, basins, seats, toilets, urinals, walls, and ceramic tile with registered germicide.
  - v. Mop bathroom floors corner to corner including behind doors and in front of commodes and urinals.
  - vi. Refill paper products and soap dispenser as needed.
- d. Kitchens and Break Rooms
- i. Dust any pictures, window sills or any other flat surfaces.
  - ii. Clean and sanitize sink, fixtures, counters and tables.
  - iii. Refill paper products and soap dispenser as needed.
  - iv. Remove trash to designated area.
  - v. Vacuum any area rugs or carpeting including behind doors.
  - vi. Sweep floors corner to corner.
  - vii. Mop floors corner to corner.
- e. Police Reports Room, Jail Cells, Cell Bay and Prisoner Holding Area
- i. Dust/wipe any pictures, window sills or any other flat surfaces.
  - ii. Clean and sanitize sink, fixtures, counters and tables.
  - iii. Refill paper products and soap dispenser as needed.
  - iv. Remove trash to designated area.
  - v. Sweep floors corner to corner.
  - vi. Mop floors corner to corner.
- f. Weekly Cleaning
- i. Jail cells cleaned and disinfected on Monday's.
  - ii. Clean and sanitize sink, fixtures, counters and tables.
  - iii. Clean mattresses
  - iv. Sweep floors corner to corner.
  - v. Machine scrub floors corner to corner in the cells, cell bay and prisoner holding area.
  - vi. Machine scrub floor in the juvenile area and interview rooms.
  - vii. Buffing of vinyl floors in the Police Reports Room.
- g. Monthly Cleaning
- i. Machine Scrub floor in the Police Lobby.
  - ii. Machine Scrub the floors in the Police Locker rooms.
- h. Quarterly Cleaning
- i. Clean and dust the refrigerator and cabinets.
  - ii. High-dust for cobwebs.
  - iii. Windows above second floor offices.
  - iv. Scrubbing and re-waxing of vinyl floors.
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- i. Yearly Cleaning
    - i. Stripping and waxing of vinyl floors.
- 2. Recreation Center located at 501 Franklin Avenue, Phoenixville, PA 19460**
- a. Common Area
    - i. Front door glass to be cleaned inside and out.
    - ii. Dust/wipe pictures, tables, receptionist desk, windowsills and any other flat surfaces.
    - iii. Empty/remove all trash liners and replace them with clean liners, remove trash to designated area.
    - iv. Check for bulk trash/recycling and remove if needed.
    - v. Dust mop and damp mop any hard surface floors.
    - vi. Vacuum all carpeted areas including behind any doors.
    - vii. Clean and disinfect all lobby furniture
  - b. Office Area
    - i. Dust/wipe pictures, tables, receptionist desk, windowsills and any other flat surfaces.
    - ii. Wipe clean any coffee stains or fingerprints in exposed desk surfaces.
    - iii. Remove finger prints from doors and light switches.
    - iv. Check for bulk trash/recycling and remove if needed.
    - v. Vacuum all carpeted areas including behind any doors.
    - vi. Empty and remove all trash liners and replace with clean liners.
  - c. Bathrooms
    - i. Clean and sanitize all counters, fixtures, mirrors and sinks.
    - ii. Sweep bathroom floors corner to corner including behind doors.
    - iii. Clean bowls, basins, seats, toilets, urinals, walls, and ceramic tile with registered germicide.
    - iv. Sweep and mop bathroom floors corner to corner including behind doors and in front of commodes and urinals.
    - v. Refill all paper products and soap dispensers as needed.
    - vi. Empty and remove all trash liners and replace with clean liners.
  - d. Kitchen/Break Room
    - i. Dust/wipe any pictures, window sills, or any flat surfaces.
    - ii. Clean and sanitize sinks, fixtures, counters, and tables.
    - iii. Vacuum any area rugs or carpeting including behind doors.
    - iv. Refill all paper products and soap dispensers as needed.
    - v. Empty and remove all trash liners and replace with clean liners.
    - vi. Sweep and mop corner to corner including behind doors.
  - e. Yoga Room
    - i. Dust/wipe any pictures, window sills, or any flat surfaces.
    - ii. Dry mop floor corner to corner including behind doors.
  - f. Multipurpose and Stage
    - i. Dry mop floor corner to corner including behind doors.
    - ii. Clean and sanitize tables and chairs.
    - iii. Sweep and mop corner to corner including behind doors.
  - g. Exercise Room
    - i. Sweep corner to corner including behind doors.
    - ii. Wipe all chairs if applicable.
  - h. Activity Room
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- i. Sweep corner to corner including behind doors.
    - ii. Wipe all chairs if applicable.
  - i. Conference Room
    - i. Sweep corner to corner including behind doors.
    - ii. Wipe all tables and chairs if applicable.
  - j. Gymnasium
    - i. Dry mop gym floor and storage areas.
    - ii. Dust and wipe bleachers.
  - k. Pre School Rooms- Classrooms, Office, Lobby, Bathroom, Janitor Closet
    - i. Dust/wipe any pictures, window sills, or any flat surfaces.
    - ii. Clean and sanitize sinks, fixtures, counters, tables and chairs.
    - iii. Empty and remove all trash liners and replace with clean liners.
    - iv. Refill all paper products and soap dispensers as needed.
    - v. Sweep and mop corner to corner including behind doors.
    - vi. Vacuum any area rugs or carpeting including behind doors.
  - l. Weekly Cleaning
    - i. Dust/wipe all fixtures, counters, or flat surfaces.
    - ii. Dry and wet mop vinyl floors.
    - iii. Yoga room dry mopped.
  - m. Monthly Cleaning
    - i. Dust light fixtures and air ducts.
  - n. Quarterly Cleaning
    - i. Clean and dust the refrigerator and cabinets.
    - ii. Scrubbing and re-waxing of vinyl floors excluding the gymnasium and yoga floors.
    - iii. Clean and dust the refrigerator and cabinets.
  - o. Yearly Cleaning
    - i. Stripping and waxing of vinyl floors excluding the gymnasium and yoga floors.

### **Employee Requirements**

The Proposer will provide the Borough with acceptable PA State Criminal Record Check, PA Child Abuse History Clearance, an FBI Clearance (Federal Criminal Record Check) and valid photo identification for all of its employees who may be on the Borough property. These clearances must be renewed annually and copies of their renewal must be provided to Borough Management and will be kept on file at Borough Hall.

### **Insurance Requirements**

The Proposer shall maintain general public liability insurance, which shall include coverage for acts of independent contractors or subcontractors, in an amount not less than \$1,000,000 for each occurrence and \$2,000,000 in the aggregate. The Proposer shall also maintain property damage insurance in an amount not less than \$500,000 for each occurrence and \$1,000,000 in the aggregate. With submission of the signed Agreement the Proposer shall submit evidence of the required insurance coverage naming the Borough as additional insured or (co-insured as appropriate) and agrees to provide copies of the policies of insurance upon request by Borough. Such insurance shall be carried with financially responsible insurance companies, licensed in Pennsylvania and approved by the Borough and shall be kept in force during the entire term of the Agreement.

### **Borough Hall Floor Plan & Measurements**



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Room #	Room Name	Width	Length
100	Lobby	10'-6"	22'-0"
103	Admin. Office	12'-8"	16'7"
104	Interview Room	10'-0"	11'-7"
105	Mayor's Office	12'-8"	16'-7"
106	Records	15'-6"	11'-7"
107	LT. Office	14'-7"	16'-7"
109	Chief Office	12'-5"	27'-7"
114	Serg. Office	16'-3"	14'11"
115	Reports	21'-5"	25'-7"
118	Interview Room	9'-11"	8'-0"
120	Interview Room	9'-11"	8'-0"
123	Processing	24'-9"	14'-8"
126	Bike Storage	12'-5"	10'-5"
129	Evidence Storage	11'-7"	17'-1"
131	Drug Unit	12'-0"	18'11"
132	Juv. Office	10'-8"	13'-7"
133	Detectives	15'-6"	27'-7"
134	Det. Serg. Office	10'-8"	13'-6"
200	Lobby	18'-3"	21'-0"
205	Tax Office	14'-10"	9'-5"
206	Small Meeting	8'-0"	10'-1"
207	Storage	6'-7"	10'-1"
209	Office	12'-8"	14'-1"
210	Office	12'-9"	14'-1"
211	Office	12'-9"	14'-1"
212	Borough Manager	15'-0"	14'-1"
213	Conference	13'-2"	19'-7"
215	Open Office	47'-6"	60'-10"
302	Public Works	15'-11"	11'-5"
303	Archives	24'-7"	24'-1"
304	Break Room	12'-4"	18'-11"
306	Caucus Room	14'-3"	34'-8"
307	Council Meeting	41'-0"	34'-8"
308	Small Meeting	13'-4"	34'-8"

## End of Request for Proposal ##