REQUEST FOR PROPOSALS

Janitorial and Facility Cleaning Services

Issuing Organization	Markham Public Library
Service Location	16640 S. Kedzie Avenue, Markham, Illinois 60428
Required Service Frequency	Six (6) days per week
Proposal Due Date / Time	November 30, 2026 / 5:00pm

1. Purpose and Background

Markham Public Library ("Library") is soliciting proposals from qualified, experienced cleaning service providers to deliver reliable janitorial and facility cleaning services at the Markham Library located at 6640 S. Kedzie Avenue, Markham, Illinois 60428. The Markham Library seeks a contractor capable of maintaining a clean, sanitary, safe, and welcoming environment for patrons, staff, and visitors.

The Markham Library intends to select a provider based on the overall quality and completeness of the proposal, experience, staffing and supervision, service plan, responsiveness, and total cost. The Markham Library reserves the right to request clarification, conduct interviews, negotiate scope and pricing, or reject any or all proposals.

2. RFP Schedule

The Library anticipates the following procurement schedule. Dates may be revised by written notice.

Milestone	Date / Time
RFP issued	November 4, 2026
Deadline for written questions	November 16, 2026
Responses/addenda issued, if applicable	November 20, 2026
Proposals due	November 30, 2026
Anticipated selection	December 14, 2026
Anticipated service commencement	January 4, 2027

3. Scope of Services

The selected contractor shall provide janitorial services six (6) days per week, on a schedule approved by the Markham Library. Proposers shall describe the proposed staffing, work hours, service methods, quality-control procedures, and any assumptions or exclusions. The final task schedule and frequencies will be confirmed with the selected contractor before the agreement is executed.

3.1 Routine Cleaning Services

- Empty waste and recycling receptacles as applicable and replace liners as needed.
- Clean and sanitize drinking fountains, sinks, and other commonly touched fixtures.
- Spot-clean desks, tables, counters, and other accessible surfaces, taking care not to disturb Library materials or equipment.
- Dust accessible surfaces and horizontal areas; identify the proposed frequency for routine and periodic dusting.
- Sweep hard-surface and damp-mop or wet-mop floor type in public area and staff area.
- Clean interior door glass and clean mirrors.
- Vacuum carpeted areas and annual deep-cleaning.

3.2 Public and Staff Restroom Cleaning and Sanitation

- Clean, sanitize, and polish restroom fixtures.
- Clean glass and mirrors.
- Empty waste containers and sanitary disposal containers as appropriate and replace liners.
- Spot-clean walls, doors, partitions, and other visibly soiled surfaces.
- Replenish dispensers to normal operating levels.
- Dust accessible horizontal surfaces and clean and sanitize hard floors.
- Sanitize computer key boards.

3.3 Periodic and General Facility Tasks

- Provide high and low dusting on a periodic schedule proposed by the contractor; identify the recommended frequency.
- Notify Markham Library's designated contact promptly of irregularities observed during service, including plumbing concerns, unlocked doors, lights left on, damage, or low cleaning-supply inventory.
- At the conclusion of each service visit, turn off lights except those designated to remain on, close windows, and secure doors in accordance with Library instructions.
- Follow Markham Library procedures for keys, alarm codes, access credentials, security, and closing/opening routines.
- Use appropriate products and methods for the Markham Library's surfaces, furnishings, equipment, and public environment.

4. Service Schedule and Access

Services must be performed six (6) days each week. Proposers shall identify their recommended service days, proposed start and completion times, estimated labor hours per

visit, staffing levels, purchase product process, how service will be coordinated around Library operating hours and special events. The Markham Library will confirm the final schedule with the selected contractor. Any proposed holiday schedule, missed-service policy, emergency response, and make-up service procedures must be clearly stated.

5. Contractor Responsibilities and Supplies

- Provide trained, dependable personnel and active on-site or supervisory oversight appropriate to the work.
- Provide the cleaning equipment, tools, and cleaning chemicals required to perform the proposed services, unless expressly identified otherwise in the proposal.
- Clearly identify whether consumable/disposable items such as toilet tissue, paper towels, hand soap, liners, and other restroom supplies are included in the price or will be supplied by the Markham Library at no additional cost.
- Provide a list of proposed cleaning products and safety data sheets upon request; label and store chemicals safely and securely.
- Explain any space, utility, or access requirements.
- Ensure personnel follow applicable laws, workplace safety requirements, Markham Library policies, confidentiality expectations, and patron-service standards.
- Promptly report damage, incidents, hazards, security concerns, or service issues to Markham Library's designated contact.

6. Minimum Proposal Requirements

Proposals should be organized in the following order and include all requested information:

- Cover letter signed by a person authorized to bind the proposer, including the primary contact's name, title, telephone number, and email address.
- Company profile, years in business, relevant licenses or registrations, and experience providing comparable cleaning services for public, educational, library, municipal, or other high-traffic facilities.
- At least three (3) client references for comparable services, including organization, contact person, telephone/email, and service dates, where available.
- Detailed cleaning plan and task schedule identifying the tasks to be completed each service day and the frequency of periodic tasks.
- Staffing plan, estimated labor hours, supervisor/manager contact, employee training, continuity of service, and procedures for replacing absent personnel.
- Quality assurance plan, including inspections, complaint response, corrective action, and service reporting.
- Equipment and product list and confirmation of how consumable supplies will be handled.
- Proposed service schedule, start-up/transition plan, and anticipated commencement date.
- Itemized pricing as described in Section 7.
- Proof of insurance or a statement confirming the ability to provide certificates of insurance before contract execution.

- Disclosure of any exceptions, assumptions, additional charges, or requested changes to the RFP.

7. Pricing Proposal

Proposers shall submit clear, complete pricing for the six-day-per-week service requirement. Pricing shall separately identify the recurring monthly fee, annualized cost, any one-time start-up charges, and any optional or additional services. State whether equipment, cleaning chemicals, liners, paper products, hand soap, and other consumables are included. Identify the rates or method for pricing work outside the stated scope, emergency service, special events, periodic deep cleaning, and any other potential additional charges.

Pricing Item	Proposer Response
Recurring monthly fee for six days per week	$_____
Annualized recurring cost	$_____
One-time start-up / transition cost	$_____
Consumables included? Identify items	_____
Optional / additional service rates	_____
Annual Deep Clean of Carpet	$_____
Proposed annual price adjustment, if any	_____

All pricing shall remain valid for at least [60/90] days after the proposal deadline. Identify the proposed invoice frequency, payment terms, and any proposed price escalation. Any adjustment must be expressly stated and is subject to Markham Library's written approval and final agreement.

8. Insurance, Safety, and Personnel

The selected contractor shall maintain insurance appropriate to the services and provide certificates of insurance before beginning work. Proposers shall list available coverage types and limits, including commercial general liability, workers' compensation as required by law, and automobile liability if applicable. The Library may specify final coverage limits and additional-insured requirements during contract finalization. Proposers shall describe their hiring, training, supervision, and background-screening practices for personnel assigned to the facility.

9. Contract Term and Performance

The anticipated initial contract term is 12 months beginning on January 4, 2027, subject to a written agreement approved by the Markham Library Board Any renewal options, price adjustments, termination rights, cure periods, and other contract terms will be established in the final agreement. The Markham Library expects services to be performed in a professional and workmanlike manner and reserves the right to monitor performance, request corrective action, and document recurring deficiencies.

10. Proposal Submission Instructions

Submit proposals by November 30, 2026 at 5:00 pm to the contact and delivery method below. Proposals received after the deadline may be rejected. Proposals must be signed by an authorized representative.

Submission contact: **LaVern Murphy, Acting Library Director**
Markham Public Library
16640 S. Kedzie Avenue
Markham, IL 60428
Email / delivery instructions: **lavernm@markhamlibraryil.org**

Questions regarding this RFP must be submitted in writing to the designated contact by November 16, 2026. Responses or clarifications that affect the RFP may be distributed to all known proposers by written addendum. Proposers are responsible for reviewing all addenda and acknowledging them in their submissions.

11. Evaluation and Selection

The Markham Library may evaluate proposals using the following factors, which are not necessarily listed in order of importance:

- Completeness, responsiveness, and demonstrated understanding of the Markham Library's needs.
- Experience, qualifications, references, and record of performance on comparable facilities.
- Quality and practicality of the cleaning plan, staffing approach, supervision, and quality-control procedures.
- Ability to provide consistent service six days per week and respond to service issues.
- Safety practices, proposed products/equipment, and clarity regarding supplies and exclusions.
- Total cost and transparency of pricing, including additional charges and proposed price adjustments.
- Overall value and the Markham Library's best interests.

The Markham Library may seek clarifications, verify references, invite one or more proposers to an interview, request a revised proposal, negotiate with one or more proposers, or reject any or all proposals. Issuance of this RFP does not obligate Markham Library to award a contract or reimburse proposal preparation costs. Any award is subject to required approvals and execution of a written agreement.

12. General Conditions

- Proposers are responsible for all costs associated with preparing and submitting a proposal.
- The Markham Library may amend, suspend, or cancel this RFP by written notice.
- The selected proposer may not subcontract material services without the Markham Library's prior written approval.

- The contractor shall protect Library property and shall not access, move, or handle confidential records, patron information, or Library materials except as specifically authorized.
- No work shall begin until the parties have executed a written agreement and required insurance documentation has been accepted.
- The final agreement will control if there is a conflict between the RFP, proposal, and executed contract, as stated in that agreement.

13. Proposal Certification

By signing below, the proposer certifies that the information submitted is accurate to the best of its knowledge, that the proposer has reviewed this RFP and disclosed all exceptions, and that the individual signing is authorized to submit the proposal on behalf of the company.

Company name	_____
Authorized representative / title	_____
Signature	_____
Date	_____

END OF REQUEST FOR PROPOSALS