



101 South River Street  
Aurora, IL 60506

## AURORA PUBLIC LIBRARY

### Request for Proposal

Cleaning Services for  
The Richard & Gina Santori Public Library of Aurora  
The Aurora Public Library – Eola Road Branch  
and  
The Aurora Public Library – West Branch

Submission Date/Time:  
March 24, 2020 at 2:00 p.m.

Place:  
Aurora Public Library  
Savage Board Room  
101 South River Street  
Aurora, IL 60506

# RFP OVERVIEW

The Aurora Public Library is seeking Requests for Proposals to provide daily cleaning services for all three Aurora Public Library locations.

Contact Person: Kathleen Fennell

Date of Issue: February 16, 2020

Submission Due Date: March 24, 2020

Submittals to: [rfpinquiries@aurorapubliclibrary.org](mailto:rfpinquiries@aurorapubliclibrary.org)

Anticipated Contract Approval: April 22, 2020

Anticipated Start of Service: June 1, 2020

The RFP and addenda are available on our website: [www.aurorapubliclibrary.org/RFP-RFQ](http://www.aurorapubliclibrary.org/RFP-RFQ)

An optional site visit will be held on March 3, 2020 at 9:30 a.m. beginning at the Richard & Gina Santori Public Library of Aurora, 101 South River Street, the Aurora Public Library – Eola Road Branch at 555 South Eola Road and then to the Aurora Public Library – West Branch, 233 S. Constitution Drive. Interested proposers should notify the library of their intention to attend the site visit by calling the Library Administration Office at 630-264-4106 no later than February 27, 2020 and plan to meet in the Atrium of the Santori Library.

Please note the following requirements of the Request for Proposal:

- Price Work Sheet
- Proposal Form
- Question Work Sheet
- Certificate of Insurance
- References
- Written Description on how the proposal meets RFP requirements
- Four copies of your proposal to the Aurora Public Library, Attn: Kathleen Fennell, 101 S River Street, Aurora, IL 60506 and 1 electronic copy to [rfpinquiries@aurorapubliclibrary.org](mailto:rfpinquiries@aurorapubliclibrary.org)

General Terms and Conditions and Instructions  
To Proposers Table of Contents

Bidding Procedures

1. Proposal Forms
2. Submission of Proposals
3. Addendum
4. Questions
5. Proposals binding for 90 days
6. Withdrawal of proposal

Awarding the Proposal

7. Criteria for Awarding / Reservation of Rights
8. Notice of Award
9. Registration Required

Price

10. Tax Exemption

Financial Responsibility Provisions

11. General Guaranty
12. Warranties
13. Insurance
14. Indemnification
15. CERCLA Indemnification

Assignment/Termination/Default

16. Assignment
17. Termination of Contract
18. Default

Miscellaneous

19. Material Safety Data Sheets
20. Prosecution of Work
21. Non-Resident Executive and Technical Experts
22. Force Majeure

Aurora Public Library  
General Terms and Conditions  
Request for Proposal (RFP) Instruction to Proposers

The general terms and conditions which follow apply to all purchases, solicitations for goods and/or services become a definite part of each formal request for proposal, purchase order, or contract issued by the Aurora Public Library, unless otherwise specified. By submitting a response, the proposer agrees to be bound by these terms and conditions. Proposers or their authorized representatives are expected to fully inform themselves of the conditions requirements, and specifications before submitting proposals, failure to do so will be at the proposer's own risk and he/she cannot secure relief on the plea of error.

RFP Procedures

The first two items must be performed by the proposer for the proposal to qualify for consideration by the Library.

1. PROPOSAL FORMS: Proposals shall be submitted on the forms provided or in an identical format typed by the proposer, properly signed in the appropriate places, and submitted in a sealed envelope.
2. SUBMISSION OF PROPOSALS: All proposals submitted must be received in an envelope by the Library before the time specified for receipt of proposal. The envelope must be clearly marked "SEALED PROPOSAL" with the RFP TITLE, DATE DUE AND TIME OF RECEIPT, written on the front of the envelope. The Executive Director, or her designated agent, will decide when the specified time for receipt has arrived (as determined by the official clock in the Library's Administrative Office.) Formal sealed proposals, amendments thereto, or requests for withdrawal of bids after the time specified for the bid opening will not be considered.
3. ADDENDUM: Proposer shall acknowledge the receipt of any addendum interpreting the specifications on the proposal form.
4. QUESTIONS: All questions concerning the RFP shall be submitted to the Library. Questions requiring a clarification or interpretation of the specifications shall be submitted to the Library via email to [rfpinquiries@aurorapubliclibrary.org](mailto:rfpinquiries@aurorapubliclibrary.org) by March 10, 2020. The Library will post a written response on our website [www.aurorapubliclibrary.org/RFP-RFQ](http://www.aurorapubliclibrary.org/RFP-RFQ) in the form of an addendum by the end of the day March 17, 2020. Whenever the answer to a question is contained in the documents, the proposer shall be directed to the RFP document. The Aurora Public Library, Aurora, Illinois will not be responsible for any other explanation of the specifications made prior to the receipt of proposals.
5. PROPOSALS BINDING FOR 90 DAYS: Unless otherwise specified in the specifications, all formal RFP submitted shall be binding for ninety (90) calendar days following date of opening.

6. WITHDRAWAL OF PROPOSALS: A written request for the withdrawal of a proposal will be granted if the request is received by the Library prior to the time of bid opening.

#### AWARDING THE PROPOSAL

7. CRITERIA FOR AWARDING / RESERVATION OF RIGHTS: The contract will be awarded to the responsible, responsive proposer, and any other proposer determined by the Aurora Public Library Board of Trustees to be in the best interest of the Library, who meets or exceeds the criteria. The Library reserves the right to reject any or all proposals or to waive any details in proposals received whenever such rejection or waiver is in the best interests of the Library. The Library also reserves the right to reject the RFP of a proposer who has previously failed to satisfactorily perform, has not completed contracts on time, or whom, upon investigation shows is not able to perform the contract.

In determining responsibility, the following qualifications will be considered by the Library.

- (a) The ability, capacity, and skill of the proposer to perform the contract or provide the service required;
  - (b) Whether the proposer can perform the contract or provide service promptly, or within the time specified, without delay or interference;
  - (c) The character, integrity, reputation, judgment, experience, and efficiency of the proposer;
  - (d) The quality of performance of previous contracts or services;
  - (e) The previous and existing compliance by the proposer with law and ordinances relating to the contract or service;
  - (f) The sufficiency of the financial resources and ability of the proposer to perform the contract or provide the service;
  - (g) The quality, availability, and adaptability of the supplies or contractual services to the particular use required;
  - (h) The ability of the proposer to provide future maintenance and service for the use of the subject of the contract;
  - (i) Proposer's record of experience in this field of endeavor; and, the size and scope required in the proposal's specifications;
8. NOTICE OF AWARD: The Library expects to accept in writing one of the proposals, within ninety (90) days from the date of opening, or the time specified within the specifications, unless the awardee extends the time of acceptance to the Library. Notice of Award will be mailed to all proposers of record within the time for acceptance specified in the Request for Proposal.
  9. REGISTRATION REQUIRED: Companies awarded should be registered to do business in the State of Illinois.

#### PRICE

10. **TAX EXEMPTION:** Sales to the Aurora Public Library are exempt from state and local retailers' occupation tax, state and local service occupational tax, use tax, and service use tax pursuant to Rule No. 40 of the Illinois Retailers Occupation Tax Rules issued April 15, 1965. Our Tax Exemption Identification No. is E9988-9684-07

#### FINANCIAL RESPONSIBILITY PROVISIONS

11. **GENERAL GUARANTY:** Contractor agrees to:
- (a) Save the Library, its agents, and employee harmless from liability of any nature or kind for the use of any copyrighted or uncopied composition, secret process, patented or unpatented invention, article, or appliance furnished or used in the performance of the contract which the Contractor is not the patentee, assignee, licensee, or owner; and
  - (b) Protect the Library against latent defects in materials or workmanship and to repair or replace any articles damaged or marred in transit or during delivery; and
  - (c) Pay for all permits, licenses, and fees and give all notices and to comply with all laws, ordinances, and rules of the City of Aurora and the State of Illinois.
12. **WARRANTIES:** Unless otherwise specified, the Contractor shall unconditionally guarantee the materials and workmanship on all equipment furnished by Contractor for a period of one year from date of delivery and installation if required unless otherwise specified in the specifications. If within the guarantee period, any defects or signs of deterioration are noted which, in the opinion of the Library, are due to faulty design and installation, workmanship, or materials, the Library shall notify the Contractor. At the Contractor's expense, the contractor shall repair or adjust the equipment or parts to correct the condition or replace the part or entire unit to the complete satisfaction of the Library.
13. **INSURANCE:** At the Contractors' expense, the Contractor shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Contractor's operations. The Contractor shall furnish Certificates of Insurance to the Library before starting the project or within ten (10) days after the execution of the contract, licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the Library. This provision shall also be stated on each Certificate of Insurance as "Should any of the above described policies be cancelled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder named to the left".

The lowest responsive, responsible bidder will be required to provide an acceptable certificate of insurance prior to a recommendation of award.

The limits for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law.

(A) Commercial General Liability:

- i. Coverage to include Premise/Operations, Products/Completed Operations, Independent Contractors, Broad Form Property Damage, Contractual and Personal Injury.
- ii. Limits:

General Aggregate	\$2,000,000.00
Products/Completed Aggregate	\$1,000,000.00
Each Occurrence	\$1,000,000.00
Personal Injury	\$1,000,000.00
- iii. Exclusions relating to the explosion, collapse and underground hazards shall be deleted.
- iv. Coverage is to be written on an "occurrence" basis.
- v. Products/Completed Operations coverage is to remain in force for a period of two (2) years after the completion of the project.
- vi. Cover all claims arising out of the Contractor's operations or premises, Subcontractor's operations or premises, anyone directly or indirectly employed by the Contractor or Subcontractor and the Contractor's obligations under indemnifications under this Contract.

(B) Professional Liability:

- i. Per Project Aggregate \$1,000,000.00
- ii. Cover all claims arising out of the Consultant's operations or premises, Subconsultant's operations or premises, anyone directly or indirectly employed by the Consultant or Subconsultant, and the Consultant's obligations of indemnification under this Contract.

(C) Worker's Compensation:

- i. Shall be in accordance with the provisions of the laws of the State of Illinois, including Occupational Disease Act provisions, for all employees at the site of the project, and in case work is sublet, the Contract shall require each Subcontractor similarly to provide this insurance. In case employees are engaged in work under this contract and are not protected under the Worker's Compensation and Occupational Disease Act, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(D) Comprehensive Automobile Liability:

- i. Coverage to include all Owned, Hired Non-owned vehicles, and/or trailers and other equipment required to be licensed.
- ii. Limits:

Combined Single Limit	\$1,000,000.00
-----------------------	----------------

(E) Umbrella:

- i. Limits:

Each Occurrence/Aggregate	\$2,000,000.00
---------------------------	----------------
- ii. Cover all claims arising out of the Contractor's operations or premises, Subcontractor's operations or premises, anyone directly or indirectly employed by the Contractor or Subcontractor, and the Contractor's obligations under indemnifications under this contract.

(F) The Aurora Public Library shall be named as additional insured on all insurance policies, except for professional liability and worker's compensation.

The Contractor understands and agrees that any performance bond or insurance protection required by this contract or otherwise provided by the Contractor, shall in no

way limit the responsibility to indemnify, keep and save harmless, and defend the Library as herein provided.

14. INDEMNIFICATION: The Contractor shall indemnify, hold harmless and defend the Library, its trustees, officers, employees, and its agents from any and all claims, suits, actions, costs, and fees, including reasonable attorney's fees, of every nature or description arising from, growing out of, or connected with the performance of this Contract, or because of any act or omission, negligence, or misconduct of the Contractor, its employees and agents, or its subcontractor(s). Such indemnification shall not be limited by reason of the enumeration of any insurance coverage herein provided.

15. CERCLA INDEMNIFICATION: The Contractor shall, to the maximum extent permitted by law, indemnify, defend, and hold harmless the Library, its officers, employees, agents, and attorneys from and against any and all liability, including without limitation, costs of response, removal, remediation, investigation, property damage, personal injury, damage to natural resources, health assessments, health settlements, attorneys' fees, and other related transaction costs arising under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) of 1980, 42 U.S.C.A. Sec. 9601, et seq. as amended, and all other applicable statutes, regulations, ordinances, and under common law for any release or threatened release of the waste material collected by the Contractor, both before and after its disposal.

#### ASSIGNMENT/TERMINATION/DEFAULT

16. ASSIGNMENT: Assignment of this contract or any part thereof, or any funds to be received there under the Contractor shall be subject to the approval of the Aurora Public Library.

17. TERMINATION OF CONTRACTS: Contracts will remain in force for full periods and until all articles ordered before date of termination shall have been satisfactorily delivered and accepted and thereafter until all requirements and conditions shall have been met, unless:

(a) Terminated prior to expiration date by satisfactory deliveries of entire contract requirements.

(b) Extended upon written authorization of the Executive Director and accepted by Contractor, to permit ordering of unordered balances or additional quantities at contract prices and in accordance with contract terms.

18. DEFAULT: The contract may be cancelled or annulled by the Aurora Public Library Board of Trustees in whole or in part by written notice of default to the Contractor upon non-performance or violation of contract terms. Upon receipt of such notice, the Contractor shall have seven (7) days within which to cure any default or violation. If the default or violation is not cured within the specified time an award may be made to the next lowest Bidder, or articles specified may be purchased on the open market. In either event, the defaulting Contractor (or his surety) shall be liable to the Library for costs incurred by the Library in excess of the defaulted



contract prices. However, the Contractor shall continue the performance of this contract to the extent not terminated under the provisions of this clause.

## MISCELLANEOUS

19. MATERIAL SAFETY DATA SHEETS: It is a federal law that chemical manufacturers and importers must develop an MSDS for each hazardous chemical they produce or import, and must provide the MSDS automatically at the time of the initial shipment of a hazardous chemical to a downstream distributor or user, or anytime the chemical makeup of the product is changed. Distributors must also ensure that downstream employers are similarly provided an MSDS.

Contractors who are awarded this contract, and if the above paragraph applies to this bid, must submit Material Data Sheets which include information regarding the specific chemical identity of the hazardous chemical(s) involved and the common names. In addition, information must be provided on the physical and chemical characteristics of the hazardous chemical; known acute and chronic health effects and related health information; exposure limits; whether the chemical is considered to be a carcinogen by NTP, IARC, or OSHA; precautionary measures; emergency and first-aid procedures; and the identification of the organization responsible for preparing the sheet.

20. PROSECUTION OF WORK:

The Contractor shall begin the Work to be performed under the contract no later than ten (10) days after the execution and acceptance of the contract, unless otherwise provided. The Work shall be conducted in such a manner and with sufficient materials, equipment and labor as is considered necessary to ensure its completion within the time specified in the contract.

21. NON-RESIDENT EXECUTIVE AND TECHNICAL EXPERTS: Every contractor on a public works project or improvement or hazardous waste clean-up and on-site disposal project in this State may place on such work no more than 3, or 6 in the case of a hazardous waste clean-up and on-site disposal project, of his regularly employed non-resident executive and technical experts, even though they do not qualify as Illinois laborers as defined in Section 1 of Article 2 of this Act.

22. FORCE MAJEURE: Whenever a period of time is provided for in this Agreement for either the LIBRARY or OWNER and CONTRACTOR to do or perform any act or obligation, neither party shall be liable for any delays or inability to perform due to causes beyond the control of said party such as war, riot, strike or lockout by or against either party's own employees or suppliers, unavoidable casualty or damage to personnel, materials or equipment, fire, flood, storm, earthquake, tornado or any act of God; provided, however, that said time period shall be extended for only the actual amount of time said party is so delayed. Except as to a strike or lockout by or against either party's own employees or suppliers, an act or omission shall not be deemed to be "beyond OWNER and CONTRACTOR's control: if committed, omitted or caused by OWNER and CONTRACTOR, OWNER and CONTRACTOR'S employees, officers or agents or a subsidiary, affiliate or parent of OWNER and CONTRACTOR or by any corporation or other business entity that holds a controlling interest in OWNER and CONTRACTOR, whether held directly or indirectly.

**AURORA PUBLIC LIBRARY**  
Request for Proposal

Cleaning Services for  
The Richard & Gina Santori Public Library of Aurora, the Aurora Public Library – Eola  
Road Branch and the Aurora Public Library – West Branch

**SCOPE OF WORK:**

This project involves the daily, weekly, monthly and quarterly full-service cleaning of the 97,000 square foot Richard & Gina Santori Public Library of Aurora facility, the 34,000 square foot Eola Road Branch and the 20,000 square foot West Branch. The buildings are open 7 days of week during the school year and 6 days a week during the summer.

**BIDDER'S QUALIFICATIONS:**

Any bidding Cleaning Service provider is agreeing that they meet the following minimum requirements:

1. Company is licensed to do business in the state of Illinois.
2. Company shall be in and maintain compliance with the Owner's Fair Employment Practices Agreement, the Federal Civil Rights Act and Illinois Fair Employment Practices Act
3. Company should be of sound financial status
4. Company shall have a minimum of five (5) years of documented experience.
5. Company shall be free of encumbering legal actions or firm history of judgments, claims and arbitration proceedings.
6. Company shall provide necessary insurance requirements as defined.

An optional site visit will be held on March 3, 2020 at 9:30 a.m. beginning at the Richard & Gina Santori Public Library of Aurora, 101 South River Street, Aurora. The tour will begin in the Atrium.

**SUPPLIES:**

The Contractor shall provide all supplies (both chemical and paper) and equipment to adequately clean the buildings. The Contractor is directed to utilize cloth rags or towels to perform all cleaning with the exception of glass surfaces. At no time should any equipment or product provided by the Library be removed from the premises or utilized for cleaning. Additionally, the successful bidder will provide any liners needed for their own use.

The Library shall provide the following:

Toilet paper, C-fold towels, kitchen roll towels, continuous roll paper towels, and napkins.  
Soap dispenser refills  
Can liners  
Urinal screens and deodorizer refills

The bidder must restock all containers appropriately and on a daily basis without waste of materials.

**EQUIPMENT:**

The Contractor shall provide all equipment necessary to perform the contracted work to current industry standards. The Contractor shall maintain all equipment in proper working order at all times. All equipment stored on the Library premises must be clearly marked with the Contractor's company name. Minimum equipment required and provided shall include wide area sweeper 24" or wider and auto scrubber – 20" or larger. All equipment including mops and mop buckets must be kept clean and odor free.

#### WORK SCHEDULE:

The cleaning times will be scheduled during closed library hours and set by mutual agreement between all parties involved and may not be changed by the Contractor without expressed permission of the Facilities Manager.

#### BUILDING SECURITY:

The Contractor or personnel of the Contractor are responsible for arming and disarming the alarm systems during the performance of this contract. For each false alarm that occurs due to the action of the contractor or the Contractor's personnel, the Contractor shall be charged per occurrence – based on the fines assessed by the City of Aurora. The Contractor is responsible for any theft or tampering by their workers or during the period the workers are in the building. Additionally, the Aurora Public Library requests the name and address of all Contractor employees prior to their assignment on site. Within one week of the employees start date, the Aurora Public Library must receive a clear ID-type photo of the individual. Any updates or changes will need to be communicated to the designated Aurora Public Library staff member prior to the Contractor's employees working on site.

#### CONTRACT PERIOD:

The anticipated contract period for this RFP is June 1, 2020 through May 31, 2021. The Aurora Public Library reserves the right to renew for a second year at the proposal price.

#### SUPERVISION:

At least one member of the crew on site at all times must be considered the lead and be able to converse, read and write instructions and directives in English. A logbook provided by the Contractor must be maintained at the site. The Facility Manager may require an on-site walk-through inspection to be attended by the Contractor's responsible personnel with proper notice.

#### SUBCONTRACTING:

No part of this contract may be subcontracted by the successful bidder without the expressed written permission of the Aurora Public Library. By submitting a proposal each bidder agrees that each worker assigned to this contract is a direct employee of the named organization.

#### REFERENCES:

All respondents must provide five references which will include any libraries currently cleaned and any other facilities within 50 miles of Aurora. The reference list shall include the company name, contact name, contact phone number, type of work done and the size of the facility.

#### DELIVERABLES:

In order to fully respond to this RFP, each bidder must include:

- Price Work Sheet (attached)
- Proposal Form (attached) including acknowledged receipt of any or no Addendums
- Responses to the Questions Work Sheet (attached)
- Certificate of Insurance
- References
- A written description on how their proposal will meet the requirements of the RFP
- Four copies of your full submitted proposal and one electronic proposal submitted to [rfpinquiries@aurorapubliclibrary.org](mailto:rfpinquiries@aurorapubliclibrary.org)

Failure to include any of the deliverables may result in the response being disqualified or receiving a lower rating. It is the responsibility of the bidder to look for addendums.

**RATING CRITERIA:**

All responses shall be rated on the following scale:

- |  |     |
|--|-----|
| • Cost   | 40% |
| • Company Qualifications and Experience (including reference checks) | 20% |
| • Availability and Capacity of the Company to Perform the Work       | 40% |

The award will be made to the most qualified company whose proposal is deemed most advantageous. Any contract resulting from this RFP will be subject to the approved of the Aurora Public Library Board of Directors.

This contract shall be for a period of twelve (12) months.

AURORA PUBLIC LIBRARY

PROPOSAL FORM

RFP TITLE: Cleaning Services for: The Richard & Gina Santori Public Library of Aurora, the Aurora Public Library – Eola Road Branch and the Aurora Public Library – West Branch

RECEIVED BY: March 24, 2020

TIME DUE: 2:00 p.m.

WHERE: Aurora Public Library, Savage Board Room, 101 South River Street, Aurora

The undersigned proposer, having examined the specifications and other documents, hereby agrees to supply services as per the attached specifications and to perform other work stipulated in, required by and in accordance with the proposal documents attached for an in consideration of the proposed prices and certifies meets minimum bidder qualifications.

The undersigned acknowledges receipt of addendum Nos. \_\_\_\_\_.

FOUR (4) COPIES OF YOUR PROPOSAL  
AND  
ONE ELECTRONIC COPY OF YOUR PROPOSAL to  
[rfpinquiries@aurorapubliclibrary.org](mailto:rfpinquiries@aurorapubliclibrary.org)

To be considered, all proposals must: be signed, include worksheets and be received by the due date and time.

FIRM NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

TELEPHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

AUTHORIZED REPRESENTATIVE: \_\_\_\_\_ ( typed)

SIGNATURE \_\_\_\_\_

DATE: \_\_\_\_\_ TITLE \_\_\_\_\_

AURORA PUBLIC LIBRARY

Cleaning Services

The Richard & Gina Santori Public Library of Aurora  
Aurora Public Library – Eola Road Branch  
Aurora Public Library – West Branch

PRICE WORK SHEET

All respondents must use the following price sheet in order for their proposal to be considered.

Firm Name: \_\_\_\_\_

Tax ID: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone/Fax/Email \_\_\_\_\_

Location	Monthly 7 day/week cleaning	Monthly 6 day/week cleaning	Annual Total
Santori Library	_____ @ 9 months +	_____ @ 3 months =	_____
Eola Road Branch	_____ @ 9 months +	_____ @ 3 months =	_____
West Branch	_____ @ 9 months +	_____ @ 3 months =	_____
<b>Grand Total</b>			_____

Note: The Library is closed on January 1, Easter Sunday, Mother’s Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, December 24 and December 25. The library is also closed on Sundays from the Sunday prior to Memorial Day to the Sunday prior to Labor Day.

1. The price listed in the bid form shall include the total cost to complete the work including but not limited to materials, labor, equipment, bonds, insurances, etc. as necessary to ensure proper delivery of services and products requested by Aurora Public Library.
2. I hereby certify that I am authorized to act on behalf of the firm, individual, partnership, corporation or association making this proposal and that all statements made in this document are true and correct to the best of my knowledge. I agreed to hold this offer open for a period of ninety (90) days from the deadline for receipt of proposals.
3. I understand and agree to be bound by the conditions contained in the Request for Proposal and shall conform with all requirements of the Request for Proposal.

---

Name	Signature	Title	Date
------	-----------	-------	------

# AURORA PUBLIC LIBRARY

## Cleaning Services

The Richard & Gina Santori Public Library of Aurora, the Aurora Public Library – Eola Road Branch and the Aurora Public Library – West Branch

### QUESTION WORK SHEET (Attach answers to this form)

Firm Name:

---

1. Many of the tasks specified are to be performed on a periodic basis – weekly, biweekly, etc. Please review the attached task frequency charts and indicate any changes you would make.
2. The atrium and staircase are showpieces and focal points for the Library. They are constructed of terrazzo tile. Please describe what products, equipment, procedures and tasks frequency you will use to ensure the atrium and staircase look their best at all times.
3. The Library will have high traffic throughout the week. Sanitation and odor control are key for maintaining the rest rooms, please describe what products, equipment, procedures, and task frequency you will use to ensure the rest rooms look their best and remain odor free at all times.
4. The Library has a variety of different flooring materials including marmoleum, walk off carpet tile, carpet tile, rubber tile, luxury vinyl tile, liquid motion hard surface, vinyl composite tile, sealed concrete, porcelain tile and polyurethane floor coating. Please describe what products, equipment, procedures and tasks frequency you will use to ensure all flooring always looks its best.
5. The Contractor, not the Owner, should perform quality control. Please describe what steps you will take to monitor and redirect the quality of the cleaning provided. Include such information as inspection frequency, recording methods, qualifications of the inspector and steps that will be taken to correct problems.
6. Please provide the following information:
  - What size crew will work at each library building?
  - How long do you anticipate it will take your crews to complete daily cleaning at each site?
  - How many years of experience does the supervisor have?
  - How many accounts does the supervisor manage?
  - Will the supervisor be on-site each evening?
  - Have you had any contracts terminated early within the last five years? If yes, please explain.
  - How long has your company been in the contract janitorial business?
  - Has your company operated under a different name? If so, what name(s)?
  - Is your company a subsidiary of another company? If so, what company?
  - Please describe your corrective measures for dealing with false security alarms as a result of your staff.

## Aurora Public Library

### Cleaning Specifications and Task Frequency

<b>Flooring</b>	<b>Quarterly</b>	<b>Semi-Annually</b>
Rest rooms floors – scrub (restorative clean)	X	

<b>Atrium (Santori Library)</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Dust mop with 36" mop	X			
Spot Mop Floor	X			
Detail mop (edges, corners, etc.)				X
Scrub Floor (with auto scrubber)		X		

<b>Entrances</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Clean entry glass (less than 6' high)	X			
Vacuum Carpets, Mats, and Runners	X			
Vacuum traffic lanes	X			
Dust Horizontal Surfaces (less than 6' high)		X		
Dust Horizontal Surfaces (more than 6' high)			X	
Dust Vertical Surfaces (less than 6' high)		X		
Dust Vertical Surfaces (more than 6' high)			X	
Damp wipe vertical surfaces			X	
Spot Clean interior glass	X			
Empty interior and exterior trashcans	X			
Empty recycling containers	X			
Change can liner	X			
Spot clean walls			X	

<b>Public and staff rest rooms</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Clean and sanitize toilets and urinals	X			
Clean and sanitize sinks, mirrors, and counters	X			
Clean and sanitize showers		X		
Spot clean partitions	X			
Spot clean walls	X			
Clean partitions		X		
Clean walls		X		
Sweep floors	X			
Wet mop floors	X			
Scrub floors			X	
Empty trashcans and sanitary receptacles	X			



<b>Administrative Suite/Board Room and Offices</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Vacuum carpets, mats, and runners	X			
Vacuum traffic lanes	X			
Spot vacuum cubicles	X			
Damp wipe meeting room table	X			
Vacuum upholstered chairs				X
Dust horizontal surfaces (less than 6' high)	X			
Dust horizontal surfaces (more than 6' high)		X		
Damp wipe horizontal surfaces (including vinyl chairs)			X	
Dust Vertical Surfaces (less than 6' high)				X
Dust Vertical Surfaces (more than 6' high)				X
Damp wipe vertical surfaces			X	
Clean sink and microwave	X		X	
Spot clean interior glass	X			
Empty trash cans	X			
Empty recycling containers	X			
Change can liners		X		
Spot clean walls		X		
Board Room Table (Santori location only)	X			

<b>Programming and meeting rooms</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Vacuum carpets	X			
Vacuum traffic lanes	X			
Clean sink if applicable	X			
Spot clean interior glass	X			
Empty trashcans, change liners	X			
Empty recycling containers	X			
Damp wipe horizontal surfaces (including vinyl chairs)		X		
Spot clean walls		X		

<b>Stairways and elevators (Santori and Eola Road Branch locations)</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Vacuum carpets, mats, and runners	X			
Clean hard contact areas	X			
Clean elevator door tracks		X		
Sweep tile areas	X			
Mop tile areas	X			
Clean and damp mop stairs & landings		X		

<b>Public Areas / Stacks / Study Rooms / Genealogy Room / Computer Labs</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Dust available workstation surfaces	X			
Damp wipe tables	X			
Vacuum carpets, mats, and runners	X			
Vacuum traffic lanes	X			
Vacuum upholstered chairs				X
Dust horizontal surfaces (less than 6' high)		X		
Dust horizontal surfaces (more than 6' high)			X	
Damp wipe horizontal surfaces (including vinyl chairs)			X	
Dust vertical surfaces (less than 6'high)		X		
Dust vertical surfaces (more than 6' high)			X	
Damp wipe vertical surfaces				X
Spot clean interior glass	X			
Empty trash cans, change liner	X			
Empty recycling containers	X			
Spot clean walls		X		

<b>Break room and sickroom</b>	<b>Daily</b>	<b>Weekly</b>	<b>Biweekly</b>	<b>Monthly</b>
Clean tables	X			
Wipe chairs	X			
Dust mop tile area	X			
Mop tile areas	X			
Vacuum carpets	X			
Clean sink and counter	X			
Empty trashcans, change liners	X			
Empty recycling containers	X			
Wipe/sanitize telephone		X		
Spot clean walls		X		
Clean hand contact areas		X		
Dust horizontal surfaces		X		
Dust vertical surfaces		X		
Vacuum upholstered furniture				X