Request for Proposals - Custodial Services

West Michigan Airport Authority

July 27, 2021

The West Michigan Airport Authority is seeking Custodial Maintenance services for the Airport Business Center at West Michigan Regional Airport, 60 Geurink Boulevard, Holland, Michigan. This facility is approximately 7,821 square feet and provides an important first impression to visitors to this community. The initial contract period for this project will be six (6) years ranging from Fall of 2021 through fall of 2027. The final agreement may be extended up to an additional three (3) years at the sole discretion of the Airport Authority.

**Scope of Services**

The Authority is seeking proposals for maintaining the overall cleanliness & appearance of this facility with services including:

1. **General cleaning** of all areas of the Airport Business Center. Cleaning is to include:
   1. Vacuuming of all carpets & door mats;
   2. Dusting of all hard surfaces, ledges, shelves, furniture, and work spaces;
   3. Spot cleaning of all glass surfaces including office windows and doors; visual inspection is expected every cleaning
   4. Spot cleaning of walls, as needed;
   5. Spot cleaning of electronic surfaces including TV & computer monitors;
   6. Sweeping and mopping of all hard floor surfaces;
   7. Cleaning & disinfecting of all sinks & drinking fountains;
   8. In-depth cleaning and disinfection of all restroom facilities & surfaces;
   9. Emptying of trash bins to designated area;
   10. Replacement of urinal pads;
   11. Refill & replacement of toilet paper and paper towel dispensers;
   12. Refill of all soap containers; as needed,
   13. Replacement of all trash bin liners.
   14. Dusting of all conference room furniture
   15. Spot cleaning of fabric surfaces/furniture; visual inspection is expected every cleaning

These services will occur two or three times per week, depending on the final terms of the agreement.

1. **Incidental or scheduled cleanings**, to include:
   1. Scheduled bi-annual cleanings (spring & fall) of all interior & exterior window surfaces;
   2. Carpet cleaning & stain removal, scheduled as needed;
   3. Deep cleaning & stain removal of furniture upholstery; scheduled as needed or recommended by contractor.

The selected contractor will be expected to provide their own equipment and materials to complete the necessary work outlined above. This is to include, at a minimum:

1. Vacuums;
2. Mops & buckets;
3. Any necessary rags, dusters, or similar items;
4. Appropriate cleaning chemicals for the various surfaces and materials in the Airport Business Center;
5. Ladders or similar equipment required to reach upper windows for scheduled cleanings,
6. Any other similar materials or equipment required to perform the duties outlined above.

The Contractor will be expected to operate between the hours of **6:00 pm - 10 pm.** Additionally, the Contractor will be expected to provide a designated point of contact for any questions, comments, and complaints. Complaints will be expected to be resolved within 24 hours of being delivered to the contractor. It is our expectation that the selected contractor will be proactive in it’s approach and resolve clear cleaning needs in a timely manner. Questions regarding custodial items that are outside of the scope of service, but the contractor feels need to be addressed will be brought to the Authority’s attention when identified and the Contractor will provide a proposed solution for the Authority’s consideration.

The prospective Custodial Services provider is encouraged to visit the site prior to submitting a proposal.

**Indemnification**

The Contractor will agree to defend, indemnify, and save harmless the West Michigan Airport Authority from any and all claims and liabilities that may result from the Contractors work. This covenant of indemnification shall include reasonable attorney’s fees and costs incurred by the West Michigan Airport Authority in defense of such claim or liability.

**Insurance**

The contractor is to maintain the following insurance:

1. General liability insurance with bodily injury limits of not less than $1,000,000.
2. Automobile Liability insurance with bodily injury limits of not less than $1,000,000.
3. Workers Compensation insurance in accordance with statutory requirements and employer’s liability insurance with limits of not less than $100,000 for each occurrence.
4. Property Damage insurance in an amount of not less than $1,000,000.
5. Dishonesty and bonded coverage for employees of Contractor.

**References**

The bidder is to submit at least three (3) references having direct experience with the company’s work cleaning office buildings.

**Proposal**

Cost/Month Annual Cost

2 cleanings per week

3 cleanings per week Cost/Month Annual Cost

Cleaning of interior windows per occurrence

Cleaning of exterior windows per occurrence

Cleaning of carpet & stain removal per occurrence

Cleaning furniture/upholstery & stain removal per occurrence

**Proposals are due by 5:00 p.m. on Thursday August 26, 2021**. Two (2) sealed hard copies and one (1) PDF (USB or electronic) copy must be delivered to the reception desk at the City of Holland. The envelope should be addressed to:

**City of Holland Finance Office**

**270 River Avenue**

**Holland, MI  49423**

And conspicuously labeled as:

**Bid for 2022-2023 Custodial Services**

And must include the name of the contractor and business address.

The West Michigan Airport Authority reserves the right to accept or reject any or all bids, in whole or part, or rebid if it is in the best interest of the Authority. The Authority also retains the right to waive any informalities/irregularities in the bids, as well as the right to split the award or bid between two or more bidders.

Please send anyquestions to Airport Authority Project Administrator, Amanda Davio, at [a.davio@wmraa.org](mailto:a.davio@wmraa.org) by 5pm on **Monday, August 16th**.