



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

PROJECT DETAILS

Scope of Work

The Village of Orland Park, Illinois is requesting proposals for all custodial, cleaning and janitorial services for the Village of Orland Park Recreation and Parks Department Sportsplex.

LOCATION OF WORK AND SPECIFICATIONS:

LOCATION	SQUARE FOOTAGE	FREQUENCY OF SERVICE
Sportsplex 11351 W. 159th Street	90,000	7 days/week

FACILITY SPECIFIC REQUIREMENTS

SPORTSPLEX

During **Winter Hours:** (October 1st – March 31st) 1st Shift 7am – 3:30pm (1 Staff), 2nd Shift 3:30pm – 12am (1 Staff), 3rd shift 10pm to 6:30am (1 Staff). 7 days a week.

During **Summer Hours:** (April 1 – September 30) 1st shift 10:30a – 2:30pm (1 Staff), 2nd shift 3pm to 7pm (1 Staff), 3rd shift 10pm to 6:30am (1 Staff). 7 days a week.

See Exhibit A – Cleaning specifications and operations/order of cleaning.

See Exhibit B - Athletic and Wood Floor Specifications for additional information regarding athletic floor maintenance.

GENERAL REQUIREMENTS

1. Contractor shall employ sufficient and competent supervisory personnel with proven performance records.
2. Sportsplex shall be kept clean and operating without interruption of services.
3. Scheduled monthly inspections by Contractor's Management shall be made on site with Sportsplex Facility Manager.
4. Random inspections of areas where work is to be performed will be made by the Village without notice to the Contractor.
5. The Village has limited available storage for Contractor equipment and supplies. The Sportsplex will supply limited secure storage area(s) for the Contractor's use. The storage area(s) must be kept clean by the Contractor and have cleaning supplies and equipment properly stored as not to present a hazard.



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

6. The contractor shall agree to establish a dedicated email address to serve as the official housekeeping communication log and management record. This email account shall be continuously monitored by contract managers and supervisor to ensure adherence to specifications, cleaning staff follow-up, and quality control. E-mails should be responded to within 24 hours and phone calls should be returned within 1 hour.
7. Any staff or other customer complaints shall be addressed as quickly and efficiently as possible by the Contractor.
8. All required submissions/reports/schedules/etc. shall be submitted electronically (.pdf) to the Sportsplex Facility Manager.
9. Contractor must provide a staff schedule for the Sportsplex Facility Manager on a monthly basis.
10. Contractor must provide accurate weekly records of time for all staff.
11. Contractor shall promptly report to Facilities staff/manager any occurrences or situations requiring building maintenance attention.
12. Contractor shall prohibit employees from disturbing papers on desks, opening desk or file drawers, using telephone, office, or other equipment, which is provided for official Village use.
13. All Contractor personnel shall be able to verbally communicate in a common language with the Village and tenants. While on duty, all employees shall be cleanly and neatly dressed.
14. While on duty, all Contractor employees shall be identifiable by approved Company uniform and a photo identification badge.
15. Contractor will be responsible for the safe and OSHA approved clean up and disposal of bodily fluids including blood, vomit, and fecal matter. Contractor and all employees and/or agents shall be aware of and properly trained in OSHA Blood Borne Pathogens Exposure and HIPAA Guidelines. Documentation will be provided to the Village on an annual basis for all employed staff.
16. Employees must be fingerprinted and be given a background check prior to working at the facility.
17. Contractor shall furnish and maintain in a sanitary condition the necessary, tested and approved implements (i.e. cleaning tools, vacuums, mops, brooms, etc.) and machinery for the satisfactory performance of their services.



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

18. Contractor will ensure that all employees and/or agents shall abide by all safety rules and regulations, which may be promulgated from time to time by either the Village or Contractor as they pertain to the operations.
19. Contractor and all employees will participate in a Site Safety Orientation for each site they are assigned to provide services, and ensure they understand how to respond to an emergency while on duty.
20. Contractor shall provide proper and sufficient training and orientation to Contract Staff in order to satisfy service.
21. OSHA compliant safety signage shall be posted by the Contractor when required.
22. All necessary cleaning should take place during high level Covid periods or any global pandemic.

SUPPLIES:

The Contractor shall furnish all labor, tools, cleaning equipment, transportation, insurance, and all other services necessary to complete the work as specified herein.

1. **The Village shall purchase and supply:** paper towels, wastebasket liners, soap and hand sanitizers for dispensers in public and employee restrooms, batteries, air fresheners, urinal blocks, and toilet paper for use by the Contractor.
2. **The Contractor shall purchase and supply:** all other cleaning equipment and supplies not listed above. The Contractor will supply Green Clean approved cleaning solutions, cleaning soaps, detergents, waxes, polishes and brooms, mops, rags, sponges, squeegees, buckets, mechanical polishers, buffers, vacuum cleaners, and any other item, tool or equipment needed to clean and/or sanitize Village facilities. All equipment and tools shall be of high quality and OSHA and/or EPA approved.
3. The Village applies basic **Green Clean standards** to its proposal requirements as a socially responsible initiative in concern for the general health of employees and visitors.

As environmentally safe products are available at similar prices to standard cleaning products, all contractors shall be Green Clean certified and use approved Green Clean products while providing the custodial services outlined in this RFP to the Village. Unapproved or unauthorized cleaning compounds will not be allowed to be brought into Village facilities.

Copies of Green Clean Certification must be included in the bid package.

4. All cleaning supplies purchased by Contractor shall have up-to-date safety data sheets (SDS) at each location and provide all SDS information to the Village. The contractor shall supply



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

the Village with a digital version of the Safety Data Sheet (SDS) for each chemical, soap, solution, or other cleaning detergent/wax, etc. used within a Village facility.

SECURITY:

1. It is the responsibility of the Contractor to protect the properties of the Village of Orland Park ("The Village"). The Contractor shall be responsible for closing and locking doors and extinguishing all lights after he/she has completed an area.
2. Prior to commencing any work under this Contract, **all current and future employees of Contractor who may have access to any building shall be background checked and fingerprinted by the Village.** No employees will be allowed to work in any of the facilities until they have successfully passed the background check prior to the contract commencing. Due to the sensitive nature of the work to be performed, the Village reserves the right to request Contractor to substitute employees or in the alternative, to reject Contractor's bid or to terminate said Contract.
3. Contractor will notify Village immediately if any staff is arrested or charged during the period of their employment. The Contractor must provide the Village with enough detail of the charge(s) to enable the Village to make a decision as to whether the employee can remain on the job.
4. Within a 30-day period of commencing any work under this contract, all employees of Contractor working at any sites will provide proof of Blood Borne Pathogens training. No employees will be allowed to work in any of the facilities until they have received Blood Borne Pathogen training. Proof of the training must be kept on file by the contractor and made available to the Village upon request.
5. If an employee of the Contractor is found by the Village to be violating any security procedures, or found to be a security risk as outlined above, or found to be in neglect of his or her realm of responsibility, and/or found loitering in offices or unauthorized areas, the Village or designated staff has the right to have this person removed from the building, either permanently or until a meeting can be made with the Contractor to determine further disciplinary action. In addition, hours not worked by this individual in this case, are not billed to the Village.

ADDITIONAL CUSTODIAL WORK:

1. Additional custodial work may be requested by the Village, including emergency cleaning or other unforeseen sanitizing services. A proposal price should be provided on the Unit Price Sheet at a per hour basis for additional custodial services.

SUBTRACTION / ADDITION OF FACILITY SPACE:

1. Any **addition** of Village space shall increase the cost to the Village by use of a per square foot cost provided by the Contractor as noted on the Unit Price Sheet. Any **reduction** in



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

space shall decrease the cost to the Village according to the monthly cost per location provided by the Contractor as noted on the Unit Price Sheet.

DEDUCTIONS FROM PAYMENT FOR OMITTED OR UNACCEPTABLE WORK:

In the event that the specifications or the cleaning frequencies are not performed within the standards set, then, at that point, the Village will:

1. Set up a meeting with the Contractor to discuss the situation and advise him/her of a future deductible if the situation is not remedied.
2. In staff emergency situations, a plan must be in place to have a backup staff member arrive in place of any absence of an employee. The expectation would be to have a staff member present during all scheduled shifts regardless of the situation.
3. The Village will determine by percentage the amount of cleaning that was omitted and make that percentage of deduction from the monthly bill.
4. If this deduction procedure repeats, it will be at the Village's discretion to exercise the Right to Terminate Contract.

The Contractor shall provide and schedule sufficient personnel to fully, competently, and timely perform all specified work noted below (or required herein) to ensure that the premises and all appurtenances thereto are maintained in a sanitary, clean, and neat condition satisfactory to the Village. If above noted required services are not completed to the satisfaction of the Village, refer to "Deductions from Payment for Omitted or Unacceptable Work".

TRIAL PERIOD:

The successful bidder will be awarded the contract based on a 90-day trial period, during which time the Village may terminate the Contract at will. If the successful bidder does not comply with the specifications as written, that bidder will be dismissed from all duties, and the Village will select the next lowest responsible bidder.

The Specifications for this RFP #25-035 are attached as *Exhibits*.

Exhibit A – Cleaning Specifications and operations/order of cleaning.

Exhibit B – Athletic and Wood Floor Specifications.

It is expressly understood and agreed to by both Parties that in no event shall the total amount to be paid by the Village for the complete and satisfactory performance of services, exceed the proposed amount. Said price shall be the total compensation for Consultant's performance hereunder including, but not limited to, all work, deliverables, materials, supplies, equipment, sub-Consultant's fees, and all reimbursable travel and miscellaneous or incidental expenses to be



ORLAND PARK

RFP #25-035

Sportsplex Custodial, Cleaning and Janitorial Services

incurred by Consultant. In the event the Consultant incurs cost in excess of the sum authorized for service, the Consultant shall pay such excess from its own funds, and the Village shall not be required to pay any part of such excess, and the Consultant shall have no claim against the Village on account thereof. For the avoidance of doubt, in no event shall Consultant be entitled to receive more than the proposed amount and this amount includes all costs incurred by Consultant in connection with the work and services authorized hereby, including, but not limited to: (i) any known or unknown and/or unexpected condition(s); (ii) any and all unforeseen difficulties; (iii) any unanticipated rises in the cost of labor, materials or equipment, changes in market or negotiating conditions, and errors or omissions made by others; (iv) the character of the work and/or services to be performed; and (v) any overrun in the time or cost necessary for the Consultant to complete the work due to any causes, within or beyond its control. Under no circumstances shall the Village be liable for any additional charges if Consultant's actual costs and reimbursable expenses for such work, service or deliverable exceed the proposed amount. Accordingly, Consultant represents, warrants and covenants to the Village that it will not, nor will Consultant have anyone on its behalf, attempt to collect an amount in excess of the proposed amount agreed to by the Consultant.