

# N RVCS

New River Valley Community Services

REQUEST FOR PROPOSAL:  
CLEANING SERVICES  
March 23, 2018

RFP Website: [www.nrvcs.org](http://www.nrvcs.org)

Contact Person for RFP:

Deborah Whitten-Williams  
Finance Director  
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# **REQUEST FOR PROPOSALS**

## **New River Valley Community Services**

### **Multiple Office/ Facility Cleaning Services**

New River Valley Community Services (hereinafter called "NRVCS") invites qualified independent Cleaning Contractors having sufficient experience in performing cleaning services for medium to large facilities in accordance with the specifications outlined in this Request for Proposal (RFP) to submit a proposal. There is no expressed or implied obligation for NRVCS to reimburse contractor for any expense incurred in preparing proposals in response to this request.

#### **BACKGROUND**

NRVCS provides mental health, intellectual disability, crisis and substance use treatment services for adults and children living in the City of Radford and the counties of Floyd, Giles, Montgomery and Pulaski. NRVCS has 23 locations with over 800 employees. We have employees in traditional offices, schools, community sites and other mobile locations. We receive funding from the state and federal governments as well as the City of Radford, the counties of Floyd, Giles, Montgomery and Pulaski. NRVCS is required by state code to charge for its services, a sliding fee scale is utilized as well as billing Medicaid, Medicare and private insurance.

NRVCS was established over forty eight years ago by state statute to provide comprehensive community based behavioral health services. A total of forty community services agencies exist around the state of Virginia. As an agent of local government, we are a multi-jurisdictional agency serving the 4 counties and 1 city mentioned above.

### **ASSISTANCE AVAILABLE TO CONTRACTOR**

The NRVCS Facilities Services staff, consisting of the Facilities Services Lead, the Team Facilitator, and several Facility Technicians are available to provide direction and to support the work of the Cleaning contractors.

### **CLEANING SERVICE PERIOD**

After an initial six month provisional period, NRVCS intends to continue the relationship with the selected contractor for a three (3) year term, with two (2) optional one-year renewals.

### **SCOPE OF SERVICES**

See attached list of NRVCS facilities and their locations to be cleaned on a routine basis and the list of specific cleaning work to be performed (Attachments A & B).

**SUBMISSION OF PROPOSALS AND TIME SCHEDULE FOR AWARDING THE CONTRACT**

Proposals must be submitted in a sealed envelope marked "RFP - Cleaning Services" to:

Deborah Whitten-Williams, Director of Finance and Administration  
New River Valley Community Services  
700 University City Blvd.  
Blacksburg, Virginia  
24060

Proposals must be physically **received by 4:00 p.m. Eastern Standard Time, April 12, 2018.** (Under no circumstances will late delivery be accepted.) Four copies of the proposal should be submitted.

It is anticipated NRVCS staff will review and rank the proposals, invite contractors for interviews, and award a contract by April 30, 2018.

NRVCS reserves the right to modify the dates for preliminary selection and final contract approval based on unanticipated delays in the process.

Any questions should be directed to Deborah Whitten-Williams, Finance Director, in writing at the above address. Written responses will be available to all interested parties on the NRVCS Website identified on the cover page of this Request.

### **PROPOSAL AND AWARD SCHEDULE**

March 23, 2018	Distribute Requests for Proposal
April 12, 2018	Proposals Due to Finance Director's Office (Due by 4:00 p.m.)
April 13 - 19, 2018	Interviews
April 20, 2018	Contract Award

### **DESCRIPTION OF PROPOSAL ELEMENTS AND SELECTION PROCESS**

Four copies of the proposal should be submitted at the time and place indicated in  
SUBMISSION OF PROPOSALS AND TIME SCHEDULE FOR AWARDED CONTRACT.

In order to standardize the review process, the Contractor's proposal must be presented in the following format and include the designated information which mirror the elements to be evaluated in the selection process.

1. Letter of Transmittal
  - a. Briefly state your understanding of the work to be accomplished and whether or not you can perform the work within a reasonable routine schedule.

- b. Provide the names of the persons who will be authorized to make representations for your agency, their titles, addresses, and telephone numbers.
  
2. Profile of the Agency (provide/state how the agency meets the following)
  - a. Provide information on whether the agency is local, state-wide, or national.
  - b. The agency is independent and licensed to practice in Virginia.
  - c. Give the location of the office from which the work is to be performed and the number/types of staff employed.
  
3. Summary of Proposer's Qualifications (in addition to minimum qualifications)
  - a. Identify the staff who will work at the various NRVCS sites.
  - b. Include background and experience of those to be assigned to NRVCS facilities.
  
4. Describe recent work experiences similar to what is being requested and for an entity that approximates the size and complexity of NRVCS.
  
5. Scope Section
  - a. Clearly describe the scope of the required services to be provided (see Attachments A & B).
  - b. Describe assistance and required supplies and equipment expected from NRVCS staff, other than outlined in the RFP.
  
6. Compensation
  - a. Estimate the total hours and maximum fee for the services to be provided. Include the cost breakdown by facility.
  - b. For each additional proposal year, including extensions, please provide the Total hours and maximum fee.

7. References

- a. Please provide a minimum of three (3) references that NRVCS may contact regarding cleaning services provided by your agency. Please include entity name, contact person's name and position, address, phone number and email address.

**ADDITIONAL INFORMATION**

1. NRVCS reserves the right to reject any and all proposals or accept the proposal it considers most favorable to NRVCS's needs. NRVCS further reserves the right to reject all proposals and seek new proposals when such procedure is in the best interest of NRVCS.
  
2. Responses to this RFP will become an attachment to the contract.

**EVALUATION OF PROPOSALS**

Proposals will be evaluated using a predetermined method to ascertain which best meets the needs of NRVCS. The evaluation will consider:

1. How thoroughly the proposal depicts an understanding of the work to be performed.
  
2. The cleaning team's experience and professional development, including experience in cleaning large facilities.
  
3. Experience maintaining long-term business relationships with other purchasing agencies such as NRVCS.
  
4. Cost, although a significant factor, may not be the dominant factor. Cost is particularly important when all of the other evaluation criteria are equal.

After the top three to five candidates have been selected through the above process, oral interviews will be arranged to assist in making the final selection.

## ATTACHMENT "A"

### **Cleaning Services Locations & Frequency:**

**One building in Blacksburg – 56,044 Square Feet – Five Days per week**

#### **Five Buildings in Radford**

22,400 Square Feet – Five Days per week

500 Square Feet – Two Days per week

9,600 Square Feet – Five Days per week

3,023 Square Feet – Five Days per week

2,673 Square Feet – Three days per week

#### **One Building in Pulaski**

Approx. 7,500 Square Feet – Five Days per week

#### **One Building in Floyd**

Approx. 2,100 Square Feet – Two days per week

#### **One Building in Pearisburg**

3,200 Square Feet – Four Days per week



# Attachment "B"

## Scope of Services

Service	Daily	Weekly	Monthly	Quarterly
Empty Wastebaskets	X			
Dust all surfaces	X			
Clean and sanitize phones		X		
Clean and Sanitize drinking fountains	X			
Low Dust all horizontal surfaces	X			
High Dust all horizontal surfaces		X		
Spot Clean Desk Top		X		
Spot Clean lobby and office area glass windows/doors/partition glass	X			
Clean entire lobby and waiting area interior glass areas		X		
Dust all window blinds and sills		X		
Remove dust from and cobwebs from ceilings, molding and baseboards			X	
Dust and damp mop resilient and hard floors or vacuum carpeted floors	X			
Spot clean stains on carpeted areas		X		
Vacuum furniture		X		
Spot clean stains and spills on furniture			X	
Clean, sanitize and polish all bathroom surfaces to include floors, mirrors, glass, toilet bowls, sinks, basins and urinals	X			
Spot clean doors and walls	X			
Empty all wastebaskets, insert liners, sanitary containers, clean and sanitize	X			
Refill all dispensers-paper towels, toilet paper, soap, hand sanitizer	X			
Sweep, damp mop and sanitize all bathroom floors.	X			
Damp clean and sanitize table tops, counter tops, sinks, back and sides of chairs	X			

# Attachment "B"

Damp clean chair and table legs and bottom pedestals of tables		X		
Wipe and refill napkin holders	X			
Clean and sanitize drinking fountains	X			
Clean and Sanitize doors, frames, refrigerator doors, microwave exteriors, push plates, coffee pots and interior and exterior glass surfaces	X			
Sweep, damp mop and sanitize all hard floors	X			
Vacuum any carpeted areas	X			
Notify facility contact of any irregularity (i.e. defective plumbing, leaks, unlocked doors, needed supplies, whatever)	X			
Turn off all lights, close windows, lock doors and secure facility for the night	X			
Customer Service visits		X		
Formal Customer Service Review with operations manager			X	
Review/feedback communications logs	X			
Additional Services as Contracted to Include entry way sweeping, emptying cigarette receptacles and exterior door and window cleaning.				

**Additional Services: to be contracted by facility**

- Entry Way daily sweeping
- Empty outside trash cans
- Exterior and Interior entry glass cleaning daily
- Empty cigarette receptacles and pick up all cigarette butts in mulched areas twice weekly or as needed