

**Request for Proposals  
Janitorial Services for  
Moses Lake Community Health Center**

**INTRODUCTION**

This Request for Proposal (RFP) is soliciting vendors to provide Janitorial Services for Moses Lake Community Health Center (MLCHC). We will select a service supplier based on the criteria outlined in this request. We reserve the right to abandon this procurement process at no cost to MLCHC.

**The timeline for this procurement is as follows:**

Issue RFP	10/24/2023
Final proposals due	11/24/2023
Complete evaluations and notify vendor	11/30/2023

Graham Goldy, Director of Facilities, will lead this project on our behalf. Other individuals that will be involved in the evaluation of proposals and final decision making are Sheila Berschauer, CEO, and Frank Koomson, COO. Please contact Graham Goldy with any RFP questions. Please do not contact any other of our personnel regarding this document. Failure to comply with this and any other guidelines in the RFP are cause for exclusion from the process.

**Contact information for project leader:**

Graham Goldy  
Director of Facilities  
Moses Lake Community Health Center  
605 Coolidge Drive  
Moses Lake, WA. 98837  
ggoldy@mlchc.org  
(509) 766-6609 ext. 2141

## **BACKGROUND INFORMATION**

Moses Lake Community Health Center (MLCHC) is a Federally Qualified Health Center (FQHC) that owns four buildings in Moses Lake, Quincy, Ephrata, and Warden, Washington. MLCHC is committed to providing quality, full-spectrum primary health care. At these locations patients have access to a variety of services to meet the needs of the entire family and include Family Medicine, Obstetrics, Pediatrics, Internal Medicine, Family Dentistry and Orthodontics. As part of our comprehensive care, we also provide laboratory, imaging and pharmacy services. We see approximately 800 patients across the 3 sites daily and employ 26 medical providers along with 20 dental providers.

## **SCOPE OF WORK**

MLCHC is seeking proposals to select a Janitorial Services Vendor that will provide cleaning services at MLCHC's four locations. Proposals will be evaluated based on cost and thoroughness of response to specific criteria outlined under the Cleaning Specifications, as well as past performance or experience with the vendor. Vendors wishing to provide Janitorial Services must be able to provide all the required services outlined below.

## **CLEANING SPECIFICATIONS**

### **Moses Lake Community Health Center**

**605 Coolidge Street, Moses Lake**

**This office is open M-F, 7am-8pm and Saturday, 8:30-5pm**

#### **Offices, Waiting Areas, Hallways – Monday through Saturday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Dust desks, file cabinets and all other furniture (Only dust open areas, personal items, computer equipment, and paperwork will not be moved for customer protection)
- Vacuum all carpeted areas
- Vacuum mats
- Sweep or dry mop and then auto scrub vinyl plank and vinyl tile floors using a PH neutral cleaner
- Clean any spots on floor that sweeping and auto scrubbing does not get
- Spot clean chairs as needed
- Clean sills
- Spot clean walls
- Clean glass
- Straighten chairs in waiting areas

#### **Offices, Waiting Areas, Hallways – Monthly**

- Vacuum air vents
- Detail vacuum all carpet edges and corners

#### **Restroom Cleaning – Monday through Saturday**

- Empty all trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize countertops and sink
- Clean and polish glass and mirrors
- Clean and polish all stainless steel fixtures
- Clean and sanitize toilets, top to bottom.
- Clean and sanitize all restroom dispensers
- Re-fill all restroom dispensers (from MLCHC Stock)
- Spot clean walls

- Thoroughly sweep the entire floor and then wet mop the floor using a PH neutral cleaner. Any cleaning product used on the floor must be PH neutral.
- Twice a week use Forbo Spray Buff and a low-speed buffer with white pad to clean and refresh look of floor.
- If spots remain that do not come off with standard cleaning or by using Forbo Spray Buff with a white pad, denatured alcohol should be used to clean the floor. The alcohol should be cleaned off with clean water after use and not left on the floor.

#### **Restroom Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Exam Room Cleaning – Monday through Saturday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize exam table, lamp and chairs
- Clean and sanitize counter and sink
- Clean and sanitize exteriors of cabinets
- Dust blinds and sills
- Spot clean walls
- Re-fill all exam room dispensers (from MLCHC Stock)
- Thoroughly sweep the entire floor, including under the chairs and then wet mop floor using a PH neutral cleaner. Any cleaning product used on the floor must be PH neutral.
- Twice a week use Forbo Spray Buff and a low-speed buffer with white pad to clean and refresh look of floor.
- If spots remain that do not come off with standard cleaning or by using Forbo Spray Buff with a white pad, denatured alcohol should be used to clean the floor. The alcohol should be cleaned off with clean water after use and not left on the floor.

#### **Exam Room Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Breakroom – Monday through Saturday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize sinks, countertops and tables (Sinks should be cleared of dishes)
- Wipe down outside of appliances and vending machines
- Straighten chairs and tables
- Re-fill all breakroom dispensers (from MLCHC Stock)
- Spot clean walls
- Thoroughly sweep or dry mop the entire floor, including under all tables and chairs. Take care when moving tables and chairs to not scratch the floor. Wet mop or auto scrub the floor using a PH neutral cleaner only.

#### **Breakroom – Monthly**

- Vacuum exterior of air vents

#### **Meeting Rooms – Monday through Friday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize tabletops, chairs and countertops
- Clean and sanitize sink (if applicable)

- Re-fill all dispensers (from MLCHC Stock), (if applicable)
- Vacuum carpet
- Spot clean walls

#### **Meeting Rooms – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners

#### **Miscellaneous Daily Services**

- All doors to be checked for security
- Clean inside of exterior windows as needed
- Collect and box up sharps disposal containers and biohazard refuse. Customer will dispose of all sharps and biohazard refuse
- Collect all soiled linens

#### **Carpet Cleaning**

- All carpets will be cleaned twice annually using steam extraction

#### **Provide 1.5 FTE Cleaning Specialist/s to work during the daytime hours:**

- Cleaning Specialist/s will provide coverage from 8:30 to 6:30pm Monday thru Friday. The priority of the cleaning specialist will be cleaning the restrooms and spot cleaning the waiting areas as needed. Public restrooms should be cleaned every 2 hours. Restrooms throughout the rest of the building will be cleaned approximately every 2.5 to 3 hours.
- Cleaning Specialist will be able to provide immediate care for reactionary housekeeping items. e.g. spills, touch-ups, deep cleaning
- Responsible for tasks prioritized daily – tasks agreed upon by Moses Lake Community Health Center and selected vendor
  
- Cleaning Specialist/s will provide coverage from 8:30 to 6:30pm Monday thru Friday. The priority of the cleaning specialist will be cleaning the restrooms and spot cleaning the waiting areas as needed. Public restrooms should be cleaned every 2 hours. Restrooms throughout the rest of the building will be cleaned approximately every 2.5 to 3 hours.
- Cleaning Specialist will be able to provide immediate care for reactionary housekeeping items. e.g. spills, touch-ups, deep cleaning
- Responsible for tasks prioritized daily – tasks agreed upon by Moses Lake Community Health Center and selected vendor
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#### **CLEANING SPECIFICATIONS**

**Quincy Community Health Center**

**1450 1<sup>st</sup> Ave SW, Quincy**

**This office is open M-F, 7am-8pm and Saturday, 8:30-5pm**

#### **Offices (Monday through Friday) & Waiting Areas (Monday through Saturday)**

- Empty trash (replace liners as needed from QCHC Stock)

- Dust desks, file cabinets and all other furniture (Only dust open areas, personal items, computer equipment, and paperwork will not be moved for customer protection)
- Vacuum all carpeted areas
- Vacuum mats
- Sweep and wet mop tile and stained concrete floors with PH neutral cleaner.
- Dust blinds and sills
- Spot clean walls
- Straighten chairs in waiting areas

#### **Offices – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners
- Restore and buff stained concrete floors (If applicable)

#### **Vinyl Floor Areas – Quarterly**

- Scrub and recoat

#### **Restroom Cleaning – Monday through Saturday**

- Empty trash (replace liners as needed from QCHC Stock)
- Clean and sanitize countertops and sink
- Clean and polish glass and mirrors
- Clean and polish chrome fixtures
- Clean and sanitize toilets, top to bottom.
- Clean and sanitize all restroom dispensers
- Re-fill all restroom dispensers (from QCHC Stock)
- Spot clean walls
- Sweep, wet mop restroom floors with a PH neutral cleaner.

#### **Restroom Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Restroom Cleaning – Quarterly**

- Restore and buff stained concrete floors

#### **Exam Room Cleaning – Monday through Saturday**

- Empty trash (replace liners as needed from QCHC Stock)
- Clean and sanitize exam table, lamp and chair (thorough disinfecting of exam tables)
- Clean and sanitize counter and sink
- Clean and sanitize exteriors of cabinets
- Dust blinds and sills
- Spot clean walls
- Thoroughly sweep, wet mop floors with a PH neutral cleaner, including under chairs

#### **Exam Room Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Exam Room Cleaning – Quarterly**

- Restore and buff stained concrete floors

**Breakroom – Monday through Saturday**

- Empty trash (replace liners as needed from QCHC Stock)
- Clean and sanitize sinks, countertops and tables (Sinks should be cleared of dishes)
- Wipe down outside of appliances and vending machines
- Straighten chairs and tables
- Re-fill all breakroom dispensers (from QCHC Stock)
- Spot clean walls
- Thoroughly sweep, wet mop floors with a PH neutral cleaner, including under tables and chairs.

**Breakroom – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all edges and corners
- Restore and buff stained concrete floors (If applicable)

**Breakroom – Quarterly**

- Restore and buff stained concrete floors

**Meeting Rooms – Monday through Saturday**

- Empty trash (replace liners as needed from QCHC Stock)
- Clean and sanitize tabletops, chairs, countertops and sinks
- Clean glass
- Vacuum carpet
- Re-fill all meeting room dispensers (from MLCHC Stock)
- Spot clean walls

**Meeting Rooms – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners

**Hallways/Common Areas – Monday through Saturday**

- Empty trash (replace liners as needed from QCHC Stock)
- Sweep, wet mop and disinfect stained concrete floor areas
- Vacuum carpeted areas
- Clean glass
- Vacuum mats
- Spot clean walls

**Hallways/Common Areas – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all edges and corners

**Hallways/Common Areas – Quarterly**

- Restore & buff stained concrete floors

**Miscellaneous Daily Services**

- All doors to be checked for security
- Set alarm when finished
- Clean inside of exterior windows (As needed)

- Collect and box up sharps disposal containers and biohazard refuse. Customer will dispose of all sharps and biohazard refuse

#### **Carpet Cleaning**

- All carpets will be cleaned twice annually using steam extraction

#### **Vinyl Floors**

- Strip and re-coat all vinyl floors annually

#### **Provide one Cleaning Specialist to work during the daytime hours:**

- Cleaning Specialist will work from 9:30am to 6:30pm Monday thru Friday, or on another mutually agreed upon schedule
- Cleaning Specialist will be able to provide immediate care for reactionary housekeeping items. e.g. spills, touch-ups, deep cleaning
- Responsible for tasks prioritized daily – tasks agreed upon by Moses Lake Community Health Center and selected vendor

### **Ephrata Community Dental Clinic & WIC Program**

**457 1<sup>st</sup> Ave NW, Ephrata, WA**

**This office is open M-F, 7am-6pm**

#### **Offices & Waiting Areas – Monday through Friday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Dust desks, file cabinets and all other furniture (Only dust open areas of furniture and under easily moved office and computer equipment. Personal items, non-easily moved computer equipment, and paperwork will not be moved for customer protection)
- Vacuum all carpeted areas
- Vacuum mats
- Sweep, wet mop vinyl floors
- Dust blinds and sills
- Spot clean walls
- Clean glass
- Straighten chairs in waiting areas

#### **Offices & Waiting Areas – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners
- Deep clean vinyl floors per manufactures instructions

#### **Restroom Cleaning – Monday through Friday**

- Empty all trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize countertops and sink
- Clean and polish glass and mirrors
- Clean and polish chrome fixtures
- Clean and sanitize toilets, top to bottom.
- Clean and sanitize all restroom dispensers

- Re-fill all restroom dispensers (from MLCHC Stock)
- Spot clean walls
- Sweep, wet mop and disinfect restroom floors.

#### **Restroom Cleaning – Monthly**

- Vacuum exterior of air vents
- Deep clean vinyl floors per manufactures instructions
- Deep clean tile floors

#### **Exam Room Cleaning – Monday through Friday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize exam table, lamp and chair
- Clean and sanitize counter and sink
- Clean and sanitize exteriors of cabinets
- Dust blinds and sills
- Spot clean walls
- Sweep, wet mop and disinfect floor.

#### **Exam Room Cleaning – Monthly**

- Vacuum exterior of air vents
- Deep clean vinyl floors per manufactures instructions

#### **Breakroom – Monday through Friday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize countertops and tables
- Wipe down outside of appliances
- Straighten chairs and tables
- Re-fill all breakroom dispensers (from MLCHC Stock)
- Spot clean walls
- Vacuum carpet
- Sweep, wet mop vinyl floors

#### **Breakroom – Monthly**

- Vacuum exterior of air vents
- Deep clean vinyl floors per manufactures instructions

#### **Breakroom – Quarterly**

- Deep clean vinyl floors per manufactures instructions

#### **Hallways/Common Areas/Storage/Mechanical Areas – Monday through Friday**

- Empty trash (replace liners as needed from MLCHC Stock)
- Wet mop hard floor areas
- Clean and sanitize countertops and sinks
- Vacuum carpeted areas
- Clean glass



- Vacuum mats
- Spot clean walls

#### **Hallways/Common/Storage/Mechanical Areas – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners
- Deep clean vinyl floors per manufactures instructions

#### **Hallways/Common/Storage/Mechanical Areas – Quarterly**

- Restore and buff vinyl floor in back storage room

#### **Hallways/Common Areas – Annually**

- Strip and recoat vinyl floor in back storage room

#### **Miscellaneous Daily Services**

- All doors to be checked for security
- Lights designated by Moses Lake Community Health Center left turned on
- Collect and box sharps and biohazard waste. Customer will dispose of all sharps and biohazard refuse
- Clean blinds, sills and windows
- Clean sinks in storage areas

#### **Carpet Cleaning**

All carpets will be cleaned twice annually using steam extraction.

#### **Warden WIC Building**

200 South Main Ave, Warden

This office is open every Thursday, 8am-5pm

Cleaning should happen Tuesday or Wednesday of each week

#### **Offices & Waiting Areas – Weekly**

- Empty trash (replace liners as needed from MLCHC Stock)
- Dust desks, file cabinets and all other furniture (Only dust open areas of furniture and under easily moved office and computer equipment. Personal items, non-easily moved computer equipment, and paperwork will not be moved for customer protection)
- Vacuum all carpeted areas
- Vacuum mats
- Sweep, wet mop vinyl floors
- Dust blinds and sills
- Spot clean walls
- Clean glass
- Straighten chairs in waiting areas

#### **Offices & Waiting Areas – Monthly**

- Vacuum exterior of air vents

- Detail vacuum all carpet edges and corners

#### **Restroom Cleaning – Weekly**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize countertops and sink
- Clean and polish glass and mirrors
- Clean and polish chrome fixtures
- Clean and sanitize toilets, top to bottom.
- Clean and sanitize all restroom dispensers
- Re-fill all restroom dispensers (from MLCHC Stock)
- Spot clean walls
- Sweep, wet mop and disinfect restroom floors.

#### **Restroom Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Exam Room Cleaning – Weekly**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize exam table, lamp and chair
- Clean and sanitize counter and sink
- Clean and sanitize exteriors of cabinets
- Dust blinds and sills
- Spot clean walls
- Sweep, wet mop and disinfect floor.

#### **Exam Room Cleaning – Monthly**

- Vacuum exterior of air vents

#### **Breakroom – Weekly**

- Empty trash (replace liners as needed from MLCHC Stock)
- Clean and sanitize countertops and tables
- Wipe down outside of appliances
- Straighten chairs and tables
- Re-fill all breakroom dispensers (from MLCHC Stock)
- Spot clean walls
- Vacuum carpet
- Sweep, wet mop vinyl floors

#### **Breakroom – Monthly**

- Vacuum exterior of air vents

#### **Hallways/Common Areas/Storage/Mechanical Areas – Weekly**

- Empty trash (replace liners as needed from MLCHC Stock)
- Wet mop hard floor areas
- Clean and sanitize countertops and sinks

- Vacuum carpeted areas
- Clean glass
- Vacuum mats
- Spot clean walls

#### **Hallways/Common/Storage/Mechanical Areas – Monthly**

- Vacuum exterior of air vents
- Detail vacuum all carpet edges and corners

#### **All vinyl flooring - Annually**

- Restore and buff vinyl floors, strip and recoat when needed

#### **Miscellaneous Services**

- All doors to be checked for security
- Clean blinds, sills and windows
- Clean sinks in storage areas

#### **Carpet Cleaning**

All carpets will be cleaned once annually using steam extraction.

### **QUESTIONS / DUE DILIGENCE**

The purpose of this section is to identify the general information needed and more specific requirements that must be addressed in a response from a viable vendor. Please provide the information in a concise document:

1. Legal name of organization; description of your company; and address of company.
2. Company ownership - public or private & define the legal structure (e.g., corporation, partnership, LLC).
3. Year founded and duration of time that company has been providing the proposed products and services.
4. Indicate the number of professionals that will be involved in fulfilling the cleaning specifications.
5. Indicate any operational competitive advantage over your competitors.
6. Is your company categorized as a small or diverse business?
7. Please describe the ideal janitorial services your company can provide leading to immediate and future mutual success (based on cleaning specifications). Your answer should entail factors like external resources, technology, business intelligence, process excellence, subcontractors (please provide list of all applicable third-party suppliers, if any), etc.
8. How do you train employees, especially on specific challenges that a business you contract with might face (i.e., HIPAA and confidentiality)?
9. Please provide your company's bid price for this service.
10. Please include three references (from the last three years) for organizations of similar size and complexity as MLCHC. Include the name, mailing address, and contract information for the representative at that organization.
11. Indicate how many total customers you have and total customer sites.
12. List of all previous, pending or threatened litigation, arbitration, administrative or other proceedings involving the Company, any subsidiary or any joint venture involving the Company or any subsidiary, or any officer or director (including parties, remedies sought and nature of action)
13. List and give a description of all previous, pending or threatened government or other investigations involving the Company, any subsidiary or any officer or director.

14. List any regulatory or compliance issues previously or currently being addressed by the company where there were any notices or other correspondence concerning any known or alleged violation of Federal, state or local laws, regulations, agreements and/or commitments.

**FINAL PROPOSAL DUE: 11/24/2023**

**All questions regarding this RFP are to be addressed to:**

Graham Goldy, Director of Facilities  
Moses Lake Community Health Center  
605 Coolidge Drive, Moses Lake, WA. 98837  
ggoldy@mlchc.org  
(509) 766-6609 EXT. 2141