



# VILLAGE OF TWIN LAKES

105 East Main Street P O Box 1024 Twin Lakes, Wisconsin 53181

Phone (262) 877-2858 Fax (262) 333-3286

## **Request for Proposals Cleaning and Custodial Services for Twin Lakes Village Hall & Twin Lakes Police Department**

The Village of Twin Lakes is seeking proposals from qualified firms or service providers for janitorial and cleaning services at the Twin Lakes Village Hall, located at 105 E. Main Street, Twin Lakes, and the Twin Lakes Police Department, located at 920 Lance Drive, Twin Lakes. The selected provider will work under the general supervision of both the Village Administrator and the Police Chief.

### **Scope of Work**

#### **Twin Lakes Village Hall – 2 floors – 12,321 Square Feet**

Work Schedule: The contractor shall provide janitorial and cleaning services twice a week on a schedule determined by the Village and the selected service provider. Services shall be provided during business hours, Monday through Friday, from 8:30 a.m. to 4:30 p.m.

#### **Twice Weekly Services Required:**

- **Offices and General Areas**
  - Empty waste and recycling containers and replace liners
  - Transport trash and recycling to designated area
  - Clean and sanitize drinking fountains
  - Clean and sanitize countertops
  - Clean front entry doors glass
  - Clean reception area glass partitions
  - Clean door glass panels
  - Sweep and vacuum all areas throughout the first floor including the stairs and other specified office areas and common areas
  - Damp mop floors in the upstairs entryway, lobby, main hallway, and breakroom
- **Washrooms**
  - Clean, sanitize, and polish all bathroom fixtures (including but not limited to toilets (bowl, seat, base, tank, and handicap railing), urinals, sinks, faucets, counter tops, toilet paper dispensers, paper towel dispensers
  - Clean, polish, and sanitize all mirrors
  - Empty all containers and disposals, replace liners
  - Wash and sanitize all exterior of all containers
  - Empty and sanitize interior of sanitary containers
  - Spot clean stall partitions
  - Remove spots, stains, splashes from wall areas adjacent to hand basins
  - Remove fingerprints from doors, frames, light switches, kick and push plate, handles, etc.
  - Flush toilet bowls and urinals with bowl cleaner
  - Replenish toilet paper, hand tissue, and soap dispensers

- Community Room
  - Empty all waste and recycling containers, replace liners, and transport trash to designated areas
  - Clean door glass panels
  - Clean washrooms
  - Wipe down tables and countertops in eating areas
- Eating Areas
  - Empty all waste and recycling containers, replace liners and transport trash to designated areas
  - Vacuum, sweep, and mop specified areas
  - Clean and sanitize table tops, counter tops, and appliances
  - Clean microwave in and out
  - Clean, sanitize, and polish sink area

Once Weekly Services Required:

- Office and General Areas
  - Dust all exposed filing cabinets, bookcases, shelves and ledges
  - Dust all monitors, keyboards and printers
  - Clean and sanitize telephones
  - Clean desk tops if cleared
- Board Room
  - Dust, clean and sanitized all desk/table tops
  - Vacuum and sweep floor areas
- Washrooms
  - Dust all shelves, ledges and moldings
- Eating Areas
  - Vacuum, sweep, and mop specified areas
  - Clean and sanitize table tops and counter tops
  - Empty all waste and recycling containers, replace liners and transport trash to designated areas
  - Clean, sanitize, and polish sink area

Monthly Services Required:

- Offices and General Areas
  - Dust blinds
  - Remove dust and cobwebs from ceiling areas
  - Damp mop floors in the boardroom
- Community Room
  - Vacuum/sweep room
  - Damp mop or use the village-provided floor-cleaning machine in lower level area monthly, and as requested
  - Dust blinds
  - Remove dust and cobwebs from ceiling areas and corners
- Washrooms
  - Wash and sanitize stall partitions
  - Wash and sanitize entrance and exit doors

Quarterly services required

- Offices and General Area
  - Vacuum diffuser outlets in ceiling throughout the building

## Special Requirements

- Damp mop floors in the upstairs board room, entryway, lobby, main hallway, and breakroom
- Monitor inventory and notify Village Hall staff when supplies need to be reordered. The Village will provide all trash liners, toilet paper, paper towels, and liquid soap for dispensers.

## **Twin Lakes Police Department – 2 floors – 12,709 square feet**

Work Schedule: The contractor shall provide janitorial and cleaning services twice a week on a schedule determined by the Chief of Police and the selected service provider. Services shall be provided during business hours, Monday through Friday, from 7:00 a.m. to 11:00 a.m.

### Twice Weekly Services Required:

- Kitchen
  - Empty waste and recycling containers and replace liners
  - Transport trash and recycling to designated area
  - Clean and sanitize sink areas
  - Clean and sanitize table tops, counter tops, and appliances
  - Clean microwave in and out
  - Sweep and damp mop floors
- General Areas (Dispatch Room, Training Room, Computer Room, Mailbox Room, Back Hallway)
  - Empty waste and recycling containers and replace liners
  - Transport trash and recycling to designated area
  - Clean and sanitize sink areas
  - Clean and sanitize table tops and countertops
  - Vacuum/sweep
- Washrooms (2 Full Baths-Basement, 2 Half Baths-Dispatch, Back Hall)
  - Clean, sanitize, and polish all bathroom fixtures (including but not limited to toilets (bowl, seat, base, tank, and handicap railing), urinals, sinks, faucets, counter tops, toilet paper dispensers, paper towel dispensers
  - Clean, polish, and sanitize all mirrors
  - Empty all containers and disposals, replace liners
  - Wash and sanitize all exterior of all containers
  - Empty and sanitize interior of sanitary containers
  - Remove spots, stains, splashes from wall areas adjacent to hand basins
  - Dust all shelves, ledges and molding
  - Remove fingerprints from doors, frames, light switches, kick and push plate, handles, etc.
  - Flush toilet bowls and urinals with bowl cleaner
  - Replenish toilet paper, hand tissue, and soap dispensers

### Monthly Services Required(1 to 2 times per month):

- Lobby Area
  - Vacuum/sweep floor areas
  - Damp mop floors
  - Empty waste and recycling containers and replace liners
  - Transport trash and recycling to designated area
  - Clean door glass panels
- Offices (7 Offices)
  - Dust all exposed filing cabinets, bookcases, shelves, and ledges
  - Dust all monitors, keyboards, and printers

- Clean and sanitize telephones
- Clean/dust desktops if cleared
- Empty waste containers and replace liners
- Vacuum floor areas
- Booking and Interview Rooms 1 and 2
  - Vacuum/sweep floor areas
  - Damp mop floors
  - Dust/clean furniture and tables
- Back and Garage Staircases
  - Sweep

#### Special Requirements

- Monitor inventory and notify Police Department staff when supplies need to be reordered. The Police Department will provide all trash liners, toilet paper, paper towels, and liquid soap for dispensers.

#### **Janitorial Contractor's Code of Conduct**

Janitorial Contractors provide a valuable and professional service to the Village. Any issues or questions regarding the policy of conduct will be addressed through the Village Administrator. The following items shall be our guidelines of conduct in contracts with the other agencies of the Village and the tax-paying public.

- Be courteous to all people.
- Do not agree to provide any other service that is not in your contract. All changes in work scope must go through the Village Administrator first. (unless the service is very minor and can be accomplished in minutes and at no material cost.)
- Report any damage or irregularities (defective plumbing, unlocked doors, inventory requirements) to the Village Administrator.
- Do not use or operate any office machines or equipment.
- Contact the Village Administrator to report any problems on the job, and also for supply needs.
- Be aware that you are working in areas that may contain confidential material.
- Any breach of confidentiality could result in criminal charges being filed.

#### **Terms and Conditions**

- Bidders are responsible for providing their own cleaning supplies and equipment.
- Papers and documents are not to be disturbed on clients' desks or work areas
- Contractor must provide proof of general liability insurance and appropriate workers' compensation insurance, listing the Village of Twin Lakes as an additional insured on the required policy.
- All cleaning contractor employees and management personnel working within Village buildings must pass a background check provided by the Twin Lakes Police Department.
- Each bidder must provide at least three (3) commercial cleaning references.
- Any contractor awarded the bid will be subject to a probationary work period, during which their cleaning performance will be reviewed. The duration of this period will be determined by the Village Administrator.

#### **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- Experience and qualifications of the company and staff.
- Quality and thoroughness of the work plan.
- Cost effectiveness of the proposal.
- References and past performance.

## **Instructions for Submitting a Proposal**

1. Bidders may request a tour of the village hall by scheduling an appointment with Village Clerk, Sabrina Waswo at 262-877-2858 or [clerk@twinlakeswi.gov](mailto:clerk@twinlakeswi.gov). For a tour of the Twin Lakes Police Department, contact Sara Foster at 262-877-9056 or [sfoster@twinlakeswi.gov](mailto:sfoster@twinlakeswi.gov).
2. Proposals must be submitted by September 18, 2024. Clearly mark them with the company name, contact person, mailing address, and telephone number of the bidder.
3. The Village shall not reimburse any bidder for any cost incurred in preparing a proposal, tour of the building, or interviews.
4. The Village reserves the right to determine, in its sole reasonable discretion, whether any proposal meets the needs or purposes intended and is within the approved budget. The Village does not base its award on prices alone.
5. The final award shall be made by the Village Board in the best interests of the Village of Twin Lakes.
6. The Village reserves the right to conduct such investigations as it deems necessary to assist in the evaluation of any proposal to establish the experience, responsibility, reliability, references, reputation, qualifications, or financial ability of any bidder. The purpose of such investigation is to satisfy the Village that the bidder has the experience, resources, and commercial reputation necessary to supply the specified equipment and to perform the necessary warranty and product support in accordance with the proposal.
7. The Village reserves the right, if it deems such action to be in its best interests, to reject any and all proposals or to waive any irregularities or informalities therein. Any incomplete, false, or misleading information provided by any bidder shall be grounds for rejection of the proposal.
8. No Bid shall include federal excise taxes or state or local sales or use taxes.
9. Proposals received as a result of this request are prepared at the bidder's expense and become Village property and is therefore a public record upon opening by the Village.
10. By submitting a proposal, the offeror acknowledges that (a) the preparation of the bid, and other quotations herein contained, does not obligate the Village in any way; (b) the Village assumes no obligation to enter into an agreement for the work; (c) all bid documents are understood; and (d) the offeror has the equipment, technical ability, personnel and facilities to complete the work as specified herein in accordance with the bid documents.

The deadline to submit bids is September 18, 2024 at 4:00 p.m. Bids should be sent to Village Clerk, Sabrina Waswo either via email at [clerk@twinlakeswi.gov](mailto:clerk@twinlakeswi.gov) or delivered/mailed to 105 E. Main St., PO Box 1024, Twin Lakes, WI 53181.