Request for Proposal: Cleaning Services

Executive Summary

The Borough of Dormont (Borough) is seeking proposals for its cleaning services at the Municipal Building. The objective of this Request for Proposals (RFP) is to identify qualified cleaning companies that can provide the highest quality service at the best value to meet the specific cleaning needs of the Borough. This RFP intends to cover all necessary information that a bidder may need to complete a comprehensive proposal; however, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

I. Introduction

A. The Borough of Dormont (Borough) is seeking proposals for its cleaning services. The objective of this Request for Proposal (RFP) is to identify qualified cleaning companies that can provide the highest quality service at the best value to meet the specific cleaning needs of the Borough. This RFP intends to cover all necessary information that a bidder may need to complete a comprehensive proposal, however, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

B. Dormont is a Borough located in Allegheny County, Pennsylvania comprised approximately of 7,930 residents. The Borough functions under a seven (7) member Council-Manager form of government and has a mayor. The Borough is housed in a renovated elementary school with three floors. The building houses the administrative offices of the Borough, the police station, a free pantry, the historical society, and leases office space to the Allegheny County District Attorney. The Borough intends to utilize a cleaning service that strives for the highest standards of performance and accountability.

II. Instructions and Schedule

A. All proposals in response to this RFP must be received by the Borough either in writing or via email.

B. Proposals must be submitted by **April 3, 2025, 4:00 PM** to:

John P. Stinner
Borough Manager
1444 Hillsdale Ave.
Pittsburgh, PA 15228
P: 412-561-8900 x 228
jstinner@boro.dormont.pa.us

C. Proposals received prior to the submittal deadline will be treated as confidential up to the proposal submittal date.

D. Proposals received after the deadline will not be considered in the evaluation process.

E. The contract award is anticipated to be made at the **April 7, 2025**, Dormont Borough Council voting meeting.

F. General and/or technical questions related to this RFP or about the Borough may be directed to the contact person listed above.

G. If the bidder takes exception to any statements or requests herein, it must be clearly stated in the proposal.

II. Instructions and Schedule (continued)

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H. The Borough reserves the right to request additional information about any bidder as reasonably required, or the right to request and conduct interviews.

I. The Borough will not be liable for any costs incurred by any bidder in connection with this RFP or any proposal by any bidder. The expenses incurred by bidders in preparation, submission, or presentation are the sole responsibility of bidder.

J. The Borough shall not be liable for any costs not included in the proposal nor contracted for subsequently.

K. The specifications stated in this RFP are the minimum level of services required and bids submitted must include services that meet or exceed the minimum level of all features listed. The Borough welcomes proposals showcasing additional or different janitorial solutions, provided the minimums are met.

L. It is the responsibility of all bidders to examine the entire RFP and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a bid confers no right of withdrawal after the submission deadline. Bidders are strongly encouraged to: (i) consider applicable laws and/or economic conditions that may affect cost, progress, and performance; (ii) correlate bidder's knowledge and observations with the RFP document and other related data; (iii) promptly notify the Borough of all conflicts, errors, ambiguities, or discrepancies which a bidder has discovered in or between this RFP and other related documents.

M. Site Inspection and Walk-Through: A mandatory pre-bid site inspection and walk-through shall be held on Thursday, March 13, 2025 at 1pm at 1444 Hillsdale Avenue, Pittsburgh, PA 15216. Alternatively, contractors are able to schedule a pre-bid walk-through during the RFP open date by contacting Melinda Szabo, Assistant Borough Manager at 412-561-8900 x229 or via email at mszabo@boro.dormont.pa.us. Attendance in a pre-bid walkthrough of some sort is mandatory for any contractor wishing to bid. During the site inspection, Bidders shall familiarize themselves with all conditions. The lack of site familiarity shall in no way constitute grounds or justification for additional future requests for funds by the Bidder to complete said project. Any questions that arise subsequent to the site inspection and walk-through shall be submitted via email to mszabo@boro.dormont.pa.us.

N. The Borough reserves the right to (i) waive any immaterial defect or informality. (ii) reject any or all bids or portions thereof; (iii) split the award among the individual groups of items to different institutions; and/or (iv) reissue the solicitation.

O. Such information supplied by the Borough is for the convenience of the respondents only and the Borough makes no warranty regarding the accuracy of any data or information provided.

III. Service Requirements

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A. Areas to be Serviced

Municipal Building Entrance	DA's Office – Grand Jury Room
Municipal Building Common Areas including elevator	DA's Offices, Conference Rooms, and Common Areas
Central Stairwell	Police Department (PD) - Entrance and Lobby
Public Restrooms	PD – Processing Area
Borough Reception and Administrative Offices	PD – Squad Room
Borough Kitchen and Employee Lounge	PD – Interview Room
Council Chambers and Conference Rooms	PD – Offices, Conference Rooms, including Chief of Police's and Mayor's Offices
Borough Hallways and Office Common Areas	PD – Men's and Women's Locker Rooms
Staff Restrooms	PD – Kitchen/Breakroom
Side Stairwells	PD – All Hallways and Common Areas

B. Areas NOT to be Serviced

Historical Society on Lower Level	Free Pantry
PD – Evidence Room	Records Rooms
Grounds/Parking Lot	Recreation Storage
Exterior Patios	DA – Evidence Room

C. Standard Scope of Work

	M	T	W	Th	F	M/Q
BUILDING ENTRANCES						
Spot clean all interior area and lobby front doors and entrance glass	X	X	X	X	X	
Vacuum entrance matting; roll up mats and mop hard floor surfaces	X	X	X	X	X	
Sweep or vacuum hard floor surfaces; damp mop as needed	X	X	X	X	X	
Empty trash/recycling and replace can liners as needed	X	X	X	X	X	
Remove cobwebs from upper and lower corners					X	
LOBBIES/RECEPTION AREAS						
Vacuum carpeted areas edge to edge	X	X	X	X	X	
Empty trash and recycling; replace can liners	X	X	X	X	X	
Dust windowsills and furniture	X	X	X	X	X	
Spot clean glass doors	X	X	X	X	X	
Dust high reach areas including vents and grills					X	
Remove cobwebs from upper and lower corners					X	
Clean baseboards; edges and corners					X	
HALLWAYS/COMMON AREAS						
Sweep or vacuum hard floor surfaces; damp mop as needed	X	X	X	X	X	
Empty trash and recycling; replace can liners	X	X	X	X	X	
Vacuum carpeted areas edge to edge	X	X	X	X	X	
Spot clean any internal glass	X	X	X	X	X	

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Dust furniture, credenzas, tables, cabinets, and picture frames					X	
Dust window ledges and low reaching areas, including baseboards and moldings					X	
Remove cobwebs from upper and lower corners					X	
Clean baseboards; edges and corners					X	
Sweep and mop stairwell on Police Department side						X
RESTROOMS TOTAL: 7 in Borough Offices and Police Department						
Restock toilet paper, paper towels, hand soap, and other supplies	X	X	X	X	X	
Empty trash and replace can liners	X	X	X	X	X	
Dust sweep and damp mop ceramic floor surfaces with disinfectant	X	X	X	X	X	
Clean restroom fixtures including toilet bowls, toilet seats, urinals, and sinks	X	X	X	X	X	
Clean and polish mirrors, glass and chrome	X	X	X	X	X	
High dust stops of doors, partitions, mirrors, and air vents					X	
Wipe trash receptacles	X	X	X	X	X	
Clean and disinfect shower area in Men's locker room	X	X	X	X	X	
BOROUGH & POLICE DEPARTMENT OFFICES/CUBICLES/CONFERENCE ROOMS						
Empty trash and recycling can liners	X	X	X	X	X	
Empty mixed recycling (paper, cans, bottles)	X	X	X	X	X	
Spot clean all glass	X	X	X	X	X	
Wipe down conference tables and arrange chairs around conference tables	X	X	X	X	X	
Dust furniture, desks, chairs, credenzas, tables, and cabinets	X	X	X	X	X	
Dust window ledges and low reaching areas including baseboards and moldings					X	
Vacuum carpeted areas edge to edge	X	X	X	X	X	
Dust high reach areas, including: shelves, ledges, vents, and grills						X
Remove cobwebs from upper and lower corners					X	
POLICE DEPARTMENT SPECIAL AREAS						
Locker room floors mopped	X		X		X	
Holding cell and Processing areas mopped						X
DA's OFFICE AREAS						
Empty trash and replace can liners	X		X		X	
Empty mixed recycling (paper, cans, bottles)	X		X		X	
Spot clean all glass	X		X		X	
Wipe down conference tables and arrange chairs around conference tables	X		X		X	
Dust furniture, desks, chairs, tables, and cabinets	X		X		X	
Dust window ledges and low reaching areas including baseboards and moldings					X	
Vacuum carpeted areas edge to edge	X		X		X	
Dust high reach areas, including: shelves, ledges, vents, and grills						X
Remove cobwebs from upper and lower corners					X	
DA's RESTROOMS: 1 total						
Restock toilet paper, paper towels, hand soap, and other supplies	X		X		X	
Empty trash and replace can liners	X		X		X	

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Dust sweep and damp mop ceramic floor surfaces with disinfectant	X		X		X	
Clean restroom fixtures including toilet bowls, toilet seats, urinals, and sinks	X		X		X	
Clean and polish mirrors, glass and chrome	X		X		X	
High dust tops of doors, partitions, mirrors, and air vents					X	
Wipe trash receptacles	X		X		X	

D. Schedule
    a. The Borough Administration has the following holidays:
        i. New Year's Day
        ii. Good Friday
        iii. Memorial Day
        iv. Independence Day
        v. Labor Day
        vi. Veteran's Day
        vii. Thanksgiving Day
        viii. The Day Before, Christmas Day, and the Day After
    b. The DA has the following holidays:
        i. New Year's Day
        ii. Dr. Martin Luther King Day
        iii. Presidents' Day
        iv. Memorial Day
        v. Juneteenth National Freedom Day
        vi. Independence Day
        vii. Labor Day
        viii. Columbus Day
        ix. Veteran's Day
        x. Thanksgiving Day
        xi. Christmas Day
    c. The Dormont Police Department works 24/7/365.
    d. The Borough office hours are:
        i. Monday: 8:30 am – 8:00 pm
        ii. Tuesday – Thursday: 8:30 am – 4:30 pm
        iii. Friday: 8:30 am – 12:00 pm
    e. The DA office hours are:
        i. Monday – Friday: 8:00 am – 4:00 pm

E. Locking Up
    a. At the conclusion of the Bidder's working hours each day, the Bidder's lead person shall be responsible for seeing that the building is totally locked and secured unless otherwise directed. The Bidder shall be held responsible for any loss or damage caused by his failure to lock and secure a building. If the Bidder fails to properly secure the building including such omissions as leaving doors unlocked, windows open or alarm system (where applicable) not activated, the Borough will deduct the sum of $150.00 for each incident from the payment due to Bidder when the building is not properly secured. Such deductions will be

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used to compensate the Borough for false alarms and for properly securing the Borough building.

F. Materials/Equipment
   a. All work shall be done in a first-class manner and all materials shall be the best of the kind and quality specified. Work shall be subject to the inspection and approval of the Borough. The Borough shall have the power to reject any materials which in their judgment do not fulfill the requirements of these specifications and plans or any work that may be done as specified, at all times.

   b. The Bidder shall provide all labor, supervision, and equipment necessary for the successful operation of the contract. All equipment is to be kept in working order and repaired/replaced, within 48 hours, when no longer performing properly.

   c. The Borough shall provide all supplies of a disposable nature such as hand soap, toilet paper, paper towels, facial tissues, trash can liners, etc. The Bidder shall supply all other supplies (mops, brooms, etc) and materials of a chemical nature such as floor waxes, detergents, disinfectants, general cleaning agents, etc. No chemicals or finishes are to be stored overnight in any open containers or buckets. At no time are any stale or outdated materials to be used.

G. Insurance
   a. Certificates of Insurance certifying the required coverage are to be provided by the successful Bidder within ten (10) days of receipt of notice of award.

   b. The Bidder shall not commence work under this contract until all insurance coverage required under these specifications has been approved by the Client. Nor, shall the Bidder allow any subcontractor to commence work until all similar insurance coverage required of the subcontractor has been so obtained and approved.

   c. The Bidder shall acquire and maintain during the life of this contract such public liability and property damage insurance as shall protect his/her company and any subcontractor performing work under this contract from claims or damages for personal injury, including accidental death, as well as for claims for property damages which may arise from operations under this contract, whether such operations be by himself or any subcontractor or anyone directly or indirectly employed by either.

   d. The insurance shall be in an amount not less than $1,000,000 for injuries, including accidental death, to any one person, and subject to the same limit for each person in an amount not less than $1,000,000 on account of one accident, and property damage insurance in an amount of not less than $1,000,000 provided, however, that the Client may accept insurance covering a subcontractor in character and amounts less than the standard requirements set forth under this paragraph where such standard requirements may appear excessive because of the character extent of the work to be performed by any such subcontractor.

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e. The Bidder shall take out and maintain during the life of this contract public liability and property damage motor vehicle insurance in an amount of not less than $1,000,000 for public liability and $25,000 for property damage.

IV. Scope of Work – Detailed Specifications

A. General Conditions:

a. Bidder (also referred to herein as "Contractor") to supply all labor, materials, and supervision necessary to complete the contract under these specifications, except: hand soap, paper hand towels, tissues, toilet paper and trash can liners (supplied by the Borough).

b. All Contractor personnel must wear clothing that confirms their association with the Bidder's agency. No Contractor personnel will be permitted to enter or remain on Borough property unless this condition is met.

c. The Contractor shall designate an individual to act as a Site Lead who is primarily responsible for completing the work outlined in this contract on a daily basis.

d. The Site Lead shall arrange a communication system with a sole Borough representative as a forum for items that are included in the contract. The Site Lead should proactively and responsively share the responsibility of communication to ensure work completion and quality.

e. The Borough shall provide the Site Lead a master key to the building. In addition, the Borough shall provide one set of interior keys for the building for the Site Lead which shall be stored in a designated key rack and never taken from the building.

At no time shall copies be made of any keys issued. If the Borough deems it necessary to re-key any locks due to inadequate key control management by the Contractor, the cost will be deducted from the monthly payment. Keys shall not be traded between employees nor forwarded to new employees; the keys are to be returned to the Borough to be re-issued. There will be a $250.00 charge for the replacement of any lost or stolen key. The Borough reserves the right to inventory the Contractor's keys at any time.

f. The Contractor shall provide the Borough with a list of the Site Lead's primary supervisor, as well as that individual's supervisor. This list shall include the telephone numbers where each person may be reached during all working hours.

g. The Contractor must allow for the Borough to process clearances for each of the Contractor's employees who work at the Borough prior to their first day of work:

i. Pennsylvania Child Abuse Clearance
ii. Pennsylvania Criminal Background Check

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iii. FBI Fingerprint Clearance

h. The Contractor shall notify the Borough immediately of conditions, which will limit hours or decrease the daily work crews, such as illness or injury. In addition, the Contractor shall notify the Borough in advance of any condition or situation which will affect the performance of the work under this contract. In either case, the Contractor shall submit a plan, in writing, of how the affected work is to be completed on the same timeline and frequency as outlined in this contract.

i. Neither party hereto will hire personnel employed by the other, during the term of the contract, without written permission.

j. The Contractor shall report, via email, any damage that occurs as a result of this contract. Furthermore, the Contractor shall report, in writing, any items that require maintenance or repair that are discovered during the process of this contract.

k. The Contractor is responsible for the security of the building during the cleaning operation. The Contractor shall secure each section as it is completed and secure the building at the end of each shift (secure all doors and turn off all but designated lights). If the Contractor fails to properly secure the building, the cost of Borough's response, at the overtime rate, shall be deducted from the monthly payment.

l. The Contractor is responsible for the conduct of its personnel. The contractor shall fully cooperate with the Borough and with any Law Enforcement authorities in the investigation of suspected unlawful activities. In the event that personnel employed by the Contractor are found to have committed theft or other unlawful activities, the Contractor shall be responsible to the Borough for restitution which will include, but not necessarily be limited to, all actual losses, damages, costs of investigation, and costs of prosecution.

m. The Contractor is to inform the Borough representative of any vandalism, evidence of attempts to force entry, and all other damages to the buildings.

n. The Borough shall inspect the building regularly and report any deficiencies and all unsatisfactory performance to the Contractor. At that time, the contractor will be given an opportunity to make the necessary corrections in a reasonable amount of time. Where it is necessary, in the Borough's opinion, to correct unsatisfactory performance in order to conduct activities in a clean and safe atmosphere, the costs of the correction will be deducted from the monthly payment.

o. In the event of an act of God, or other event resulting in the closing of the building, no payment(s) shall be made for that period of time when cleaning services are not required/performed.

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p. The Borough reserves the right to require that the Contractor remove any employee from the Borough Contract for unsatisfactory performance, appearance, behavior or attitude.

q. All cleaning supplies and materials must be approved by the Borough and be of commercial grade and of sufficient quality to be used in an administrative office setting. All cleaning supplies must comply with all federal, state, and local regulations in regard to storage, use, and safety.

r. The Contractor shall be responsible for the strict adherence to all Federal, State and Municipal codes and regulations, such as, but not limited to OSHA and Right-To-Know.

B. Performance Specifications:
   a. The tasks outlined and the frequencies discussed are not meant in any way to limit the scope of the Contractor's work, but rather as a guide to express the Borough's expectations and establish minimum acceptable standards. Weather and building use may well dictate that additional tasks be completed to maintain this standard.

   b. Daily, weekly, monthly and quarterly tasks have been developed and are part of this contract to ensure that these tasks are uniformly and effectively completed in accordance with these specifications and contract expectations.

   c. Unless otherwise specified, exterior work is limited to the cleaning of the exterior surfaces of exterior doors, to include glass, jambs and door hardware.

   d. Borough staff will complete light bulb/tube replacement. The contractor will notify the Borough of fixtures and areas to be addressed.

V. Proposal Submission

A. Organization
   1. The bidder should include responses to all applicable qualifications in Section IV. In addition, the bidder should include the following:
      a. The following questions are to be answered in a clear and comprehensive manner. If necessary, questions may be answered on separate attached sheets. The bidder may submit such additional information as the bidder deems necessary.
      b. Name of Bidder
      c. Office address
      d. Business incorporation date
      e. If a corporation, state of incorporation
      f. How long has this company been involved in cleaning services?
      g. List at least three references that includes the following information:
         i. Type of Facility

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ii. Start and End Dates
iii. Address
iv. Approximate Square Footage
v. Name to Contact
vi. Contact's Phone Number
vii. Contact's Email Address

h. Is your company currently or expecting to be involved in any mergers or acquisitions which will have any impact on the services you are offering?
i. Has the bidder ever failed to complete any contract which was awarded? If this is answered in the affirmative, please give full explanation.
j. Has the bidder ever defaulted upon any contract which was awarded? If this is answered in the affirmative, please give full explanation.

B. Services and Fees
1. It is the responsibility of the responding institution to clearly identify which service requests will be fulfilled by the proposal and any fees or costs associated with the service.

2. The Borough intends to award a three (3) year contract commencing on **May 1, 2025** with an option for the Borough to renew for an additional two (2) year period. All fees should remain firm for the entire contract period, including the renewal term. Any monthly charges or fees will be directly applied to the Borough's banking accounts.

C. Implementation Requirements
Upon announcement of the selected institution(s), implementation should begin immediately. The Borough expects the services to commence **May 1, 2025**. Please provide an outline of an implementation plan to deliver the requirements mentioned above.

VI. Evaluation of Proposals

1. The Borough will consider the following criteria in evaluating proposals:
a. Maintain a permanent place of business
b. Have adequate equipment to do the work properly and expeditiously
c. Have suitable financial status to meet obligations incident to the work
d. Size and structure to meet the scope of the services to be provided
e. Practice ethical business conduct of the highest standard
f. Cost factors to perform the specified services
g. Responsiveness to the RFP
h. Any other criteria deemed appropriate by the Borough in its sole discretion

2. If necessary, oral interviews will only be required after the evaluation is completed.

3. The Borough is not required to accept the lowest cost proposal.

4. The Borough contact for the submission of proposals is:
John P. Stinner
Borough Manager

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