



## MEMO

### County Administrator

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TO: County Commissioners  
FROM: Robert W. Wilson  
DATE: February 3, 2022  
SUBJECT: Custodial Services Request for Proposals (RFP)

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Professional Building Services (PBS) has provided custodial services in the Cass County Courthouse, Annex Building, Law Enforcement Center, Jail and Highway Administration Offices for many years. PBS provided notice on January 28<sup>th</sup> that they intent to end the current contract effective April 1, 2022.

This is not unexpected. PBS President Peter Xenides and I have spoken frequently during my time with the County. In the past several months Mr. Xenides has indicated labor costs – directly tied to wage inflation - have become a serious challenge and the current contract is unsustainable. I believe PBS will submit a proposal if the county seeks competitive bids for this service in the future.

After receiving PSB's notice, the County has moved quickly to identify future custodial and janitorial needs and develop a Request for Proposals (RFP) to be published and available to potential bidders. I reached out to County department heads about changes or updates they would like to see in cleaning procedures in and around their offices and received valuable feedback. These conversations have highlighted areas where updates are appropriate.

At the Commission meeting on February 7<sup>th</sup> the Board will consider publication of the attached RFP. If authorized, the initial notice to bidders will be published on February 9<sup>th</sup> with proposals due on March 2<sup>nd</sup>.

Anticipating the submission of one or more proposals, the Commission will be asked to identify a successful bidder at the meeting on March 7<sup>th</sup> and I anticipate scheduling Commission consideration of a contract with the next provider at the Board meeting on March 21<sup>st</sup>.

**SUGGESTED MOTION: Authorize publication of a Request for Proposals (RFP) for Cleaning and Custodial Services in County-Owned Buildings.**

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**CASS COUNTY ADMINISTRATION**

# **REQUEST FOR PROPOSALS**

**CUSTODIAL SERVICES IN COUNTY-OWNED BUILDINGS**

Approved by:

Robert W. Wilson  
County Administrator  
February 7, 2022

# Overview

## Request

Cass County, North Dakota is currently accepting proposals from qualified firms for custodial services in county-owned buildings effective April 1, 2022. Cleaning responsibilities will include daily cleaning and janitorial services as well as specific deep-cleaning activities occurring on a pre-determined monthly, semi-annual, and annual schedule.

## General Background

Cass County, North Dakota is located along the Red River in eastern North Dakota and shares a border with the state of Minnesota. The County was established in 1873 and named for George W. Cass, the president of the Northern Pacific Railway at that time.

Cass County is comprised of 27 incorporated cities/municipalities, 49 townships, 8 school districts, 5 water districts, 14 fire districts and the City of Fargo as the county seat. Cass County operates under a Home Rule Charter with a 5-member board known as the County Commission.

## County Facilities

Daily custodial services, plus additional routine deep cleaning services will be required in offices and common areas in the Cass County Courthouse, Annex Building, Public Safety Building, Jail and Highway Administration Buildings. Cleaning times for most areas will be flexible. However, due to the secure nature of some offices, specific cleaning times for some areas will be required.

## Preliminary Project Schedule

The County anticipates the following project schedule described below. However, the County reserves the right to modify the timeline as necessary.

Commission Consider RFP Publication	February 7, 2022
Notice Published	February 9, 2022
Optional Pre-Bid Meeting	10:00 A.M. February 24, 2022
Proposals Due	12:00 P.M. March 2, 2022
Commission Identifies Successful Bidder	March 7, 2022
Commission Contract with Successful Bidder	March 21, 2022
First Day of New Contract	April 1, 2022

## Scope of Work

Daily the successful bidder will provide the following services:

- Nightly general cleaning (See Appendix 'B')
- Provide daily housekeeping for secure areas such as Sheriff's Office, Veteran's Service Office, and vaults as well as cleaning restrooms and common areas in Courthouse, West Addition and Annex. Requirements described in Appendix 'C' apply only to the Annex Building.
- Biannual steam cleaning of carpets. If doors are propped open, security will be provided by contractor. Contractor will provide the department 24 hours' notice prior to carpets being cleaned.
- All tile, terrazzo areas to be scrubbed and refinished twice per year. All chemicals and floor finishes will be provided by contractor.
- Parking garage to be swept and power washed in the spring.
- All glass in all entrances professionally cleaned once per month.
- All windows to be professionally cleaned inside and outside once per year, including the skywalk over 10<sup>th</sup> Street (contractor and/or subcontractor are required to obtain a city permit if street closure is required).
- Contractor to submit or have on hand the window cleaner's insurance certificate and workman's compensation coverage. The contractor shall provide County departments 24 hours' notice prior to windows being cleaned.
- Contractor to manage inventory of all paper products, trash liners and restroom soap at all locations. Contractor will order from County's preferred vendor.
- Contractor will attend County Department Head meetings prior beginning of the contract and semi-annually afterwards to review department-specific cleaning needs.
- Provide Commercial General Liability Insurance with coverage limits of no less than \$1,000,000 per occurrence and \$3,000,000 total aggregate.

# Submission Requirements

## Format

The content and sequence of the information contained in each copy of the proposal shall be as follows:

- A. Bid Response Form located in 'Appendix A'. The bid shall include a Fixed Fee for all items identified in the Scope of Services.
- B. Cover Letter  
Provide a brief overview of your company and why your company believes it to be the best qualified to perform the services requested, including features, skills or services which distinguish your firm and make it the better choice for the County. The RFP cover letter must be signed by an officer of the company or a designated agent empowered to bind the company in the contract offer. (Please keep response to one (1) page.)
- C. Table of Contents  
Include a clear identification of the material by section and by page number.
- D. Qualifications and Experience of the Company  
List details demonstrating the history and experience of the company providing janitorial and custodial services to clients like Cass County Government.
- E. Qualifications and Experience of Assigned Personnel  
List the proposed managers and supervisors who will be responsible for the work. Include an organizational chart to identifying the roles of each key personnel.

## Evaluation Criteria

Proposals will first be reviewed for completeness. Only those proposals that are properly completed will be considered in the evaluation process.

Proposals will be evaluated based on the following general criteria:

- a. Compliance with the requirements of the proposal (pass/fail)
- b. Qualifications of the company (pass/fail)
- c. Cost of services
- d. Relevant experience of company
- e. Relevant experience of personnel assigned

All proposals, whether rejected or accepted, are the property of the County. The County may waive any irregularity, or it may reject any or all RFP responses without explanation. The County may withdraw the RFP at any time and need not select a company for award. All proposal responses must be signed by a company official who has the authority to bind the company.

### **Proposal Submission**

Companies are to submit six hard copies and a PDF copy of the proposal in accordance with the requirements set forth within this RFP. The information included should be as concise as possible. The full length of each proposal shall not exceed twenty-five double sided pages for a total of fifty pages; including supporting materials, charts, or tables.

The proposal must be placed in an envelope, box, or similar container securely sealed therein and labeled: "Cleaning and custodial services in County-owned buildings."

Sealed proposals must be submitted to the Cass County Finance Office, at 211 9<sup>th</sup> Street South, Fargo, ND 58103 by **12:00 PM CDT on Wednesday March 2<sup>nd</sup>, 2022** to the attention of Robert Wilson, County Administrator. Proposals received later than the time and date specified will not be considered.

### **Communications**

This Request for Proposals is available upon request by contacting the Cass County Administration Office at (701) 241-5609 or by emailing County Administrator Robert Wilson at [WilsonRo@casscountynd.gov](mailto:WilsonRo@casscountynd.gov). Any addendum made to this Request for Proposals will be provided to all potential bidders who have contacted the office.

All questions related to this RFP must be submitted in writing by email to Mr. Wilson, at the email address above. Office hours are 8:00 am to 5:00 pm Monday through Friday, excluding holidays.

### **Contract Award**

The County will select a company with whom County staff shall commence contract negotiations. The selection of a proposal shall not imply acceptance by the County of all terms of the proposal, which may be subject to further negotiations prior to approval by the County Commission before the County may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the County, at its sole discretion, may terminate negotiations with the highest ranked company and begin contract negotiations with the next highest ranked company.

**Appendix A: Bid Response Form**

**CLEANING AND COSTODIAL SERVICES IN COUNTY-OWNED BUILDINGS.**

Pricing will be set on an initial 24-month agreement billed per month per building. Three additional 12-month extension options will be exercised if neither party provides a 60-day notice prior to the renewal date of the agreement. Each additional 12-month extension will include a 2.5% cost increase.

**Initial 24-month per month cost:**

Courthouse: \$ \_\_\_\_\_

Annex: \$ \_\_\_\_\_

Public Safety Building: \$ \_\_\_\_\_

Jail: \$ \_\_\_\_\_

Highway Administration: \$ \_\_\_\_\_

**Total:** \$ \_\_\_\_\_

BUSINESS NAME: \_\_\_\_\_

CITY AND STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ TOLL FREE: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

SIGNATURE OF CORPORATE OFFICER: \_\_\_\_\_

## Appendix B: Specifications

### Cass County Areas and Specifications

Specifications apply to following buildings; Cass County Courthouse, West Addition, Annex,  
Law Enforcement Center and Jail

General	Times/ Week	Times/ Month	Times/ Year	Other
Clean/Sanitize drinking fountain	5			
Clean breakroom sinks, counters and tables	5			
Empty waste baskets	5			
Spot clean walls, doors, etc.	5			
Sweep and mop floors	5			
Vacuum carpeting	5			
Dust desks, counters, phones	1			
Dust filing cabinets	1			
Dust tops and bottoms of cubicles	1			
Dust miscellaneous furniture	1			
Dust high areas		1		
Dust picture frames		1		
Dust air vents and grills			4	Jan, Apr, July, Oct

Restroom Cleaning and Sanitizing	Times/ Week	Times/ Month	Times/ Year	Other
Clean mirrors and bright work	5			
Clean and sanitize sinks, toilets and urinals	5			
Empty trash and sanitary dispensers	5			
Fill soap, toilet and towel dispensers	5			
Sweep and mop floors	5			
Spot clean walls & partitions (to 5 feet)	1			
Wash restroom walls and partitions		1		

Floor Maintenance	Times/ Week	Times/ Month	Times/ Year	Other
Spot clean carpets	5			
Scrub ceramic tile floors			4	Jan, Apr, July, Oct
Refinish tile floors			2	
Steam clean all carpets thoroughly			1	Security Needed
Steam clean high traffic carpet areas			1	Security Needed



<b>Window Cleaning</b>	<b>Times/ Week</b>	<b>Times/ Month</b>	<b>Times/ Year</b>	<b>Other</b>
Inside partition glass-spot clean	5			
Exterior glass-spot clean	5			
Entrance glass - spot clean	5			
Interior & exterior complete cleaning			1	
Skywalk Exterior/ Interior Window Cleaning			1	

<b>Special Cleaning</b>	<b>Times/ Week</b>	<b>Times/ Month</b>	<b>Times/ Year</b>	<b>Other</b>
Sweep Parking Garage			1	
Power Wash Parking Garage			1	

<b>Closing Instructions</b>	<b>Times/ Week</b>	<b>Times/ Month</b>	<b>Times/ Year</b>	<b>Other</b>
Arrange Furniture	5			
Clean Supply room	5			
Turn off all lights	5			
Check and lock doors	5			

## **ND DHS Administrative Procedures**

### **Securing System and Workspace Information 448-01-25-15-15**

#### **Controlling Access to Areas Containing Federal Tax Information (FTI)**

The director or designee shall maintain an authorized list of all personnel who have access to information system areas where these systems contain FTI. This shall not apply to those areas within the facility officially designated as publicly accessible.

Each agency shall control physical access to the information systems that display FTI information or where FTI is processed to prevent unauthorized individuals from observing the display output.

Each agency shall position information system components within the facility to minimize potential damage from physical and environmental hazards and to minimize the opportunity for unauthorized access.

- Whenever cleaning and maintenance personnel are working in restricted areas containing FTI, the cleaning and maintenance activities must be performed in the presence of an authorized employee if the area includes access to casefiles or computers where FTI is housed.
- Allowing an individual to "piggyback" or "tailgate" into a restricted locations should be prohibited and documented in agency policy. The agency must ensure that all individuals entering an area containing FTI do not bypass access controls or allow unauthorized entry of other individuals.
- Unauthorized access should be challenged by authorized individuals (e.g., those with access to FTI). Security personnel must be notified of unauthorized piggyback/tailgate attempts.

## **Safeguarding Federal Tax Information (FTI): Telework and Alternative Work Site Locations**

FTI remains subject to the same safeguard requirements and the highest level of attainable security in a telework or alternative work site location as required in a traditional work site location.

In addition to the traditional work site safeguard requirements, the following safeguard requirements are required.

- Access to FTI remotely requires:
  - Virtual Private Network (VPN) login to agency network
  - Multi-Factor Authentication (MFA) authentication to validate identity
- Use of personal computers, mobile devices, and associated electronics (printers, scanners, fax, etc.,) are prohibited unless:
  - Authorized by your supervisor.
  - The devices have a written security risk assessment completed by DHS IT, NDIIT or Human Service Zone authorized contractors.
  - The devices have been configured to comply with all IRS safeguard requirements.
  - All non-agency owned devices must be reported to the Office of Safeguards 45 days prior to usage unless remote access is through a virtual desktop infrastructure (VDI) environment
    - VPN login to agency network
    - MFA authentication to validate identity
    - VDI components segregated from personal components
- Computers, mobile devices, and associated electronics that receive, process, store or transmit FTI must contain the highest level of protection practical.
- Computers, mobile devices, and associated electronics must employ encryption mechanisms to ensure that FTI may not be accessed if the computer, mobile device, or associated electronics are lost or stolen.
- All computers, mobile devices and associated electronics must be listed with the appropriate office (state office, county office or Human Service Zone office) for inventory purposes and updated annually.

- Only agency-approved security access control devices and agency approved software will be used on computers, mobile devices, and associated electronics.
- All computers, mobile devices and associated electronics receiving, processing, or transmitting FTI must be kept in a secured area under the immediate protection and control of an authorized employee or locked up.
- **FTI must not be downloaded or stored** on any computer, mobile device or associated electronic device. If downloaded or stored, computers, mobile devices and associated electronic devices must have agency-approved security access control devices installed.
- **FTI must not be printed.** If printed, FTI must be protected by securing in a locked drawer or other secure container and access to work area must be restricted behind a locked door. All printed FTI must be destroyed by either burning or shredding.
  - Burning – material must be burned in a manner that produces enough heat to burn the entire document, leaving only ash.
  - Shredding - use cross cut shredders which produce particles that are 1 mm x 5 mm (0.04 in. x 0.2 in.) in size (or smaller). If shredding deviates from the above specifications, FTI must be safeguarded until it is rendered unreadable through additional means, such as burning.
- Access to computer, mobile device and associated electronic device operating system must be limited to DHS IT, NDIIT or Human Service Zone authorized contractors to prevent changes to device configuration.
- Computers, including laptop computers, and associated electronic devices must contain remote wipe and/or kill switch functionality to remove sensitive information. If a device cannot be remotely wiped, the device must be configured to purge all data automatically after 4 consecutive unsuccessful attempts are made to gain access.
- Mobile devices, excluding laptop computers, must:
  - Contain remote wipe and/or kill switch functionality to remove sensitive information. If a device cannot be remotely wiped, the device must be configured to purge all data automatically after 10 consecutive unsuccessful attempts are made to gain access.
  - Require encryption at rest.

- Wireless personal area networks must be disabled that allow connection to a computer via Bluetooth or near field communication (NFC) for data synchronization.
- Access to digital camera, global positioning system (GPS) and universal serial bus (USB) interface must be disabled to the extent possible.
- If computer, mobile device, and associated electronics are lost or stolen, staff must immediately report to their supervisor and DHS EA Central Office at (701) 327-2332 or send an email to the EA Assistant Director.
- Telework and Alternative Work Site locations must be inspected annually for compliance with IRS required safeguards.
- Telework and Alternative Work Site Wireless Network Connection:
  - Avoid using wireless network connections when possible.
  - If using a wireless network connection
    - Check encryption of router; turn on encryption if off. Encryption level must be of the same standard as Federal Information Processing Standards (FIPS)-validated or National Security Agency (NSA)-approved encryption.
    - Only access secure websites (i.e. those that begin with "https").
    - A wireless intrusion detection system must be employed.
    - Update login credentials on Wi-Fi router to increase complexity and uniqueness.
    - Update the complexity and uniqueness of passwords for all other devices not approved by DHS IT, NDIT or Human Service Zone authorized contractors that are connected to wireless network (Alexa, Google Home, e-readers, tablets, etc.).
      - Any internet connected device can be used as an access point to all other devices connected to the wireless network.
      - If possible, disconnect all other devices from the wireless network.

2021 COSTS		
MONTHLY	ANNUALLY	BUILDING
4,304.08	51,648.96	ANNEX
13,688.84	164,266.08	COURTHOUSE
3,592.59	43,111.08	JAIL
2,469.83	29,637.96	LEC
24,055.34	288,664.08	TOTAL

2020 COSTS		
MONTHLY	ANNUALLY	BUILDING
4,219.68	50,636.16	ANNEX
13,420.43	161,045.16	COURTHOUSE
3,522.15	42,265.80	JAIL
2,421.40	29,056.80	LEC
23,583.66	283,003.92	TOTAL

2019 COSTS		
MONTHLY	ANNUALLY	BUILDING
4,136.95	49,643.40	ANNEX
13,157.39	157,888.68	COURTHOUSE
3,453.09	41,437.08	JAIL
2,373.92	28,487.04	LEC
23,121.35	277,456.20	TOTAL