



**NOTICE OF REQUEST FOR PROPOSALS
TOWN OF CHAPEL HILL, NORTH CAROLINA
FOR**

LIBRARY JANITORIAL SERVICES

DATE: July 13, 2026

RFP: P27-03

To: All Prospective Companies

From: Lenore Bishop, Purchasing & Contracts Manager

Subject: Library Janitorial Services

The Town of Chapel Hill is seeking proposals from qualified organizations to provide janitorial services at the Chapel Hill Public Library in the Town of Chapel Hill.

A **mandatory pre-proposal meeting and site visit** will be held on **Thursday, July 30, 2026, at 9:30 am** in Meeting Room B at the Chapel Hill Public Library, 100 Library Drive, Chapel Hill, NC 27514. Attendance at this meeting is **MANDATORY** if you wish to submit a proposal; failure to attend the meeting will disqualify the proposal. A tour of the Library will follow the meeting.

Questions concerning this Request for Proposals (RFP) must be submitted in writing no later than **2:00 pm on August 5, 2026**, to Carissa Kennedy, Chapel Hill Public Library via e-mail at ckennedy@chapelhillnc.gov. All responses to the submitted questions will be emailed to the pre-proposal meeting attendees on August 11, 2026.

All submittals must be emailed to the Purchasing and Contracts Manager, Lenore Bishop, at lbishop@chapelhillnc.gov. Proposals must be received by **2:00 pm on August 19, 2026**. All submissions must have the subject line – **“RFP # P27-03 – Library Janitorial Services – “Company Name””**.

If you have any questions concerning the bidding procedures, please contact the Purchasing Division at (919) 969-5022.

Section 1 – Procurement Process and Contract Guidelines

1. Project Schedule.

Date	
July 13, 2026	RFP Released
July 30, 2026	Mandatory Pre-proposal Meeting and Site Visit at 9:30 am EST at the Chapel Hill Library
August 5, 2026	Questions due in writing by 2:00 pm EST
August 11, 2026	Responses to Vendor Questions will be provided in an Addendum. The Addendum will be emailed to the Pre-proposal meeting attendees.
August 19, 2026	Proposals Due by 2:00 pm EST
August 19 – August 27, 2026	Proposal Evaluations
October 1, 2026	Contract Start

2. Pre-Proposal Meeting.

A **mandatory** pre-proposal meeting will be held to review the RFP requirements and scope on **Thursday, July 30, 2026, at 9:30 am** in Meeting Room B at the Chapel Hill Library, 100 Library Drive, Chapel Hill, NC, 27514.

A **mandatory** site visit will follow the meeting. The site visit is expected to last until 11:00 am.

3. Questions about the RFP.

Any questions regarding this RFP should be sent in writing via email to ckennedy@chapelhillnc.gov with “**Library Janitorial Services**” in the subject line. Questions should be sent no later than August 5, 2026, by 2:00 pm EST.

Answers will be published in the form of an addendum by August 11, 2026. The addendum will be emailed to the pre-proposal meeting attendees.

No personal contact with Town of Chapel Hill employees or Town Council, except for the designated project contacts, is allowed during the RFP process. Any vendors contacting Town department(s) directly may subject the proposal to being rejected.

4. Proposal Submission.

Providers’ proposals must be emailed to the Purchasing and Contracts Manager, Lenore Bishop at lbishop@chapelhillnc.gov. **All proposals must be received by 2:00 pm EST on August 19, 2026.** The email subject line must read “RFP #P27-03 – Library Janitorial Services – Company Name”. Any submissions received after 2:00 pm EST on the Town’s internal server will be rejected.

5. Preparation Costs.

The Town of Chapel Hill will not pay any costs associated with preparing, submitting, or evaluating proposals.

6. Time for Consideration.

The Town shall have a period of ninety (90) calendar days from due date of the proposals in which to award the contract. The Proposer shall be bound by their proposal during that time. A company may withdraw a proposal by written request prior to the date and time of the proposal opening or after the 90-day time for consideration if a contract has not been awarded.

7. Town's Rights and Options.

Nothing herein is intended to exclude any responsibilities or in any way restrain or restrict competition. All contractors are encouraged to submit proposals. The Town of Chapel Hill reserves the right to take any action during the process of this RFP that is in the best interest of the Town. The Town reserves the right to waive any informalities and to reject any and/or all proposals. In addition, the Town reserves the right to cancel a solicitation at any time prior to the award of a contract.

Section 2 – Contract Requirements

1. Contract Requirements.

The Town seeks to award a one-year contract with the selected Provider starting on October 1, 2026, with the option for the Town of Chapel Hill to continue services under the same terms and conditions set forth herein for up to 4 (four) subsequent years. The Provider shall sign a Contract with the Town similar to Attachment A – Sample Contract before providing the Services.

1.1. The following Contract sections are **required** for Town contracts:

- 1.1.1. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents, and employees from all loss, liability, claims, or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Contractor, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibit attached hereto, the Town shall not consent to limitations of Contractor liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibit attached hereto that calls for the Town to indemnify the Contractor shall be only to the extent allowed by law.
- 1.1.2. Insurance Provisions: The Contractor shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Contractor's Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers' Compensation - \$100,000 for both employer's liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for Contractors having access to personal identifying information and/or computer networks. The Town may also require evidence of supplementary insurance coverages depending on the services provided under this agreement.
- 1.1.3. Non-Discrimination: The Contractor contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
- 1.1.4. Federal and State Legal Compliance: The Contractor must be in full compliance with all applicable federal and state laws, including those on immigration.
- 1.1.5. E-Verify: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any subcontractors are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.

1.2. The provider must be registered and have an active status with the Office of the North Carolina Secretary of State to contract with the Town.

2. Contracting with Small, Minority and Women's Business Enterprises.

The Town encourages all businesses, including minority, women-owned businesses to respond to all Request for Proposals.

3. Prohibited Contract Terms.

In no event shall there be any of the following unless Town's express written agreement is obtained: (1) any limitation on, or disclaimer of, implied or express warranties or the liability of the Contractor; (2) any limitation on damages, including a limitation of consequential damages; (3) any requirement for arbitration or for mandatory mediation; (4) any requirement that Town officials or employees keep information confidential or any requirement that records be kept confidential by the Town unless the requirement for confidentiality meets the requirements of the Public Records Law.

4. Open Records.

Information submitted to the Town of Chapel Hill is public information and is available upon request in accordance with the North Carolina Public Information Act. As provided by North Carolina statute and rule, the Town will consider keeping confidential the trade secrets, which the Company does not wish to be disclosed. For such information, the Company must mark each page in boldface at the top and bottom as "CONFIDENTIAL." In spite of what is labeled as a trade secret, the determination of whether it is or not will be determined by North Carolina General Statutes 132-1.2(1). Once a final price is negotiated, the cost information will not remain confidential. Any other public information may not be deemed confidential; therefore, it is requested that only the necessary confidential pages be marked.

5. Contract Form.

The contract to be awarded will be in the form of the Town of Chapel Hill's contract. A sample contract is included as Attachment A. This is a locally funded procurement. No federal assistance contract terms apply.

Section 3 – Scope of Work

1. Background.

The purpose of this RFP is to solicit offers to establish a contract to provide professional janitorial services, including labor, equipment, and supplies at the Chapel Hill Public Library.

Anticipated start date for services to begin will be October 1, 2026. The Town anticipates the contract term will be for one (1) year with the option to renew for up to four (4) additional one (1) year terms.

The Town reserves the right to enter into Contracts with one (1) or more Providers, whichever is deemed to be in the best interest of the Town.

2. Information about Chapel Hill Public Library.

Chapel Hill Public Library is a heavily used, 63,000 square foot public facility that serves thousands of visitors every week. This two-story building is Leadership in Energy and Environmental Design (LEED) Silver certified and employs high-efficiency mechanical systems, intelligent lighting controls, natural lighting, water conservation and stormwater runoff control, and uses post-industrial recycled, post-consumer recycled, and regionally sourced materials. In addition to library collections, the building contains public meeting rooms, a catering kitchen, multiple computing areas, five (5) multi-stall public restrooms, an outdoor terrace, a coffee bar, and a variety of back-of-house staff workrooms, offices, and bathrooms.

3. Hours, Holidays, and Facility Closures.

Library Hours (subject to change):

- Monday – Thursday 10 am-8 pm
- Friday – Sunday 10 am-6 pm

On occasion, library events are held outside of normal hours of operation. When necessary, the Library's Contract Coordinator will notify the Custodial Provider about after-hours events with as much advance notice as possible so the Provider can arrange for cleaning impacted areas of the facility *after* the event is finished.

In the event of severe weather, power outage, or other short-term disruptions to the Library's normal hours of operations, the Library's Contract Coordinator will notify the Custodial Provider in advance or as soon as possible.

The Library is closed on the following holidays (subject to change):

- New Year's Day (January 1)
- Dr. Martin Luther King Jr's Birthday
- Easter
- Memorial Day
- Juneteenth
- Independence Day (July 4)
- Labor Day
- Thanksgiving (2 days)
- Christmas (3 days)

If some or all of the facility is closed for more than 24 hours for maintenance, repair, or emergency operations and a reduction in janitorial services is needed, the Library Contract Coordinator and Contractor will confirm in writing the dates and exact reduction of services that is to occur, and the agreed upon reduction in service fees. All efforts will be made to complete this confirmation prior to the reduction in services. And/or the Contractor and Contract Coordinator can have a discussion on the trade out of services.

4. Scope of Work.

4.1. Basic Services.

- 4.1.1. Daily cleaning service seven (7) days per week between the time the Library closes and 7 am, excluding holidays.
- 4.1.2. Daily afternoon porter service of at least two (2) hours, seven (7) days per week, excluding holidays.

4.2. Elective Services.

- 4.2.1. Semi-annual (twice yearly) machine scrubbing of restroom floors, catering kitchen floor, and slate tiles
- 4.2.2. Semi-annual (twice yearly) deep cleaning of carpet and rugs
- 4.2.3. Annual (once yearly) deep cleaning of upholstered chairs and benches
- 4.2.4. Annual (once yearly) glass cleaning of all interior building glass
- 4.2.5. Annual (once yearly) glass cleaning of all lobby and lower level entrance glass
- 4.2.6. Integrated pest management
- 4.2.7. Mat service
- 4.2.8. Laundry service

See Attachment B for detailed tasks and service frequency.

5. Service Provider Responsibilities.

These responsibilities are given as a general guideline to establish a minimum quality of service.

The Custodial Provider will furnish all labor, supervision, cleaning supplies, materials, equipment, and consumables to perform these services to a hospitality level of cleanliness, defined as the standard of cleanliness and hygiene maintained in hospitality facilities, such as hotels and restaurants. The Custodial Provider is expected to conduct the contract operations in a professional manner and to supply general accepted janitorial services in a manner that is satisfactory to the Library Contract Coordinator per the contract specifications.

5.1. General Responsibilities.

5.1.1. Efficient use of Chemicals.

The Custodial Provider shall:

- 5.1.1.1. Provide easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products.

- 5.1.1.2. Track the quantities of chemicals consumed over time by cleaning operations on at least a quarterly basis and provide to the Contract Coordinator upon request.
- 5.1.1.3. Train workers in the safe and effective use of all relevant chemical cleaning products.
- 5.1.1.4. Use the appropriate technology (coarse spray bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product in a manner that does not result in overuse and waste of the product.
- 5.1.1.5. Provide directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers.
- 5.1.1.6. Prevent other building areas from being adversely affected.
- 5.1.1.7. Reduce, minimize, or eliminate the need for using cleaning chemicals whenever possible.

5.1.2. Reducing Solid Waste.

The Custodial Provider shall:

- 5.1.2.1. Purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.
- 5.1.2.2. Whenever practicable, use reusable cleaning cloths or microfiber technology in lieu of paper products. Reusable cleaning cloths or microfiber must be cleaned or laundered prior to reuse.
- 5.1.2.3. Segregate and recycle all waste items from cleaning operations, including paper, glass, plastics, cardboard, other packaging materials, empty chemical containers, and worn equipment that are acceptable for recycling in the community.

5.1.3. Vacuum Use/Maintenance.

The Custodial Provider shall ensure that:

- 5.1.3.1. Vacuums are equipped with the proper filter or bag; the filters shall be changed or cleaned consistent with the manufacturer's recommendations.
- 5.1.3.2. Vacuum bags or canisters are changed or replaced when half full or when indicated by a bag sensor if vacuum is so equipped.
- 5.1.3.3. Precautions are taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.

5.1.4. Disinfection.

For cleaning operations that involve disinfection, the Custodial Provider shall:

- 5.1.4.1. Perform disinfection in areas or on surfaces where pathogens can collect and breed such as in restrooms or on door handles, bathroom faucets, and other fomites.
- 5.1.4.2. Use disinfectants only where required.
- 5.1.4.3. Perform disinfection using only U.S. Environmental Protection Agency (EPA)-registered disinfectants or EPA-registered disinfection devices.

- 5.1.4.4. When using chemical disinfectants or cleaner/disinfectants, follow product label directions for preparation of disinfecting solutions (e.g., dilution rate), and the appropriate disinfecting and cleaning method for the area to be cleaned (e.g., dwell time and whether pre-cleaning is required).
- 5.1.4.5. Use restroom cleaning equipment specifically for restroom cleaning only. Restroom cleaning equipment, except powered equipment, shall not be used to clean any other areas of the building.

5.1.5. Trash/Recycling/Composting.

The Custodial Provider shall support our efforts to minimize the use of plastic garbage bags and keep recyclables and compostable materials out of the trash dumpster whenever possible. The Custodial Provider shall ensure that:

- 5.1.5.1. Trash, recycling, and compost areas are kept clean and free of food particles and debris.
- 5.1.5.2. Trash, recycling, and compost containers are emptied and returned to their appropriate locations. Soiled or torn liners are replaced with a new liner. Containers are cleaned with warm water and disinfectant soap to deodorize and remove non-permanent stains and soil from interior and exterior. Dry containers before reinstalling liners and replacing them.
- 5.1.5.3. Trash, recycling, and compost are disposed of in the appropriate containers outside the building.
 - i. Trash dumpster doors are closed when not in use. Garbage bags are firmly tied closed and not left outside the dumpster.
 - ii. All mixed recycling is deposited into the rolling recycling carts outside the building. If recycling bags have non-recyclable items in them, they should be disposed of in the trash dumpster. Plastic bags should not be placed in the outdoor recycling bins.
 - iii. All corrugated cardboard is flattened and placed in the marked cardboard container outside the building.
 - iv. All compost is deposited into the rolling compost carts outside the building. If compost bags have non-compostable items in them, they should be disposed of in the trash dumpster. Plastic bags should not be placed in the outdoor compost bins.

5.1.6. Graffiti.

The provider shall notify Contract Coordinator if graffiti is found on the premises. Because certain types of graffiti require a police report and must be documented before removal, the Custodial Provider should consult with the Contract Coordinator on how to proceed. In general, graffiti should be removed as quickly as possible after notifying the Contract Coordinator. If graffiti will not come off, the Contract Coordinator shall be notified immediately.

5.2. Basic Service Responsibilities.

5.2.1. Non-carpeted Floor Maintenance.

The Custodial Provider shall:

- 5.2.1.1. Sweep, vacuum, or dust mop to remove and contain particulate matter to leave the floor surfaces uniformly clean of all dust, surface dirt, and debris. Brooms and dust mops shall be free of any oily compounds.
- 5.2.1.2. Damp mop using a clean mop and clean water with approved cleaning agent for its designated use and per manufacture's application methods to clean uncarpeted floors. Damp mopping shall leave the floor clean and free from streaks, standing water, non-permanent stains, and film. Scrub heavily soiled areas, as needed, to remove heavy soil stains and foot traffic marks. There shall be no splashes left on walls, baseboards, furniture, and other adjacent surfaces. The cleaning solution should be strong enough to remove soil but not the floor finish.

5.2.2. Carpet and Rug Maintenance.

The Custodial Provider shall:

- 5.2.2.1. Vacuum to remove all dust and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet or rug clean of spots and stains. Areas not accessible with beater brush/agitator type vacuum cleaner will be cleaned with a wand attachment or a portable vacuum.

5.2.3. Glass Cleaning.

The Custodial Provider shall:

- 5.2.3.1. Spot clean glass using approved products and methods leaving glass transparent and free of streaks, smudges, and handprints.
- 5.2.3.2. Clean glass using approved products and methods leaving glass transparent and free of streaks, smudges, and handprints. All dirt, grease, debris, and foreign materials should be removed from glass.

5.2.4. Dispensers.

The Custodial Provider shall:

- 5.2.4.1. Refill all dispensers, including paper towel, soap, hand sanitizer, period product, and toilet paper, and replace batteries as needed.

5.2.5. Day Porter Services.

The Provider shall provide at least two (2) hours of daily afternoon porter service Monday through Sunday between 1:00 pm and 3:00 pm to clean and disinfect bathroom surfaces, replenish bathroom supplies, remove waste from public restrooms, catering kitchen, and outdoor receptacles, vacuum mats at entrances to building, sweep and pick up paper debris around the outside kiosk, and perform additional tasks as time allows and as agreed upon by the Provider and Contract Coordinator.

5.3. Elective Service Responsibilities.

5.3.1. Machine scrub floors to remove stains and restore uniform appearance to floors.

- 5.3.1.1. Provide reasonable notice to building management prior to the commencement of non-routine floor cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Custodial Provider.
- 5.3.1.2. Perform periodic maintenance only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process.
- 5.3.1.3. When floor restoration chemicals are used, apply with mop-on or auto-scrubber methods rather than spray application.
- 5.3.1.4. Use burnishing or buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment.

5.3.2. Deep clean carpets and rugs.

- 5.3.2.1. Provide reasonable notice to the Contract Coordinator prior to the commencement of non-routine carpet cleaning operations. The timing and method of the notice shall be established by the Contract Coordinator in consultation with the Custodial Provider.
- 5.3.2.2. Perform carpet extraction on an as-needed basis to restore carpets to a clean appearance, at least twice per year.
- 5.3.2.3. Remove sufficient water from the carpet and provide sufficient airflow (e.g., use of blowers, increased outdoor air exchange) so that the carpet will dry in less than 12-hours when cleaning carpets or performing carpet extraction.
- 5.3.2.4. Schedule carpet extraction to coincide with a period of minimum building occupancy.

5.3.3. Glass Cleaning.

- 5.3.3.1. Provide reasonable notice to building management prior to the commencement of non-routine glass cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Custodial Provider.
- 5.3.3.2. Clean glass using approved products and methods leaving glass transparent and free of streaks, smudges, and handprints. All dirt, grease, debris, and foreign materials should be removed from glass.

5.3.4. Integrated Pest Management.

Custodial Provider will implement, to the extent feasible, an Integrated Pest Management (IPM) Program to ensure that cleaning services and pest control services are integrated and coordinated to keep pests out of the building. IPM strategies emphasize pest prevention and the safe and effective management of pest problems. This involves regular monitoring for the presence of pests inside and

around the structures of library buildings and, when necessary, implementation of appropriate control measures. The goal of the IPM program is to provide effective, long-term pest control, while minimizing the use of pesticides. The Custodial Provider shall furnish or cause to be furnished all labor and materials for the development and implementation of a comprehensive IPM program in the library facilities.

5.3.4.1. Routine IPM Services shall include the control of all pests in and around library buildings such as, but not limited to, cockroaches, ants, fleas, stinging insects and nests accessible from the ground or from windows, rats and mice, flies, fruit flies, silverfish, stored products pests; and incidental invaders, such as crickets, earwigs, midges, millipedes, centipedes, ground beetles, clover mites, birds, bats, and squirrels.

5.3.5. Mat Service.

Custodial Provider will implement, to the extent feasible, the use of walk-off matting both inside and outside building entryways that, at a minimum, meets the following requirements: 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point to the building. Wiper matting will also be used under the drinking fountains on the main floor and ground floor and at the dishwashing sink in the catering kitchen. Smaller mat sizes may be acceptable when the entry space does not allow for the required size. Color of mats to be approved by the Library Staff. Stained, spotted or soiled mats will be replaced.

5.3.6. Laundry Service.

Custodial Provider will provide, to the extent feasible, 100 bar mop towels (approximately 17" x 20") for use in the catering kitchen. The Custodial Provider will deliver clean towels and pick up soiled towels once each week.

6. Service Provider Performance Standards.

6.1. Accountability.

Contractor agrees to conduct themselves in a professional manner that promotes a safe, healthful, inclusive, sustainable, and productive work environment that aligns with the Town's core values of Responsibility, Equity, Safety, Professionalism, Ethics, Communication and Teamwork and upholds the mission and values of the Chapel Hill Public Library. Contractor is expected to exhibit a high degree of personal integrity, civility and professionalism at all times while using Town Facilities. This expectation applies to all interactions with staff, management, patrons, clients, and other contractors. Interactions may be verbal, nonverbal, physical, written, through imagery, electronic or digital means. Disrespectful, unprofessional, and/or uncivil behavior is unacceptable and may result in cancellation of contract.

6.2. Contract Coordination and Inspection.

The overall primary Contract Coordinator for this contract is Carissa Kennedy, Administrative Services Manager, Chapel Hill Public Library. Carissa may be reached at 919-969-2035 or by email at ckennedy@chapelhillnc.gov. An additional contact list of necessary staff will be shared with the Custodial Provider after the contract is awarded.

The Custodial Provider will maintain a 24-hour telephone answering service and provide contact within one hour by a responsible management official of the firm on a 24 hour-a-day, seven day-a-week basis. Provider shall be available by cell phone and have a functioning email address during all times of this contract where the Contract Coordinator, or designee, can communicate with the Contractor. During times when the Custodial Provider is unavailable the Provider shall designate a responsible management official and provide the Contract Coordinator with such contact information.

The Custodial Provider shall email the Contract Coordinator a minimum of once weekly to coordinate any service concerns and shall be available for building inspections with the Contract Coordinator at any time during the Library's normal operating hours.

6.3. Complaints and Responses.

The Custodial Provider shall correct all complaints and respond to requests for services within 24-hours, or sooner, as deemed necessary by the Library Contract Coordinator. All complaints shall be investigated by the Custodial Provider during the same working day, when possible. Any complaint which cannot be corrected during the same working day for reasons beyond the Custodial Provider's control shall be communicated to the Library Contract Coordinator.

The Town reserves the right to deduct fees from Custodial Provider's monthly payment for deficient work, work not performed, and work which is not satisfactorily corrected within a reasonable period. Should the Town choose to deduct part of the monthly fee, the Custodial Provider will be notified of the reason for, and the amount of the deduction in writing within three business days of the incident.

Deductions for poor service or omitted services will be calculated by the Library Contract Coordinator based on the impact that the service failure has on the facility. If service failures require the Library Contract Coordinator to obtain the services from within its own staff or from another source, costs for these services will be charged to the Custodial Provider and deducted from its next pay request.

6.4. Security.

The Library Contract Coordinator will provide keys and security code to the Custodial Provider and the Custodial Provider will be required to sign upon receipt for the key(s). The Town will duplicate keys at the Custodial Provider's expense, and the Custodial Provider will not be allowed to duplicate any keys for any reason. The Custodial Provider will immediately report any lost, stolen or misused keys and/or security code. If the contract is terminated, the Custodial Provider is to return all keys immediately.

The Custodial Provider will be responsible for securing the facility as he leaves or at specified times. The Custodial Provider will be given an alarm code and instructions for arming/ disarming the alarm.

The following alarm and security protocols are to be followed:

1. False alarm activations are to be immediately called into the alarm monitoring station (contact information will be provided) and resolved by the Custodial Provider.
2. If the Custodial Provider cannot arm or 'bypass' the alarm system (yet the doors are locked) the Library Contract Coordinator will be notified by phone/text and email within one hour of the facility opening to explain the problem.
3. If the facility cannot be locked and secured (for example: broken door, facility window broke) the Library Contract Coordinator will be immediately notified. Custodial Provider will remain on site until a Library or Town Maintenance staff person can arrive to secure the building.

Security protocols which are not properly handled will result in a charge to the Custodial Provider of \$25 per incident. This includes leaving building entrance/exit doors unlocked and not calling in false alarms to the monitoring station.

Any problems occurring on the premises which are reported to the police by the Custodial Provider, are also to be reported to the Contract Coordinator.

Only the Custodial Provider's employees (no friends, children, family members, etc.) are permitted on site when services are performed for liability and safety reasons.

6.5. Custodial Provider's Personnel.

- 6.5.1. The Custodial Provider must maintain and provide to the Library Contract Coordinator an up-to-date list of employees who are working at the library, updated as necessary.
- 6.5.2. The Custodial Provider shall be responsible for instructing its employees as to the rules and regulations governing the buildings, including all emergency equipment and phone numbers of emergency personnel.

6.6. Custodial Provider's Supervision of Employees

- 6.6.1. The Custodial Provider agrees to be responsible for and shall provide general supervision of all its employees working under this contract. The Custodial Provider shall ascertain that all its employees abide by the following rules:
- 6.6.2. They shall be of good integrity and character.
- 6.6.3. They will not be employees of the Town of Chapel Hill, or former employees of the Town of Chapel Hill who were terminated for cause.
- 6.6.4. They will have no convictions for violent crimes (homicide, rape, robbery, assault, sexual offense, etc.) or property crimes (burglary, larceny, shoplifting, etc.) for the last ten years. The Custodial Provider will present the results of a criminal records search for employees (going back ten years) to the Contract Coordinator. This will be done annually.

- 6.6.5. They shall not disturb any papers, boxes or other materials except those in trash receptacles or designated areas for trash, or unless such material is properly identified as trash.
- 6.6.6. They shall report any property loss or damage to their Supervisor immediately. The Supervisor shall report in writing, such damage to the Contract Coordinator within 24 hours. Written notice of the incident will be emailed or provided in hardcopy, specifying the location and extent of the damage. Failure to report such damage, as required, may be construed as default of the contract.
- 6.6.7. They shall not open drawers, file cabinets, turn on any computers or use other office equipment or Town property.
- 6.6.8. They shall not leave keys in doors or admit anyone into the building or office who is not a designated employee of the Custodial Provider. Authorized Town employees will have their own keys and Town ID card to show. All doors, which were locked upon entry, will be immediately relocked for safety reasons. All buildings with alarm systems will be turned on when leaving and off when arriving.
- 6.6.9. They shall not engage in idle or unnecessary conversation with Town employees, other employees of the Custodial Provider, tenants or visitors to the building.
- 6.6.10. They shall not remove any article or materials from the premises, regardless of its value or regardless of any employee's permission.
- 6.6.11. Upon written request of the Contract Coordinator to the Custodial Provider, any Custodial Provider's employees who fail to abide by these or other rules established by the Contract Coordinator will be immediately pulled off the job and replaced.

6.7. Equipment and Supplies

- 6.7.1. The Custodial Provider shall provide all equipment, paper products, hand liquid or foam soap, hand liquid or foam sanitizer, and cleaning supplies (adequate in kind, quantity and quality) for professionally performing these services in a manner that is satisfactory to the Contract Coordinator. The Custodial Provider's total array of cleaning products shall be consistent with the stated intention of facilitating the certificate of the Operations and Maintenance of the building under the LEED-EB standard, Silver Level.
- 6.7.2. The Custodial Provider shall use paper products that have at least 50% post-consumer recycled content and the paper towels shall be bleach-less. In addition, the Town requires that all toilet tissue that is used to be two-ply.
- 6.7.3. The Custodial Provider and Contract Coordinator will agree upon a location within the facility designated for extra supplies.
- 6.7.4. The Custodial Provider will provide the Contract Coordinator with a detailed list of all products used, their proposed use, and two (2) copies of each product Safety Data Sheet (SDS) before the commencement of work. One copy will be for the Contract Coordinator and one for the janitorial storage area. All products must be approved by the Contract Coordinator, and the Custodial Provider must use only the approved products for their designated uses and per manufacture's application

methods and time of product on the surface per label. Specific products may be required to clean specific surfaces.

- 6.7.5. All products (chemicals) shall be kept in a properly labeled container and a SDS kept on each item. There will be a clearly marked SDS notebook in the janitorial closet. Any changes/deletions/additions to the product list will require Contract Coordinator notification, and one (1) copy of the SDS for new products provided to the Contract Coordinator.
- 6.7.6. The Custodial Provider shall keep all janitor closets, storage rooms and other space assigned to their use clean, mopped dry, orderly, and locked at all times. Storage areas may not be used to store non-janitorial items. Exceptions for alternative storage locations shall be made only with prior written permission from the Contract Coordinator. If the janitorial closet is not kept clean and orderly, the Custodial Provider will receive one (1) written warning from the Contract Coordinator and given three (3) days to remedy the situation. If the closet is not clean and orderly by that date a deduction of \$25 per day will be taken.
- 6.7.7. All mop heads must be kept in a condition that are clean and odor free or be replaced. Janitorial cleaning mops, brooms and buckets shall be marked and separate from general purpose equipment at each facility.
- 6.7.8. Vacuum cleaners must meet, at a minimum, the Carpet and Rug Institute Green Label Program requirements and shall operate at a sound level of less than 70 decibels. Carpet extraction equipment must meet at a minimum the Carpet and Rug Institute Bronze Seal of Approval. Powdered floor maintenance equipment must be equipped with controls or other devices for capturing and collecting particulates and shall operate at a sound level less than 70 decibels.
- 6.7.9. Custodial Provider will maintain working paper, soap, and hand sanitizer dispensing hardware.

Current hardware includes:

- Soap - Preservation Brand Foam Wall Dispenser
- Hand Sanitizer - Purell ES8 Touch-Free
- Paper Towel – Georgia-Pacific enMotion

If the Custodial Provider wishes to switch out dispensers it must first be approved by the Contract Coordinator and at no additional cost to the Town. If hardware is broken and unable to be repaired, Custodial Provider will replace the hardware which will become property of the Town of Chapel Hill.

7. Service Provider Requirements.

- 7.1. The Company shall have been in business in the commercial janitorial service contracting business for a minimum of three (3) years in North Carolina.
- 7.2. Billing shall be done on a timely basis. The Custodial Provider shall submit monthly invoices for work completed in the previous month with the purchase order number clearly shown on the invoice to Accounts Payable (accountspayable@chapelhillnc.gov).

- 7.3. Custodial Provider shall be responsible for services provided by any subcontractor as if the Company were providing the service within its own organization. The Town will not differentiate between the Custodial Provider, the Custodial Provider's employees, or subcontracted employees. No portion of the work covered by these specifications can be subcontracted or assigned without prior approval of the Town Contract Manager. Requests to subcontract all of any portion of services required by this Contract will be submitted in writing to the Town Contract Manager.
- 7.4. The Custodial Provider shall be issued building keys and alarm codes, where applicable, for the performance of services as specified herein. A lost or stolen key jeopardizes the security of Town facilities, and the Custodial Provider shall be solely responsible for all costs incurred by the Town rekeying the lock system. No keys shall be duplicated, shared, or loaned out.
- 7.5. The Custodial Provider must assign a specific individual as the Contract Manager. The Custodial Provider, via the assigned Contract manager, shall be responsible for, but not limited to the following:
 - 7.5.1. Adherence to schedules
 - 7.5.2. Completion of basic and elective tasks (as applicable)
 - 7.5.3. Maintenance or replacement of cleaning equipment
 - 7.5.4. Notifying Town's Contract Manager of any personnel changes and providing background checks
 - 7.5.5. Training new personnel
 - 7.5.6. All cleaning supplies and paper products, except period products
 - 7.5.7. Providing SDS information for all products used.
 - 7.5.8. Contract Manager shall possess cleaning supervisory experience, be fully and adequately trained and have full working knowledge of cleaning and supervision.

8. Town Responsibilities.

- 8.1. The Town shall designate a staff point of contact with the Custodial Provider at the start of the service contract. This point of contact will serve to address any Company concerns or needs for completing the outlined service responsibilities. At minimum, the Library Contract Coordinator, or her designee, will attend quarterly scheduled meetings with the Custodial Provider's Contract Manager and site supervisors.
- 8.2. The Town shall facilitate any requests for meetings with additional Town staff.

Section 4 – Required Forms

Form 1: Submission Form

Providers shall affirm the below statements to complete a responsive Proposal. Signatures must be of a Provider company employee with the authority to enter into agreements.

Company Name: _____

Company Primary Contact: _____

Company Address: _____

Company Phone Number: _____

Company Email: _____

Company To Initial Each Statement:

- a. The Company has read, understands, and has signed all required forms and submitted them as part of this offer. _____
- b. The Company or authorized representative has read, understands, and accepts all terms and conditions as outlined herein, except for as noted on the Compliance Sheet. _____
- c. The Company's proposal is valid for a period of at least 60 days from date of submission. _____

Signature

Printed Name

Date

Form 2 - Addenda Acknowledgement

The undersigned acknowledges receipt of the following Addenda which are considered as part of the RFP:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Signature

Printed Name

Date

Form 3: Pricing (Page 1 of 3)

Provider shall list pricing based on the requirements and terms listed in this RFP. This form is required to be considered a responsive Proposal.

All costs associated with the Services including taxes, fees, labor, materials, and equipment must be included in this form for the service dates from October 1, 2026 - September 30, 2031.

Basic Services - Total Annual Cost	Year One Total Annual Cost 10/1/26-9/31/27	Optional Renewal - Year Two 10/1/27-9/31/28	Optional Renewal - Year Three 10/1/28-9/31/29	Optional Renewal - Year Four 10/1/29-9/31/30	Optional Renewal - Year Five 10/1/30-9/31/31
Includes: Daily, Weekly, Twice Monthly, Monthly, and Quarterly Tasks					
Hand soap, hand sanitizer, and paper products					
Day porter services					

Form 3: Pricing (Page 2 of 3)

Companies are not required to provide pricing for the following services. For each line, either provide the Total Annual Cost including taxes, fees, labor, materials, and equipment or mark the line as NI for Not Interested.

Elective Services –	Year One	Optional Renewal	Optional Renewal	Optional Renewal	Optional Renewal
Total Annual Cost	Total Annual Cost	-	-	-	-
	10/1/26-9/31/27	Year Two	Year Three	Year Four	Year Five
		10/1/27-9/31/28	10/1/28-9/31/29	10/1/29-9/31/30	10/1/30-9/31/31
Semi-annual (twice yearly) machine scrubbing of restroom floors, catering kitchen floors, and slate tiles					
Semi-annual (twice yearly) deep cleaning of carpet and rugs					
Annual (once yearly) deep cleaning of upholstered chairs and benches					
Annual (once yearly) glass cleaning of all interior building glass					

Form 3: Pricing (Page 3 of 3)

Companies are not required to provide pricing for the following services. For each line, either provide the Total Annual Cost including taxes, fees, labor, materials, and equipment or mark the line as NI for Not Interested.

Elective Services	Year One Total Annual Cost 10/1/26-9/31/27	Optional Renewal - Year Two 10/1/27-9/31/28	Optional Renewal - Year Three 10/1/28-9/31/29	Optional Renewal - Year Four 10/1/29-9/31/30	Optional Renewal - Year Five 10/1/30-9/31/31
Annual (once yearly) glass cleaning of all lobby and lower-level entrance glass					
Integrated pest management					
Mat service					
Laundry service					

Form 4 - Compliance Or Exception to Terms and Conditions

Please check ONE option:

☐ Company agrees and shall comply with all terms and conditions of this RFP.

☐ Company takes exception to the following terms and conditions (identify by section number, page number, and title); note that exceptions to any term or condition may, at the Town's discretion, render the proposal non-responsive.:

Firm Name (Print)

Title

Authorized Signature

Date

Form 5 - References Form

References for: _____ (Company name)

Please provide contact information for 3 current clients:

Name _____

Company _____

Contact Number _____

Contact e-mail _____

Name _____

Company _____

Contact Number _____

Contact e-mail _____

Name _____

Company _____

Contact Number _____

Contact e-mail _____

Form 6 - Non-Collusion Affidavit

_____(name of individual), being first duly sworn, deposes and says that:

1. He/She is the _____ (title) of _____ (company name), the proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such proposal is genuine and is not a collusive or sham proposal;
4. Neither the said proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other proposer firm or Person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly sought by agreement or collusion of communication or conference with any other proposer, firm or person to fix the price or prices in the attached proposal or of any other proposers, or to fix any overhead, profit or cost element of the proposal price of the proposal of any other proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the Town or any person interested in the proposed contract; and
5. The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Signature

Title

Date

Section 5 – Proposal Content

1. Proposal Components.

Companies are required to prepare their proposals in accordance with the instructions outlined in this section and elsewhere in this RFP. In order to be eligible for consideration, the submitted proposal must include all of the following:

- 1.1. Cover letter stating intentions of the proposal and why your company should be considered for contract award.
- 1.2. Completion of all Section 4 – Forms.
- 1.3. Proposed Solution in order of the Proposal Requirements listed below.

2. Vendor Proposal Requirements.

Company proposals must clearly demonstrate the required qualifications, expertise, competence, and capability of the vendor. Please include completed answers organized accordingly.

2.1. Organizational Overview.

- 2.1.1. Please describe your organizational structure and provide a brief history.
- 2.1.2. Include the key team members' names and credentials who will be working under the Town's contract. Include a brief description of their qualifications, current job functions, proposed roles, and how they will work with the Town of Chapel Hill. Resumes can be attached to the back of the proposal.
- 2.1.3. Provide three similar projects or services you have performed in the last five years.
 - 2.1.3.1. Provide the total dollar amount of the contract and length of term.
 - 2.1.3.2. List the services provided, describe how the project was managed over the life of the contract.
 - 2.1.3.3. Provide the contact information for the project manager in charge of the contract.
- 2.1.4. Describe the contractual relationships, including subcontractors and joint ventures with organizations necessary to your proposal's implementation.
- 2.1.5. Describe the hiring and onboarding process for new employees.

2.2. Service Coordination and Collaboration Plan.

- 2.2.1. Please provide a Project Plan that effectively meets the overall needs of the services requested.
- 2.2.2. Describe the approach the company will take to oversee and manage the services needed including a proposed schedule.
- 2.2.3. List the various services that will be provided and describe the resources, including labor and equipment, that will be dedicated to managing those services.
- 2.2.4. Describe the suggested process, including response times, for resolving issues or problems that are submitted to the Company's Contract Manager.

- 2.2.5. Describe the evaluation process that is used to determine facility cleanliness and staff performance.
- 2.2.6. Describe the process that Company staff use if there is an issue that occurs while they are on-site.
- 2.2.7. Identify any services that your company offers that would apply to this project that were not listed or identified in the Scope of Work.

Section 6 – Evaluation of Proposals

1. Proposal Evaluation.

Responses to the RFP will be evaluated based on:

- 1.1. Company Experience
- 1.2. Project Understanding
- 1.3. Project Approach
- 1.4. Cost Effectiveness

Attachment A – Sample Contract

STATE OF NORTH CAROLINA
COUNTY OF ORANGE

CONTRACT FOR
{DESCRIPTION OF SERVICES TO BE
PROVIDED UNDER THIS CONTRACT}

This Contract is made and entered into by and between the “Town of Chapel Hill,” herein “Town,” and “{Contractor’s Full Legal Name},” herein “Contractor,” for the services as described in this agreement.

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the Town and Contractor agree:

1. Duties of the Contractor: The Contractor agrees to perform those duties described in Exhibit A, attached hereto and incorporated herein by reference.
2. Duties of the Town: The Town will pay for the Contractor’s services as set forth in Exhibit A.
3. Maximum Sum: Contract amount is not to exceed {insert a not to exceed amount} plus applicable sales tax.
4. Billing and Payment: The Contractor shall submit an invoice to the Town for work performed under the terms of this Contract. The Town will make payment within thirty (30) days of receipt of an accurate invoice, approved by the department which contracted for these services.
5. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys’ fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Contractor, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to limitations of Contractor liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibits, attachments, or subsequent purchase orders that calls for the Town to indemnify the Contractor shall be only to the extent allowed by law.
6. Insurance Provisions: The Contractor shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Contractor’s Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers’ Compensation - \$100,000 for both employer’s liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for

Contractors having access to personal identifying information and/or computer networks. The Town may also require evidence of supplementary insurance coverages depending on the services provided under this agreement.

7. Non-Discrimination: The Contractor contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
8. Federal and State Legal Compliance: The Contractor must be in full compliance with all applicable federal and state laws, including those on immigration.
9. E-Verify: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any subcontractors are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.
10. Amendment: This Contract may be amended in writing by mutual agreement of the Town and Contractor.
11. Termination: Either party may terminate this Contract at any time by giving the other party thirty (30) days written notice of termination prior to the end of the term.
12. Interpretation/Venue: This Contract shall be construed and enforced under the laws of North Carolina. The courts and the authorities of the State of North Carolina shall have exclusive jurisdiction over all controversies between the parties which may arise under or in relation to this Contract. In the event of any dispute between the parties, venue is properly laid in Orange County, North Carolina for any state court action and in the Middle District of North Carolina for any federal court action. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to 1) resolving any dispute by means of arbitration and/or 2) waiver of a trial by jury.
13. Preference: If the terms of any exhibits, attachments, or subsequent purchase are not consistent with the terms of this Contract, this document shall have preference; provided that where either any exhibit attached hereto or this document establishes higher standards for performance by either party, the higher standard, wherever located, shall apply.
14. Severability: The parties intend and agree that if any provision of this Contract or any portion thereof shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.
15. Assignment: This Contract shall not be assigned without the prior written consent of the parties.

16. Entire Agreement: This Contract shall constitute the entire agreement of the parties and no other warranties, inducements, considerations, promises, or interpretations shall be implied or impressed upon this Contract that are not expressly addressed herein. All prior agreements, understandings and discussions are hereby superseded by this Contract.
17. Construction Project Related Sales Tax: If applicable, the Contractor must provide certified statements regarding the cost of materials purchased and the amount of North Carolina sales and use taxes paid by Contractor and any subcontractors. Contractor further agrees to provide the Town with any additional information and documentation the Town might request in the event the Commissioner of Revenue of the State of North Carolina requires more information to substantiate a refund claim by the Town for sales or use tax. The Town will not make payment until these statements are submitted. Any tax refunds received by the Town will remain with the Town.
18. Non-Appropriation of Funding: Contractor acknowledges that the Town is a governmental entity, and the Contract validity is based upon the availability of public funding under the authority of its statutory mandate.
- In the event that public funds are unavailable and not appropriated for the performance of Town's obligations under this Contract, then this Contract shall automatically expire without penalty to the Town, thirty (30) days after written notice to Contractor advising of the unavailability and non-appropriation of public funds. It is expressly agreed that the Town shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this Contract, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.
19. Term: This Contract, unless amended as provided herein, shall be in effect until _____, 20____. Any renewal provisions that may be contained in any exhibits, attachments, or subsequent purchase orders are void and without effect.

[SIGNATURES ON FOLLOWING PAGE.]

IN WITNESS WHEREOF, the parties hereto cause this Contract to be executed in their respective names.

{CONTRACTOR'S FULL LEGAL NAME}

SIGNATURE

PRINTED NAME & TITLE

TOWN OF CHAPEL HILL

DEPARTMENT HEAD/EXECUTIVE DIRECTOR OR DEPUTY/TOWN MANAGER

PRINTED NAME & DEPARTMENT

ATTEST BY TOWN CLERK:

TOWN CLERK/DEPUTY TOWN CLERK

TOWN SEAL

Town Clerk attests this the _____ day of _____ 20 _____ .

Approved as to Form and Authorization

ATTORNEY FOR TOWN

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

FINANCE OFFICER

DATE

Attachment B – Detailed Tasks and Service Frequency

Basic Services

Daily
Exterior of Building
Sweep and remove debris from outside entrances, sidewalks, patios, terrace, and steps immediately adjacent to the building to a distance of at least twenty feet from the entrance areas.
Damp-wipe tabletops on terrace and patios.
Inspect and clean trash and recycling areas. Clean and disinfect collection containers as needed.
Empty exterior trash and recycling containers located within 20 feet of entrance areas into designated containers outside the building. Replace liners as needed.
Remove and report (if applicable) graffiti, gum, spills, etc. from the entrance areas.
Interior of Building
Inspect and clean trash, recycling, and compost areas. Clean and disinfect collection containers as needed.
Empty trash, recycling, and compost containers into designated containers outside the building. Replace liners as needed.
Flatten all corrugated cardboard and place in cardboard dumpster outside the building.
Spot clean visible spills, food, and drips from horizontal and vertical surfaces, handles, and knobs.
Spot clean interior glass below 8 feet.
Clean and disinfect water fountains; clean exterior.
Sweep and damp mop all non-carpeted areas, including steps. Remove stains as needed.
Spot vacuum all carpeted areas and rugs. Remove stains as needed.
Refill soap dispensers, hand sanitizer dispensers, and paper towel dispensers and replace batteries as needed.
Spot clean tabletops and counters.
Clean and disinfect frequently touched surfaces, including phones, keyboards, light switches, bannisters, doorknobs, and elevator buttons.
Place any items left by patrons in the area designated by the Contract Coordinator.
Meeting Rooms
Erase whiteboards.
Clean and disinfect tabletops and counters.
Vacuum all carpeted areas and rugs. Remove stains as needed.
Lobby and Entrances
Vacuum floor mats daily or more frequently as required to prevent migration of contaminants into building.

Clean entry door and book return glass below 8 feet.
Clean and disinfect tabletops and counters.
Vacuum all carpeted areas and rugs. Remove stains as needed.
Restrooms <i>(Perform restroom cleaning from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operation)</i>
Clean and disinfect frequently touched surfaces, including all door knobs, light switches, handles, paper towel and bath tissue dispensers, etc.; clean and disinfect more frequently as traffic requires.
Control and remove standing moisture from floor and bathroom surfaces in a timely manner. Notify building contact of recurring problem areas.
Clean and disinfect all toilets and urinals.
Clean and disinfect all sinks, mirrors, counters, and shower areas.
Clean and disinfect all diaper tables.
Sweep and wet mop floors with disinfectant cleaner.
Remove all graffiti, smudges, and marks from partitions, walls, and doors.
Pull bathroom liners for trash cans and sanitary receptacles daily at a minimum and disinfect the receptacles.
Restock supplies. Furnish sufficient quantities to last all day and evening, including replenishment during the day. Replace bath tissue and paper towels if roll is more than 3/4 empty.
Kitchens
Clean and disinfect all tables, counters, sinks, faucet handles, and other surfaces used for food preparation and consumption.
High Traffic Areas (Lower Level Hallway, Main Corridor, Kids Program Room, Teen Room, Study Rooms, Staff Workrooms, Kitchens)
Vacuum all carpeted areas and rugs. Remove stains as needed.
Clean and disinfect tabletops and counters.
Clean and disinfect sinks.
Clean study room door glass below 8 feet.
Spot clean furniture.
Weekly
Interior of Building
Dust and remove cobwebs from around windows, corners, and ledges
Spot clean walls, doors, and light switch plates.
Sweep and wet mop all non-carpeted areas, including steps. Remove stains as needed.
Vacuum all carpeted areas and rugs. Remove stains as needed.
Clean and disinfect tabletops and counters.

Pour hot water into floor drains to prevent sewer odors.
Lobby and Entrances
Clean all glass partitions, glass walls, glass doors, and glassed-in areas in entrance foyer below 8 feet.
Public and Staff Restrooms
Clean partitions and walls.
Scrub floors.
Twice Monthly
Interior of Building
Dust all horizontal and vertical surfaces less than 6 feet high, excluding material shelving
Vacuum upholstered chairs.
Damp-wipe un-upholstered chairs (including vinyl chairs).
Exterior of Building
Remove all posters, flyers, etc. from the outdoor kiosk near the library's front entrance. Place paper posters into recycling bin.
General Public Areas (including YFE Program Room, Teen Room, Reading Room, Computer Lab, and Work Rooms)
Dust horizontal and vertical surfaces more than 6' high, excluding material shelving
Elevators
Clean elevator tracks.
Monthly
Interior of Building
Dust horizontal and vertical surfaces of material shelving
Damp-wipe horizontal and vertical surfaces less than 6 feet high, excluding material shelving
Meeting Rooms
Clean and disinfect tables stored vertically between Meeting Rooms A & B.
Quarterly
Interior of Building
Dust horizontal and vertical surfaces more than 6' high, including ceiling vents and light fixtures

Elective Services

Semi-annual
Interior of Building
Machine scrub slate tiles.
Machine scrub restroom floors.
Deep clean carpet and rugs.
Annual
Interior of Building
Deep clean upholstered chairs and benches.
Clean both sides of all interior glass.
Clean both sides of all lobby (up to 10 feet) and lower level entrance glass. This includes the interior and exterior glass.