



Empowering People...Changing Lives

Our mission: STEP, and our partners, facilitate solutions that empower people to overcome their barriers to economic, educational and developmental success within the communities we serve.

FRANKLIN COUNTY CENTRAL OFFICE

200 Dent Street
Rocky Mount, VA 24151
Phone: 540-483-5142
www.stepincva.com

PATRICK COUNTY OFFICE

4559 Wayside Road
Stuart, VA 24171
276-694-2239

REQUEST FOR PROPOSAL

CLEANING SERVICES

SPECIFICATIONS/INFORMATION

Invitation to Bid

STEP, Inc. is requesting proposals for Cleaning Services for the Rocky Mount, Virginia and Stuart, Virginia locations. If you are interested in bidding an intent to bid response is requested and due by **May 13, 2022**.

Schedule of Events

Release of RFP: **April 11, 2022**

Deadline for submission: **May 13, 2022 by 4:30 p.m.**

Selection of Service Provider on or about: **May 20, 2022**

Contractors' orientation will be held on: **Tuesday, May 24, 2022 at 9:00 (in the STEP administrative office at 200 Dent Street, Rocky Mount, Virginia 24151)**

Inquiries

Questions regarding this RFP are to be submitted to Diane.Jones@stepincva.com with "**Cleaning Services**" in the subject line. Questions regarding this RFP will be accepted by email only.

Process for Submitting Proposal

Proposals may be emailed, faxed, delivered, or mailed to STEP, Inc. at 200 Dent Street, Rocky Mount, Virginia 24151. Proposals mailed or delivered should be clearly marked: "**Cleaning Services**" on the outside and be addressed to Diane Jones. The fax number is 540-483-2506.

Emailed proposals should be sent to Diane.Jones@stepincva.com with "**Cleaning Services**" in the subject line.

All proposals need to be received by 4:30 p.m. on the Deadline for Submission date.

Proposals received after the due date will be rejected. The proposal acknowledges the right of STEP, Inc. to accept or reject any or all proposals and to waive any informality in any proposal received.

The proposal/bid should include the following:

- Estimated cost (page 7)
- References (page 6)
- W-9
- Certificate of Insurance

Supplies

The service provider shall provide all cleaning equipment and supplies including trash can liners, paper towels, liquid soap, floor cleaning projects, polishes, etc.

As an alternate in the proposal, please indicate project cost if STEP, Inc. supplies all cleaning products.

Description of Work

Specifications for 200 Dent Street, Rocky Mount, Virginia Office (square footage 23,568 sq. ft.; however, approximately 1/3 of the building (Head Start/Early Head Start classrooms) is not included in the proposal.

- A. The general areas to be serviced three (3) times per week (Monday, Wednesday, Friday) include the following: Lobby and Entrances, Restrooms, General Office Areas, Breakrooms, Classrooms in LIFES Academy and Shared/Common Areas; Head Start/Early Head Start Shared/Common Areas but not Head Start/Early Head Start classrooms.**
1. Empty wastebaskets and replaces liners.
 2. Dust and disinfect (where appropriate) furniture, tables, countertops, and chairs with treated cloth.
 3. Vacuum carpeting and runners (as needed).
 4. Sweep and mop tile floors.
 5. Clean with sanitizing spray and polish to a shine all dispensers, mirrors, sinks and faucets.
 6. Wipe clean and polish all splash areas.
 7. Scrub toilet and urinal interiors with a liquid abrasive and flush afterwards.
 8. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall.
 9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor surface.
 10. Clean and remove fingerprints from door glass.
 11. Remove trash to appropriate outside dumpster.
 12. Inspect area; secure doors and lights (doors found locked shall be re-locked).

Specifications for 4559 Wayside Road, Stuart, Virginia Office (Building 1 is 7,200 sq. ft; Building 2 is 2,300 sq. ft.; combined approximately 9,500 sq. ft.) *Head Start/Early Head Start classrooms are not included in the proposal.*

A. The general areas to be serviced three (3) times per week (Monday, Wednesday, Friday) include the following: Lobby and Entrances, Restrooms, General Office Areas, Breakrooms, Head Start/Early Head Start Shared/Common Areas but not Head Start/Early Head Start classrooms.

1. Empty wastebaskets and replaces liners.
2. Dust and disinfect (where appropriate) furniture, tables, countertops, and chairs with treated cloth.
3. Vacuum carpeting and runners (as needed).
4. Sweep and mop tile floors.
5. Clean with sanitizing spray and polish to a shine all dispensers, mirrors, sinks and faucets.
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9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor surface.
10. Clean and remove fingerprints from door glass.
11. Remove trash to appropriate outside dumpster.
12. Inspect area; secure doors and lights (doors found locked shall be re-locked).

Overall Requirements

- Janitorial services shall be performed after 5:30 p.m. the service provider must not interfere with any scheduled meeting(s).
- The following holidays are excluded: New Year's Day, Martin Luther King Jr. Day, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday following Thanksgiving Day, and *Christmas Break. (*STEP, Inc. will be closed for the equivalent of one week (5 days) in observance of the Christmas holidays. The observance will be at the discretion of management.) Note the policy of closings if the holiday falls on a weekend: if the holiday(s) falls on a Saturday, the holiday will be observed on Friday; if the holiday(s) falls on a Sunday, the holiday will be observed on Monday.
- The janitorial service shall provide a working supervisor capable of fluently speaking, reading and writing English.
- For security purposes, the service provider shall be required to submit a list including the names and addresses of the personnel who will be regularly assigned to STEP. In addition, all janitorial staff assigned to STEP must be bonded and insured. All janitorial staff shall wear a work uniform that clearly displays the company name.

- The service provider warrants, covenants and otherwise agrees that the personnel it sends to STEP, Inc. shall be responsible individuals free of felony convictions.
- The service provider may not substitute any employee on STEP property without prior notification to STEP. In the event that employee is to be utilized, they must report it to STEP 24 hours in advance.
- The service provider's personnel shall not disturb papers on desks, or open drawers, cabinets, files or bookcases.
- STEP telephones shall not be used by the service provider's personnel for personal use unless it is in the case of an emergency.
- **Service personnel shall be vaccinated against COVID-19.**
- Under no circumstances shall the service provider's personnel be allowed to bring visitors, children, or other relatives into STEP building(s).
- The service provider shall assume full responsibility for the actions of its employees or agents and shall repair or replace any damaged item or area of STEP facility caused by the actions of its employees or agents unless said damage occurred under circumstances beyond their reasonable control as determined by STEP.

Qualifications and Experience

The qualified service provider must satisfy the following requirements:

- Maintain a permanent place of business.
- Have adequate manpower and equipment to perform the services in an adequate manner.
- Have satisfactorily furnished services of familiar size and scope for a period of at least 12 months.

Selecting Proposal

STEP, Inc. reserves the right to consider proposals based on their relative merit, risk, and values to the organization, and reserves the right to negotiate with all service providers. Evaluation offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP. The successful service provider may be asked to participate in negotiations and may be asked to revise their proposals based on their negotiations. In submitting a proposal, each service provider acknowledges that they have read and understand these requirements.

Evaluation Criteria

The following criteria will be used to evaluate each service provider's proposal:

- Adequacy of the proposed methodology of the vendor
- Skill and experience of key personnel
- Demonstrate company experience
- Other technical specifications (designated by program requesting proposals)
- Compliance with administrative requirements of the request for proposal format, due date etc.

- Vendor's financial stability
- Vendor's demonstrated commitment to the nonprofit sector
- Results of communications with references supplied by vendor
- Ability/commitment to meeting time deadlines
- Cost
- Minority- or woman-owned business status of vendor
- Prefer to have one vendor for both locations but will consider separate vendors if necessary
- Other (specified by program)

Rejection of Proposal

STEP, Inc. reserves the right to accept or reject any and all proposals and to waive any minor discrepancies or technicalities in the proposal or specifications, which are required to complete this project, or when deemed to be in the best interest of STEP, Inc.

Confidentiality

All information presented in the RFP, including information subsequently disclosed by STEP, Inc. during the proposal process, shall be considered confidential and should not be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

Project Deliverables

All recommendations identified during this engagement will be documented and reviewed with STEP, Inc. management. All deliverables produced during the engagement are for the sole use of STEP, Inc. management. All work papers, analyses and final reports will remain the property of STEP, Inc.

Cost of Bid

The Respondent shall bear all costs associated with the proposal meeting(s), interview(s), preparation and submission of the bid and STEP, Inc. shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

Vendor Name: _____

Address: _____

Phone: _____

Email Address: _____

References

Company Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone & Fax Number: _____

Company Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone & Fax Number: _____

Company Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone & Fax Number: _____

Provide at least three (3) references.

Authorized Representative: _____

Print or type name

Signature: _____

Date: _____

Vendor Name: _____

Address: _____

Phone: _____

Email Address: _____

MONTHLY SERVICE COST ESTIMATE

Location	Sq. Footage	Service Frequency	Monthly Cost with supplies	Monthly cost without supplies
Rocky Mount, VA Office 200 Dent Street Rocky Mount, VA 24151	Approximately 23,568 (minus Head Start classrooms, which is about 1/3 of building)			
Stuart, VA Office Bldg #1 & Bldg #2 4559 Wayside Road Stuart, VA 24171	Approximately 9,500 combined (minus Head Start classrooms)			

Authorized Representative: _____

Print or type name

Signature: _____