



171 Lincoln Avenue, Holland, MI 49423

**Request for Quotes - Custodial Services
Macatawa Area Express Transportation Authority (MAX)
January 18, 2022**

Quotes are due by 11:00 a.m. on Friday February 18th, 2022

**All Quotes will be electronic by clicking the link and finishing the bid documents in
[Bidnetdirect](#)**

**Or by email with subject line: Depot Custodial Maintenance Quote
To Email: m.reese@catchamax.org**

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

The Macatawa Area Express Transportation Authority is seeking Custodial Maintenance services for the MAX Depot and office located at 171 Lincoln Avenue, Holland, Michigan. The initial agreement period for this project will start on February 28th, 2022, to December 31st, 2022. The final agreement may be extended up to an additional two (2) years in one-year renewals effective at the first of each year 2023 and 2024 at the sole discretion of MAX.

Scope of Services

Max is seeking quotes with all labor hours included for maintaining the overall cleanliness & appearance of this facility with services including:

1. **General cleaning** of all areas of the Depot and office area. Cleaning is to include:
 - a. Vacuuming of all carpets & door mats.
 - b. Dusting of all hard surfaces, ledges, shelves, furniture, and workspaces.
 - c. Spot cleaning of all glass surfaces including office windows and doors; visual inspection is expected every cleaning
 - d. Spot cleaning of walls, as needed.
 - e. Spot cleaning of electronic surfaces including TV & computer monitors.
 - f. Sweeping and mopping of all hard floor surfaces.

- g. Cleaning & disinfecting of all sinks & drinking fountains.
- h. In-depth cleaning and disinfection of all restroom facilities & surfaces including mirrors.
- i. Emptying of trash bins to designated area.
- j. Replacement of urinal pads.
- k. Refill & replacement of toilet paper and paper towel dispensers.
- l. Refill of all soap containers as needed,
- m. Replacement of all trash bin liners.
- n. Dusting of all conference room furniture
- o. Spot cleaning of fabric surfaces/furniture; visual inspection is expected every cleaning

These services will occur two, three, five or up to 6 times per week, depending on the final terms of the agreement and the needs of MAX.

Macatawa Area Express Transportation Authority will provide the following equipment. This is to include.

- a. Vacuums.
- b. Mops & buckets.
- c. Any necessary rags, dusters, or similar items.
- d. Appropriate cleaning chemicals for the various surfaces and materials in the MAX depot and office.
- e. Ladders or similar equipment required to reach upper windows for scheduled cleanings,
- f. Any other similar materials or equipment required to perform the duties outlined above.

The selected contractor will be expected to provide any additional equipment of their own and materials to complete the necessary work outlined above. Any failure of MAX equipment or lack of product should be immediately sent to the facilities director. If need be while replacement or repair is needed, the selected contractor will provide the equipment needed to properly do the cleanings.

The Contractor will be expected to operate between the hours of **7:00 pm – 12:00 am or 2:00 am – 5:30 am**. Additionally, the Contractor will be expected to provide a designated point of contact for any questions, comments, and complaints. Complaints

will be expected to be resolved within 24 hours of being delivered to the contractor. It is our expectation that the selected contractor will be proactive in its approach and resolve clear cleaning needs in a timely manner. Questions regarding custodial items that are outside of the scope of service, but the contractor feels need to be addressed will be brought to the Authority's attention when identified and the Contractor will provide a proposed solution for the Authority's consideration.

Indemnification

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

Insurance

The contractor is to maintain the following insurance:

- a. General liability insurance with bodily injury limits of not less than \$1,000,000.
- b. Automobile Liability insurance with bodily injury limits of not less than \$1,000,000.
- c. Workers Compensation insurance in accordance with statutory requirements and employer's liability insurance with limits of not less than \$100,000 for each occurrence.
- d. Property Damage insurance in an amount of not less than \$1,000,000.
- e. Dishonesty and bonded coverage for employees of Contractor.



171 Lincoln Avenue, Holland, MI 49423

References

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

Quote

	Cost/Month	Annual Cost
2 cleanings per week	<input type="text"/>	<input type="text"/>
	Cost/Month	Annual Cost
3 cleanings per week	<input type="text"/>	<input type="text"/>
	Cost/Month	Annual Cost
5 cleanings per week	<input type="text"/>	<input type="text"/>
	Cost/Month	Annual Cost
6 cleanings per week	<input type="text"/>	<input type="text"/>

Additional services offered to be considered at time of need

At Max’s request additional services may be requested beyond the normal scope of services such as rug shampooing, upholstery shampooing, and other cleaning for additional costs at that time. If these additional services are needed, a quote will be requested and a separate purchase order for such services will be issued.

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

Please send any questions to Procurement Coordinator,
Mark Reese, at m.reese@catchamax.com by 5 p.m. on Thursday February 17th, 2022