

REQUEST FOR PROPOSALS

FOR CUSTODIAL SERVICES

FOR

THE VILLAGE OF

VILLAGE OF WILLOWBROOK



Advertised: October 31, 2025

Due: November 25, 2025, 11:00 a.m.

LEGAL NOTICE

Official notice is hereby given that separate sealed proposals will be received at Village Hall, Village of Willowbrook, 835 Midway Drive., Willowbrook, IL 60527 until 11:00 a.m. local time on November 25, 2025, and then at said office publicly opened and read aloud for the following:

RFP NO: 03-2025

RFP ON: CUSTODIAL SERVICES

The Village of Willowbrook seeks assistance from a highly qualified firm to perform custodial services as described in this Request for Proposal (RFP). **Sealed** proposals must be received at Village Hall, 835 Midway Drive, Willowbrook, IL, **before November 25, 2025, at 11:00 a.m.** per the requirements stated in the RFP. No late, faxed, or electronic proposals will be accepted.

The Village of Willowbrook reserves the right to reject or accept any or all proposals and to waive any informalities as deemed in the best interest of the Village.

Questions pertaining to the project may be directed to Alex Arteaga aarteaga@willowbrook.il.us no later than November 18, 2025, by 5:00 p.m.

Alex Arteaga

Assistant Village Administrator

Village of Willowbrook

Bid Pricing Table

In compliance with this Request for Proposals, and subject to all conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish and install as outlined herein for the Village of Willowbrook at the amount indicated, subject to modification through negotiations.

PROPOSAL – January 1, 2026 – December 31, 2026

Building Janitorial Service costs per month:

- a. Village Hall, 835 Midway Drive. \$ _____
- b. Police Department, 7760 S Quincy Street. \$ _____
- c. Community Resource Center, 825 Midway Drive. \$ _____
- d. Extra work hourly rate \$ _____
- e. Gower Middle School*, 7941 Madison Street. \$ _____
- f. Gower West Elementary School*, 7650 Clarendon Hills Road. \$ _____

* - See Gower Schools section on page 5 & 19 for more information.

PROPOSAL – January 1, 2027 – December 31, 2027

Building Janitorial Service costs per month:

- a. Village Hall, 835 Midway Drive. \$ _____
- b. Police Department, 7760 S Quincy Street. \$ _____
- c. Community Resource Center, 825 Midway Drive. \$ _____
- d. Extra work hourly rate \$ _____
- e. Gower Middle School*, 7941 Madison Street. \$ _____
- f. Gower West Elementary School*, 7650 Clarendon Hills Road. \$ _____

PROPOSAL – January 1, 2028 – December 31, 2028

Building Janitorial Service costs per month:

- a. Village Hall, 835 Midway Drive. \$ _____
- b. Police Department, 7760 S Quincy Street. \$ _____
- c. Community Resource Center, 825 Midway Drive. \$ _____
- d. Extra work hourly rate \$ _____
- e. Gower Middle School*, 7941 Madison Street. \$ _____
- f. Gower West Elementary School*, 7650 Clarendon Hills Road. \$ _____



SUBMISSION INFORMATION

Village of Willowbrook
835 Midway Dr
Willowbrook, IL 60527

INVITATION: #03-2025
BID OPENING DATE: November 25, 2025
TIME: 11:00 A.M. Local Time
LOCATION: Village Hall

COPIES: One (1) original, and one (1) electronic (USB)

REQUEST FOR PROPOSAL INFORMATION

Company Name: _____

Address: _____

City, State, Zip Code: _____

The undersigned hereby certifies that they have read and understand the contents of this solicitation and agree to furnish at the prices shown any or all of the items above, subject to all instructions, conditions, specifications and attachments hereto. Failure to have read all the provisions of this solicitation shall not be cause to alter any resulting contract or to accept any request for additional compensation. By signing this proposal document, the Contractor hereby certifies that they are not barred from proposing on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Authorized Signature: _____ Company Name: _____

Typed/Printed Name: _____ Date: _____

Title: _____ Telephone Number: _____

E-mail: _____ Fax Number: _____

PROJECT SPECIFICATIONS

1. GENERAL AND BACKGROUND INFORMATION – VILLAGE OF WILLOWBROOK

The Village of Willowbrook, hereafter referred to as the “Village”, is a home-rule, AAA bond-rated municipality located in west-suburban DuPage County, approximately 25 miles west of downtown Chicago. The Village was founded in 1960 and has become a desirable community with great accessibility, high-quality schools and parks, a strong commercial sector, and a vibrant and community-minded residential base. O’Hare and Midway airports are a short distance away, and the nearby rail line transports commuters into Downtown Chicago in as short as 20 minutes. Willowbrook’s attractive location allows companies to serve local, national, and international markets from a stable Midwestern base. The Village’s accessibility and superior transportation linkages make Willowbrook an attractive place to live and work.

The Village employs 49 full-time equivalent employees and includes a strong network of community volunteers serving on many Boards and Commissions. Willowbrook operates under the Mayor -Trustee form of government. The Mayor and six Trustees are all elected on an at-large basis. A professional Village Administrator oversees the day-to-day operations of the Village.

2. INTENT

It is the intent of the Village to enter into an agreement with a reputable firm (“Contractor”) to provide custodial services for the municipal buildings including Village Hall, the Police Department, and Community Resource Center.

Gower Schools

Additionally, the Village of Willowbrook has a current IGA (intergovernmental agreement) with Gower Schools to extend the Village’s custodial services contractor to Gower facilities. Gower Schools would prefer for a single custodian to be assigned to Gower Middle School and for two custodians to be assigned to Gower West School. These custodians operate under the below circumstances:

- Provide custodial services 5x a week (M-F), in 8-hour shifts.
- Work in tandem with Gower Schools employed custodians and provide supplemental custodial services as requested by Gower officials.
- During summer months, custodial assignments can be reduced or suspended.
- Custodial assignments can shift throughout the school’s operating year due to service demands.

It is acceptable for interested Contractors to bid on Village facility custodial services and opt to decline providing services to Gower Schools facilities.

3. PROPOSAL PRICE

Please provide pricing as specified on the pricing table (page 3). It shall be inclusive of all fees. Costs and expenses that are not identified as part of the all-inclusive fees must be identified and their estimated costs listed. **Each offeror shall submit a proposal using the forms and pricing sheets provided herein.**

4. AWARD

Award will be made to the Contractor who is best qualified to perform in accordance with the terms and conditions of the specifications including the evaluation criteria specified herein for each Group. The Village reserves the right to award the bid in part, or in whole, or not award any portion of the bid, whatever is deemed to be in the best interest of the Village. The Village further reserves the right to reject any or all proposals.

5. TERM OF AGREEMENT

The term of this Agreement shall be from January 1, 2026 until December 31, 2028. The Village reserves the right to renew their Agreement for two (2) additional one (1) year periods, subject to acceptable performance by the Contractor. At the end of the initial or renewal term, the Village reserves the right to extend this Agreement for a period of up to ninety (90) days to get a new agreement in place. For any term beyond the initial term, this Agreement is contingent on the appropriation of sufficient funds; no charges shall be assessed for the failure of the Village to appropriate funds in future contract years.

6. ESCALATION

Written requests for price revisions after the first three (3) year period shall be submitted at least ninety (90) days in advance of the annual contract period. Requests must be based upon and include documentation of the actual change in the cost of the components involved in the contract and shall not include overhead, or profit and pursuant to the CPI-All Urban Consumers, Chicago or 3% whichever is less. CPI will be based upon the average of the previous twelve months, non-seasonal adjusted.

The Village reserves the right to reject a proposed price increase and terminate the agreement.

7. SPECIFICATIONS

See pages 19-36.

8. INVOICES AND PAYMENTS

The Contractor shall submit invoices to the Village detailing the services provided directly to the Village. All services shall be invoiced based on unit pricing. The Village shall only pay for services used. Payment shall be made in accordance with the Local Government Prompt Payment Act.

Invoices shall be delivered to:

Village of Willowbrook Public Works

835 Midway Dr.

Willowbrook, IL 60527

9. CALENDAR OF EVENTS/TENTATIVE AND SUBJECT TO CHANGE

DATE	ACTIVITY
October 31, 2025	Request for Proposals are advertised on the Village website.
November 14, 2025	Optional Facility Walkthrough and Tour Event: An optional “pre-bid” facility walkthrough for all Respondents will be held on Friday, November 14 th from 10:00 am to 11:00 am local time at the Willowbrook Village Hall, Police Department, and Community Resource Center, located at 835 Midway Dr, 7760 S Quincy St, and 825 Midway Dr, Willowbrook, IL 60527. Interested respondents are asked to arrive at Village Hall at 10:00 am to view the facilities.
November 18, 2025	Last day to submit questions and requests for clarification.
November 25, 2025	Deadline for Proposal Submission. Proposals received after the date and time identified will be returned unopened. Submit One (1) original and one (1) electronic (USB) copy of the complete/signed proposal by November 25, 2025 before 11:00 A.M. CST, to: Village of Willowbrook 835 Midway Dr, Willowbrook IL 60527 RFP # 03-2025 RFP ON: CUSTODIAL SERVICES
December 15, 2025	Potential Approval of Firm by Willowbrook Board of Trustees
January 1, 2026	Services Start Date

10. ADDITIONAL INFORMATION

Should the Contractor require additional information about this request for proposal, submit questions via email to: aarteaga@willowbrook.il.us. Questions are required no later than 5:00 P.M. on November 18, 2025.

ANY and ALL changes to these specifications are valid only if they are included by written addendum. No interpretation of the meaning of the scope of work will be made orally. Failure of any Contractor to receive any such addendum or interpretation shall not relieve the Contractor from any obligation under this proposal as submitted. All addenda so issued shall become part of the proposal documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a Contractor to improperly submit a proposal.

The Village recognizes that in some cases the information conveyed in this RFP may provide an insufficient basis for performing a complete analysis of the RFP requirements. Prospective Contractors are therefore requested to make the best possible use of the information provided, without the expectation that the Village will be able to answer every request for further information, or that the schedule for receipt and evaluation of proposals will be modified to accommodate such request.

INSTRUCTIONS FOR SUBMISSION OF PROPOSAL

1. ADDITIONAL INFORMATION

- A. Definition: The Request for Proposals (RFP) process is a method of procurement permitting discussions with responsible contractors and revisions to proposals prior to award of a contract. Proposals will be opened and evaluated in private. Award will be based on the criteria set forth herein.
- B. Examination of Documents: Prior to submitting a proposal, Contractors are advised to carefully examine the contract documents, project scope and work tasks to be accomplished, specifications, insurance requirements and required affidavits; becoming thoroughly familiar with all conditions, instructions and specifications governing this proposal. If a proposal is accepted, the Contractor shall be responsible for, and the Village will make no allowance for, any errors in the proposal resulting from the Contractors failure or neglect to comply with these instructions.
- C. Form of Proposal: Proposals shall be made in accordance with these instructions. Proposals shall be submitted on the forms provided by the Village. Additional information, as requested by the Village, shall be submitted in accordance with instructions contained within these documents. Failure to execute proposals as required may, at the sole discretion of the Village, be cause for rejection.
- D. Execution of Proposal: Proposals shall be signed by an authorized officer or Manager of the Contractor. If the Contractor is a corporation, the proposal shall bear the name of the corporation, and be signed by the president and secretary of the corporation. Should the proposal be signed by an officer(s) other than the president and secretary of the corporation, the proposal must be accompanied by an affidavit authorizing such officer(s) to bind the corporation.
- E. Incurred Costs: The Village will not be liable in any way for any costs incurred by Contractor in replying to this Request for Proposal.

2. SUBMISSION OF PROPOSAL

All proposals shall be submitted in a sealed envelope to the Village Administrator's Office, Village of Willowbrook, 835 Midway Dr, Illinois, 60527, by the specified closing time for receipt of the proposals. The sealed envelope shall carry the following information on the face:

Contractor's name, address, subject matter of the proposal, proposal number, and date and hour designated for the closing of receipt of proposals as shown in the notice.

Where proposals are sent by mail or courier service, the Contractor shall be responsible for their delivery to the Village Administrator's Office prior to the designated date and hour for opening. If delivery is delayed beyond the date and hour set for the opening, proposals thus delayed will not be considered and will be returned unopened.

The Village will not accept proposals transmitted by facsimile (fax) or e-mail.

The Village shall not be held responsible for the premature opening or non-opening of a proposal not properly addressed and identified in accordance with these instructions, except as otherwise provided by law.

3. WITHDRAWL OF PROPOSAL

Proposals may be withdrawn before the time designated for the closing of receipt of proposals by written request. However, no proposal shall be withdrawn within the ninety (90) calendar day period after the time set for the closing. Contractors withdrawing their proposal prior to the time and date set for closing of receipt of proposals may still submit another proposal if done in accordance with these instructions.

4. EVALUATION PROCESS

The Village will apply the evaluation criteria specified herein in determining the Contractor deemed to be the most advantageous and best qualified to perform in accordance with the terms and conditions of the Agreement.

- A. The Village receive written proposals as follows: One (1) original and one (1) electronic (USB) copy of the Proposal shall be submitted. The proposals should include the resume of the firm, location of the firm, references from past and present clients, descriptions of projects of similar scope and experience, the names and background of project personnel, a narrative or work plan describing their approach to the specific project, a project task schedule (as applicable), response to Exhibit C, and any other submittals requested within the proposal document.
- B. The Village will review and evaluate the proposals based on the established selection criteria and a comparison of all proposals. If necessary, the Village may request a meeting with one or more offerors to clarify and/or expand on the Proposal. In accordance with the requirements of the Proposal, the Village may negotiate terms, conditions, and fees with one or more offerors.
 - a. All offerors are advised that in the event of receipt of an adequate number of proposals, which in the opinion of the Village require no clarification and/or supplementary information, such proposals may be evaluated without discussion. Hence, proposals should be initially submitted on the most complete and favorable terms which offerors are capable of offering to the Village.
 - b. The Village may conduct discussions with any offeror who submits an acceptable or potentially acceptable proposal. Offerors shall be accorded fair and equal treatment

with respect to any opportunity for discussion and revision of proposals. During the course of such discussions, the Village shall not disclose any information derived from one Proposal to any other offeror. The Village reserve the right to request the offeror to provide additional information during this process

During discussions, the offeror shall be prepared to cover the following topics:

- i. The specific services to be provided;
- ii. Qualifications of the offeror, including work on projects of similar scope and experience, the background of project personnel, etc., and;
- iii. The working relationship to be established between the Village and the Contractor, including, but not limited to, what each party should expect from the other.

- c. The Village reserves the right to negotiate specifications, terms, and conditions that may be necessary or appropriate to accomplish the purpose of this RFP. The Village may require the RFP and the offeror's entire Proposal to be made an integral part of the resulting contract. This implies that the Village will hold all responses, supplemental information, and other submissions provided by the offeror during discussions or negotiations as contractually binding on the successful offeror. When the Village determines an offeror's Proposal to be unacceptable, such offeror shall not be afforded an additional opportunity to supplement its Proposal.

C. The Village will select the Proposal, which appears to be the most advantageous based on the ability to meet the criteria. The Village's municipal manager/administrator or board of trustees/city council, as the case may be, will have the right to execute an agreement with the Contractor who is deemed to be the most advantageous and who is best qualified to perform in accordance with the terms and conditions of the Agreement. The Village reserve the right to reject any or all bids

5. EVALUATION CONSIDERATIONS

1. Responsiveness with Request for Proposals

This evaluation refers to the adherence to all conditions and requirements of the Request for Proposal.

2. Required Submittals

Qualified firms interested in providing the services described are invited to submit a complete Proposal for consideration. The Proposal shall address the items listed below. Failure to provide all requested items may be sufficient cause for the non-acceptance of the Proposal.

The Contractor may provide information in addition to the information requested; however, the additional information shall be placed at the end of the Contractor's submittal in a section separated from the remainder of the Proposal.

3. Acceptability of Proposals

This refers to the adherence to all conditions and requirements of the Request for Proposals. The offer shall be evaluated solely in accordance with the criteria set forth herein. The proposals shall be categorized as follows:

- i. Acceptable;
- ii. Unacceptable

Grading Criteria Value
1. Services Provided – 25%
2. Qualifications and Experience of Firm – 25%
3. References of Firm – 25%
4. Proposal Pricing – 25%

1. Services Provided

Rating will be based on an assessment of the Contractors' knowledge and understanding of the custodial services and familiarity with the Specifications. Provide a narrative demonstrating the exact type and nature of the proposed services, including transitional plan, and how your firm will accomplish the objectives of the project as outlined in the specifications. This would include the backup plan in the event of an employee's absence. The Village Proposal Review Team will evaluate the completeness and reasonableness of the Contractors proposed plan for completing the proposed services. Finally, the Team shall evaluate the Contractors submission of proposed methodologies for meeting the requirements of this proposal.

2. Qualifications and Experience of Firm

Provide a narrative describing the role of and introducing each key individuals or department in your firm's organization that will be actively involved in the performance of the services requested herein. Provide an organization chart showing functional relationships between the Contractor, sub-contractors (if any), and the Village. Show the lines of communication, authority and assigned responsibility.

The firm shall have a minimum of two (2) years of experience with projects of similar size and scope. The Contractor shall describe experience on all projects and contracts of similar size and scope, including scope, tasks performed, and related information. In documenting experience, the firm should specifically describe significant implementation challenges and the implemented solutions.

Additional points will be given up to the maximum allotted for this item for substantial experience on the same type of projects and outstanding performance on previous projects. Little or no experience on the type of project will receive fewer points.

3. References of the Firm

Please provide a list of all similar projects completed since January 1, 2020. The Contractor shall furnish at a minimum, five (5) project references with contact names, titles, telephone numbers, e-mail and mailing addresses. The Contractor shall also include the name of the project manager/lead that was responsible for each of the referenced clients.

Additional points will be given up to the maximum allotted for this item for substantial experience on the same type of projects/contracts and outstanding performance on previous projects. Little or no experience on this type of project will receive fewer points.

4. Proposal Pricing

This refers to the rate of pay for the various daily, weekly, monthly, quarterly, and annual services combined with total number of labor hours.

GENERAL TERMS AND CONDITIONS

1. CONTRACTOR QUALIFICATIONS

All Contractors must be qualified and demonstrate the capability to provide services required in accordance with the proposal specifications. Proposals shall be evaluated using the aforementioned Evaluation Considerations. Firms meeting the mandatory criteria will have their proposals evaluated for both technical qualifications and price. The following represent the principal selection criteria which will be considered during the evaluation process (not listed in order of priority):

- Services Provided
- Qualifications and Experience of Firm
- References of the Firm
- Proposal Pricing

2. ADDITIONS/DELETIONS

The volumes identified herein are estimated quantities. The Village does not guarantee any specific quantities and shall not be held responsible for any deviation. This contract shall cover the Village requirements whether more or less than the estimated amount.

The Village reserves the right to increase and/or decrease quantities, increase/decrease locations and add a Municipality during the term of the Agreement, whatever is deemed to be in the best interest of the Village. Any new product's price will be subsequently negotiated with the winning Contractor(s).

In the event awarded Contractor(s) is unavailable, the Village reserves the right to use whatever Contractor is available to minimize and/or mitigate the damages to the Village.

3. DOCUMENT OBTAINED FROM OTHER SOURCES

The Village of Willowbrook is the only official source for proposal packages and supporting materials. Registration with the Village is the only way to ensure Contractors receive all addenda and other notices concerning this project. The Village cannot ensure that Contractors who obtain proposal packages from sources other than the Village will receive addenda and other notices. All Contractors are advised that proposals that do not conform to the requirements of this proposal package, including compliance with and attachment of all addenda and other notices, may, at the Village's discretion, be rejected as non-responsive and/or their proposal disqualified. **In such cases, the Village will NOT re-release the project absent extraordinary circumstances.**

4. CONTACT WITH VILLAGE PERSONNEL

All Contractors are prohibited from making any contact with the Village's Administrator, Trustees, or any other official or employee of the Village with regard to the request for proposals, other than in the manner and to the person(s) designated herein. The Village Administrator reserves the right to disqualify any Contractor found to have contacted Village Personnel in any manner with regard to the request for proposals. Additionally, if the Village

Administrator determines that the contact with Village Personnel was in violation of any provision of 720 ILCS 5/33E, the matter will be turned over to the DuPage County State's Attorney for review and prosecution.

5. DISCLOSURE OF POTENTIAL OR ACTUAL CONFLICT OF INTEREST

The Village's Code of Ethics prohibits public officials or employees from performing or participating in an official act or action with regard to a transaction in which he has or knows he will thereafter acquire an interest for profit, without full public disclosure of such interest. This disclosure requirement extends to the spouse, children and grandchildren, and their spouses, parents and the parents of a spouse, and brothers and sisters and their spouses.

To ensure full and fair consideration of all proposals, the Village requires all Offerors including owners or employees to investigate whether a potential or actual conflict of interest exists between the Offeror and any Village, their officials, and/or employees. If the Offeror discovers a potential or actual conflict of interest, the Offeror must disclose the conflict of interest in its proposal, identifying the name of the municipal official or employee with whom the conflict may exist, the nature of the conflict of interest, and any other relevant information. The existence of a potential or actual conflict of interest does NOT, on its own, disqualify the disclosing Offeror from consideration. Information provided by Offerors in this regard will allow the Village to take appropriate measures to ensure the fairness of the proposal process.

The Village requires all Offerors to submit a certification, enclosed with this proposal packet, that the Offeror has conducted the appropriate investigation and disclosed all potential or actual conflicts of interest.

By submitting a proposal, all Offerors acknowledge and accept that if any Village discovers an undisclosed potential or actual conflict of interest, that Village may disqualify the Offeror and/or refer the matter to the appropriate authorities for investigation and prosecution.

6. SILENCE OF SPECIFICATIONS

The apparent silence of specifications as to any detail or apparent omission from a detailed description concerning any portion of this request for proposals shall be interpreted as meaning that only the best practice shall prevail.

7. HOLD HARMLESS

The CONTRACTOR shall indemnify, defend, and hold harmless the Village and the Village's elected and appointed officials, employees, agents, and representatives from all claims, liabilities, losses, damages, demands, penalties, causes of action, costs, and expenses, including court costs and reasonable attorneys' fees, which may arise or which may have been alleged to have arisen out of, or in connection with, the Contractor's performance of the Services. The obligations of the Contractor under this Section 11 shall not be limited by any applicable insurance required of the Contractor. Notwithstanding any other contrary provision contained herein, the Contractor's obligations under this Section 11 shall survive the expiration or termination of this Agreement.

8. RESERVATION OF RIGHTS

The Village reserves the right to accept the Proposal that is, in their judgment, the best and most favorable to the interests of the Village and the public; to reject the low Price Proposal; to

accept any item to any Proposal; to reject any and all Proposals; to accept and incorporate corrections, clarifications or modifications following the opening of the Proposals when to do so would not, in the Village's opinion, prejudice the proposal process or create any improper advantage to any Contractor; and to waive irregularities and informalities in the proposal process or in any Proposal submitted; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defects or informalities, and Contractors should not rely upon, or anticipate, such waivers in submitting the Proposals. The enforcement of this Reservation of Rights by the Village shall not be considered an alteration of the proposals.

9. CHANGE IN STATUS

The successful Contractor shall notify the Village immediately of any change in its status resulting from any of the following: (a) Contractor is acquired by another party; (b) change in greater than 5% ownership interest; (c) Contractor becomes insolvent; (d) Contractor, voluntarily or by operation of law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Contractor ceases to conduct its operations in normal course of business. The Village shall have the option to terminate its agreement with the Contractor immediately on written notice based on any such change in status.

10. SUBCONTRACTORS

If the Contractor intends on subcontracting out all or any portion of the engagement, the Contractor must identify any subcontractors on the attached form. Verify that all subcontractors have completed a pre-employment background check.

11. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: The Village's Project Specifications; The Request for Proposals General Terms & Conditions and Special Terms & Conditions, and the successful Contractor's Proposal Response

12. JURISDICTION, VENUE, CHOICE OF LAW

This agreement has been made in and shall be construed and enforced in accordance with the laws of the State of Illinois. The parties agree that the sole jurisdiction and venue for any action arising hereunder will be the Circuit Court of DuPage County, Illinois

13. NON-ENFORCEMENT BY THE VILLAGE

The Contractor shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the Village, on any one or more occasions, to insist on the Contractor's performance or to seek the Contractor's compliance with any one or more of said terms or conditions.

14. INDEPENDENT CONTRACTOR

The Contractor is an independent Contractor and no employee or agent of the Contractor shall be deemed for any reason to be an employee or agent of the Village.

Employees or Divisions of the contractor may be changed if those personnel leave the firm, are promoted or are assigned to another office. These personnel may also be changed for other reasons with the express prior written permission of the Village. However, in either case, the Village retains the right to approve or reject personnel assigned or their replacements.

Contractors and firm specialists mentioned in response to this request for proposals can only be changed with the express prior written permission of the Village, which retains the right to approve or reject replacements.

Other personnel may be changed at the discretion of the Contractor provided that replacements have substantially the same or better qualifications or experience.

15. TERMINATION

The Village reserves the right to terminate their respective portion of their agreement, or any part thereof, upon thirty (30) days written notice. In case of such termination, the Contractor shall be entitled to receive payment from the Village for work completed to date in accordance with the terms and conditions of their agreement. In the event that an agreement is terminated due to Contractor's default, the Village shall be entitled to purchase services elsewhere and charge the Contractor with any or all losses incurred, including attorney's fees and expenses.

16. NON APPROPRIATIONS

The Village reserves the right to terminate the whole or any part of this agreement or to reject proposals, in the event that the Village Board of Trustees does not appropriate sufficient funds for its completion.

17. PROPERTY OF THE VILLAGE

All documents, findings and work product produced as a result of these services shall become the property of the Village.

18. EQUAL EMPLOYMENT OPPORTUNITY

The successful Contractor shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended, and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Additionally, the Contractor shall comply with any Fair Employment Ordinance that has been adopted by the Village.

19. ILLINOIS HUMAN RIGHTS ACT (775 ILCS 5/)

In the event the Contractor's non-compliance with the provision of the Equal Employment Opportunity Clause, the Illinois Human Rights Act or the Applicable Rules and Regulations of the Illinois Department of Human Rights ("Department"), the Contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or voided in whole or part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation

20. AUDIT/ACCESS TO RECORDS

A. The Contractor shall maintain books, records, documents and other evidence directly pertinent to performance of the work under this agreement consistent with generally accepted accounting standards in accordance with the American Institute of Certified Public Accountants Professional Standards. The Contractor shall also maintain the financial information and data used by the Contractor in the preparation or support of any cost submissions required under this subsection, (Negotiation of contract amendments, change orders) and a copy of the cost summary submitted to the Municipality. The Auditor General, the Municipality, or any government agency or any of their duly authorized representatives shall have access to the books, records, documents, and other evidence for purposes of inspection, audit, and copying. The Contractor will provide facilities for such access and inspection.

B. Audits conducted pursuant to this provision shall be consistent with generally accepted auditing standards in accordance with the American Institute of Public Accountants Professional Standards.

C. The Contractor agrees to the disclosure of all information and reports resulting from access to records pursuant to the subsection above. Where the audit concerns a Contractor, the auditing agency will afford the Contractor an opportunity for an audit exit conference and an opportunity to comment on the pertinent portions of the draft audit report. The final audit report will include the written comments, if any, of the audited parties.

D. Records under the subsections above shall be maintained and made available during performance of the work under this agreement and until three years from the date of final audit for the project. In addition, those records which relate to any dispute or litigation or the settlement of claims arising out of such performance, costs or items to which an audit exception has been taken, shall be maintained and made available for three years after the date of resolution of such dispute, appeal, litigation, claim or exception.

21. PROTEST PROCEDURE

The full context of Protest Procedures can be found in the Village of Willowbrook Procurement Policy at. An overview of the procedures are included below.

Any Contractor wishing to file a protest regarding the proposal process may do so by giving written notice to the office of the Village of Willowbrook Village Administrator within three (3) business days of award. This notice should include the title of the requirement, the request for proposal number, the closing date and the nature of the protest.

In the event that the protest cannot be resolved by mutual agreement, the Village Administrator's Office shall refer the protest to the Village Administrator or his/her designee within five (5) business days after the protest meeting with a recommendation, in writing, for resolution of the protest. The Village Administrator may conduct an evidentiary hearing at his or her sole option and may designate a representative to preside at such hearing. The Village Administrator will conduct a review and make an attempt to resolve the issue in a manner amicable to all parties within ten (10) business days after receipt of the recommendation, date of the hearing, or the review, whichever is later.

22. CONFIDENTIALITY

Consideration will be given to requests to maintain confidentiality for certain proprietary or confidential information provided in a proposal. If the Contractor desires to maintain confidentiality for specific information, the pages containing the information should be clearly marked on the proposal as "Proprietary and Confidential." In no event should all pages of the proposal be so marked. The proposal should include a separate written request clearly evidencing the need for confidentiality. The Village's Purchasing Manager shall examine the proposals to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the agreement, all responses, documents, and materials submitted by the Contractor pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Village's Purchasing Manager. All data, documentation and innovations developed as a result of these contractual services shall become the property of the Village. Based upon the public nature of these RFP's, a Contractor must inform the Village, of the exact materials in the offer that the Contractor believes should not be made a part of the public record in accordance with the Illinois Freedom of Information Act.

23. RESPONSIBILITY OF CONTRACTOR

No agreement will be awarded to any person, firm or corporation that is in whole or in part, in an unsatisfactory manner, in any agreement with the Village, or who is a defaulter as to surety or otherwise upon any obligation to the Village.

24. EXCEPTIONS TO SPECIFICATIONS

Any exceptions to these specifications shall be listed and fully explained on a separate page entitled "Exceptions to Specifications", prepared by the Contractor on its firm's letterhead, to be attached to and submitted with these documents at the time of submission of the proposal.

Each exception must refer to the page number and paragraph to which it pertains. The nature of each exception shall be fully explained. Contractors are cautioned that any exceptions to these specifications may be cause for rejection of the proposal.

Should a Contractor submit a proposal where any exception is not clearly marked, described and explained, the Village will consider the proposal to be in strict compliance with these specifications. If then awarded an agreement, the successful Contractor shall comply with all requirements in accordance with these specifications.

25. NON-EXCLUSIVITY

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor(s). This Contract shall not restrict the Village from acquiring similar, equal or like goods and/or services from other entities or sources if deemed to be in the best interest of the Village.

26. COMPENTENCY OF CONTRACTOR

If requested in writing by the Village, the Contractor must present within three (3) working days, satisfactory evidence of its ability and possession of the necessary facilities, experience, financial resources and adequate insurance to comply with the terms of the Contract Documents.

SPECIFICATIONS

I. GENERAL INFORMATION

1. INTENT

It is the intent of the Village to procure custodial services for the Village's municipal buildings, and Gower School facilities as identified herein. The Village may be referred to individually as the "Owner."

2. SCOPE

The Village has three (3) buildings which require custodial service cleaning. The current facilities included in this RFP are listed in **Exhibit A - List of Facilities**.

The facilities offer municipal government services and have various hours of operation from five (5) days a week, eight (8) hours a day to as much as 6 (6) days a week, twenty-four (24) hours a day and are listed in **Exhibit B - Operational Demands and Access Hours**.

The pricing proposal shall include all labor necessary to complete this specification including: labor and staff supervision necessary to complete the custodial and support services in an acceptable manner while meeting or exceeding the quality standards as indicated in this specification.

The Village reserves the right to modify, increase or decrease the quantity of facilities requiring custodial services at any time, with a sixty (60) days' notice during the term of this agreement.

The Village staff shall be the sole determiner of the acceptable service standards.

Gower Schools

Additionally, the Village of Willowbrook has a current IGA (intergovernmental agreement) with Gower Schools to extend the Village's custodial services contractor to Gower facilities. Gower Schools would prefer for a single custodian to be assigned to Gower Middle School and for two custodians to be assigned to Gower West School. These custodians operate under the below circumstances:

- Provide custodial services 5x a week (M-F), in 8-hour shifts.
- Work in tandem with Gower Schools employed custodians and provide supplemental custodial services as requested by Gower officials.
- During summer months, custodial assignments can be reduced or suspended.
- Custodial assignments can shift throughout the school's operating year due to service demands.

It is acceptable for interested contractors to bid on Village facility custodial services and opt to decline providing services to Gower Schools facilities.

3. SECURITY AND ACCESS

There are some Owners' locations that require access to areas which are secured and other areas which will be generally open to the public during reasonable hours for meetings and other

uses. All secured areas shall be maintained in a secured condition and these areas shall be locked immediately upon completing the required work during hours of operation at each individual facility. Exterior building security shall be maintained at all times during non-hours of operation at each facility.

As outlined in these specifications or as directed by the Public Works Superintendent or designee, public meeting areas of specified buildings will be secured by the Contractor upon completion of the public use. Schedules of all meetings and uses will be provided to the Contractor on a monthly basis. Routine meeting schedules are included in **Exhibit C – Monthly Village Board and Commission Meeting Schedule**.

Access cards or keys will be furnished to the Contractor by designated Owners' employees so as to allow access to the various areas to be maintained. The Contractor's representative will sign for each access card or key set received/returned and a log shall be maintained by the Owner.

4. ACCESS HOURS

The Contractor shall schedule normal work hours for crews that take into account the hours of operations by Owners' staff and the public for each of the facilities outlined herein. The Contractor shall provide to the Public Works Superintendent or his designee, for approval, a schedule of proposed regular working hours for all buildings prior to the startup of the Contract. Any changes in these regularly scheduled hours shall require prior written notice and approval by the Public Works Superintendent or designee. **The Contractor shall be required to schedule work so as to not interfere with Owners' meetings or special events.**

There will be times when the daily custodial services cannot be performed or completed until meetings or other activities have been completed. Due to meetings and other scheduled activities the Contractor may have to revise his normal working schedule to accommodate these activities at no additional charge. **HANDLING OF WASTE:** The Contractor shall ensure that their personnel shall properly dispose of waste, including recyclable goods, in accordance with the directives of the Owners.

5. QUARTERLY REVIEW

The Owner shall schedule and review contract performance with the Contractor typically on a quarterly (every 3 months) basis. The Contractor's Supervisor(s) and Manager shall attend. Performance issues shall be submitted to the contractor in writing for resolution within a time period approved by the Owner.

II. CONTRACTUAL PERSONNEL

1. SUPERVISORS

The Contractor shall provide Supervisor(s) that will supervise all custodial contract employees' work under the contract.

The Contractor shall provide full time qualified and certified Supervisor(s) that hold(s) an Institute of Inspection Cleaning and Restoration Certification (IICRC) that will supervise all custodial contract employees engaged in work under the Contract. The Contractor's Supervisor

shall meet with the Owners' representative quarterly and shall attend the quarterly review meetings.

The Supervisor shall be authorized to accept and act upon all directives issued by the Village. Failure of the Supervisor to act on said directives shall be sufficient cause for the Village to give notice that the Contractor is in default of the Contract unless such directives would create potential personal injury or safety hazards or such directives are contrary to the intent of these specifications.

The Supervisor shall be responsible for the instruction, safety and training of personnel in the proper work methods and procedures. The Supervisor will schedule and coordinate all services and functions as required by the Contract and as specified in the task schedules.

The Supervisor is required to verify Contract compliance (Quality Control) before work crews leave each facility. The Supervisor shall inform the Village and any subsequent Supervisor of any item(s) which require additional follow-up to fully meet the Contract requirements. The Contractor shall develop a monthly quality control plan including forms acceptable to the Owners, based on daily, weekly, and monthly responsibilities. The Contractor shall utilize these forms and submit completed copies with a status report to the Public Works Superintendent or designee at the end of each month.

The Supervisor shall be capable of routinely lifting items in excess of twenty (20) pounds, fluent in both written and spoken conversational English (capable of passing testing of same), self-motivated and capable of working without direct supervision. The Supervisor will also require a substantiated history of at least five (5) years of custodial service (fieldwork) including at least three (3) years of supervisory experience in the field of custodial services.

Award of the contract is contingent upon approval by the Village of the proposed Supervisor. The Village may deem it necessary to conduct an interview prior to approval.

2. CUSTODIAL PERSONNEL

A. Custodians

The Contractor will be expected to supply a sufficient number of custodians to be able to complete all cleaning and workmanship standards as set forth in Sections IV and V of these specifications. All of the Contractor's personnel shall be an employee of the Contractor's company. No subcontracting will be permitted for regular and nightly service. Subcontracting will only be permitted for specialty services and must be pre-approved by the Village.

All Contract employees will display Owners' approved photo identification badges while working on Village premises. No employee will be allowed access to any area without displaying the required identification badge. Employees shall wear uniforms, consistent in color and appearance, featuring a company identification patch at all times while working on Owner's premises.

The Village reserves the right to perform background checks on all Contractor employees including its subcontractors.

Prior to commencing work, the Contractor shall submit to the Public Works Superintendent, the names, home addresses, date of birth, social security numbers, immigration documents (if applicable), and driver's license numbers of all employees to be engaged in work specified herein or having access to the buildings in an inspecting or supervisory capacity. **No employees at any time shall commence work until the above listed information has been submitted to and written clearance received from the Public Works Superintendent or his designee.** The Contractor shall provide written authorization from prospective employees for the Village to perform the security clearances required. Employees of the Contractor shall be subject to the same standards of pre-employment examinations as regular full-time employees of the Village and shall be held to the same standards of conduct. The Contractor will provide and maintain a current list of employees working on the Owners account to include locations and times at locations. Copies for the listing shall be issued to the Public Works Superintendent. Security clearance and background checks shall be updated on an annual basis at no additional cost to the Owners.

The Village shall have and exercise full and complete control over granting, denying, withholding or terminating clearance for Contractor's employees. Employees whom the Village deems careless, discourteous or otherwise objectionable or who cannot meet standards required for security or other reasons will be prohibited from entering the buildings to perform work.

B. General Staffing

The contractor shall maintain the number of staff identified in their proposal including staffing reserves to insure optimal contract performance. Multiple failures to adequately staff contract positions could result in termination of the agreement.

III. MATERIALS AND EQUIPMENT

1. OWNER TO FURNISH

In support of this Contract, the Owner will supply the following at no cost to the Contractor for application at the facilities subject to the Contract:

Consumable products for use of building occupants:

- Toilet tissue
- Roll towels – household use
- Roll towels – bathroom use
- Toilet seat covers
- Facial tissue
- Liquid hand cleaner
- Bar soap
- Feminine napkins
- Waste can liners
- Toilet bowl sanitation blocks
- Urinal blocks

While the Village is providing the consumable products noted above, it is the Contractor's responsibility to ensure quantities of supplies are sufficient and available at all times for use by the Village building occupants.

Locations for limited storage of Contractor's equipment and supplies; the Contractor is to work with the Owner to ensure the maintenance of a maximum inventory level of one (1) week of custodial supplies for emergency purposes at all locations specified by the Owner. This supply level is to be maintained at all times. The Contractor shall keep the storage areas neat and clean on a daily basis at no additional cost to the Village.

2. CONTRACTOR TO FURNISH

The Contractor shall provide, at his expense and at no additional cost to the Village, equipment and janitorial supplies required to support the work activities as specified, with the exception of those items being provided by the Village as itemized above. The janitorial supplies to be provided by the Contractor, and included in the price to maintain each facility, shall include but not be limited to: general detergent, furniture polish, stainless steel cleaner, disinfectants, carpet and rug cleaners, floor finishes, treatments and wax, window cleaner, scouring cleanser, pails, mops, brooms, vacuums, floor scrubbers and sponges.

The Contractor shall make available to the Owner samples of the janitorial supplies they propose to use to enable the Owner to assess product quality. If for any reason the Owner objects to the use of a given janitorial product, the Contractor shall discontinue use and find a substitute that is acceptable to the Owner. Quality assessment shall be at the sole judgment of the Owner.

All products supplied shall meet all applicable federal, state and local standards for product safety. Products and containers shall be properly labeled to meet all applicable standards and regulations regarding safety, toxicity and other standards. Material Safety Data Sheets (MSDS) shall be supplied as required for all affected products at all sites and the Contractor is responsible to keep all MSDS sheets current

3. WARRANTY

All products supplied under this Contract shall carry the manufacturer's standard warranty.

IV. CLEANING STANDARDS AND SPECIFICATIONS

1. CLEANING PERFORMANCE STANDARDS & WORKMANSHIP

It is the intent of these specifications for the Contractor to provide a high level of service in custodial care and maintenance in accordance with the identified intervals for specific cleaning tasks. The following statements indicate the general standards and workmanship to be furnished under this contract. The intention of the following sections is to provide basic understanding of the level of care and expectation upon the completion of the cleaning process. Descriptions in this document are not intended to be all-inclusive, but rather a standard of accepted work practices and procedures that should be used when conducting cleaning activities:

- **General Cleaning -- (Non-Floor Surfaces)** A satisfactory and acceptable clean surface shall be completely free of all loose and adhering dirt or other foreign material down to the

original finish of the surface. A clean surface will appear both physically and visually clean, free from streaks or other residue. If a cleaning agent is required, an appropriate cleaning agent for the surface to be cleaned shall be used in accordance with the manufacturer's use recommendations.

- **Dusting** -- Satisfactory and acceptable dusting will present a surface free from all dust and other loose material and shall be completed using appropriate means such as treated cloths or microfiber cloths. Areas to be dusted on a daily basis would include exposed areas on desks, tables, countertops, file cabinets, bookcases, and shelves. Papers, personal items, etc. on these surfaces are not to be disturbed.
- **Vacuuming** -- All carpeted areas and floor mats shall be vacuumed on a daily basis using a commercial grade machine. The Contractor shall maintain the vacuum in accordance with manufacturer's recommendations including changing bags or filters on a monthly or more frequent basis if required.
- **Floors** -- (Hard Surface) In General, an acceptable floor will not have dust, streaks, marks or dirt in corners, behind doors, or under furniture. All paper clips, staples, etc. shall be picked up. The use of treated dust mops and microfiber type pads/mops will be used to keep the floors clean. Floors shall be wet mopped when appropriate.
- **Wet Mopping** -- Satisfactory and acceptable wet mopping will present a clean floor free from streaks, smears, and dried dirt. An approved cleaner or all-purpose detergents will be used on all resilient and hard floor surfaces. During winter months when snow and ice control chemicals may be in use, the Contractor shall use an approved neutralizing product to eliminate the traces of salt and other deicing chemicals prior to final wet mopping. Water will be changed frequently during the cleaning processes, or when the level of soil is such that more frequent water changes are required to maintain satisfactory cleaning. These same standards shall apply to cleaning of chair mats, especially when the chair mat has staining from salt and deicing chemicals.
- **Glass and Mirrors** -- A satisfactory and acceptable glass, mirror, or vitreous surface will be free from streaks, smears, and spots. All interior glass including the protective panels at Department front counters shall be washed. All exterior glass on building entrances shall be washed as appropriate and weather permitting.
- **Restrooms & Locker Rooms** -- Satisfactory and acceptable restroom cleaning shall be of "hospital" quality. All porcelain fixtures, chrome and metal work, and glass shall be cleaned and polished to a shiny appearance free from streaks, dirt or grime using approved cleaners. Bowls, urinals, and sinks shall be free from water stains, rings, and biological stains. Floors, walls, and partitions shall be cleaned and free from stains, dirt, grime, or streaks. Sanitizing shall be completed with an approved disinfectant. Restrooms shall be free of objectionable odors. All paper goods shall be restocked daily. All soap and hand sanitizer dispensers, and air fresheners/deodorizers shall be recharged, refilled, reloaded, or cartridge replaced monthly AND batteries changed every other month.

- **Kitchens, Lunchrooms, Breakrooms and Coffee Areas** -- Satisfactory kitchen, kitchenette, and lunchroom area cleaning shall be of "restaurant" quality. All fixtures, appliances, chrome and metal work, and glass shall be cleaned and polished to a shiny appearance free from streaks, dirt, grease, and grime. Sinks shall be free from rings and stains and free from objectionable odor. Floors, walls, cabinets, tables, chairs, and garbage receptacles shall be free from stains, dirt, grime, odors, grease, and streaks. Appliances shall be cleaned and sanitized, inside, and out, to remain free from objectionable odors. Microwave ovens shall be clean and free from "cooked on" foodstuffs. Kitchens shall meet all applicable Health Department standards.

Additional Work -- Due to the generalized nature of the work under this contract, instances may occur where the Village desires to have additional cleaning and custodial services provided outside the original intent of this contract. Payment for these services will be made based on a price per hour. The Contractor shall submit a price per man-hour for extra work not covered under a defined level of service. This work shall be scheduled and discussed between the Village and the Contractor. This work may include weekdays, weekends, day, or night.

Deep Clean and Sanitize (As Needed) -- The Contractor upon request by the Village shall provide deep cleaning and sanitizing services for facilities. The services would typically be provided during outbreaks, epidemics, or pandemics to ensure a deep cleaning and sanitizing of offices and equipment. The contractor shall provide these services within 24 hours of notification, or a timeframe agreed upon by the Village and Contractor. The areas to be deep cleaned and sanitized may not include the entire facility if it is deemed not to be necessary but may only involve specific areas. If additional cleanings are required and directed by the Village, the Contractor shall submit a bid price per man-hour for extra work as requested in the Proposal Form.

Emergency Biohazard Cleanup (As Needed) -- The Village may request the Contractor to provide emergency clean-up services for removal and cleanup of vomit, blood spill or other biological debris. The contractor's personnel performing the work shall be properly trained to perform the work. These requests are to be filled in a timely manner as agreed upon between the Village and the Contractor but typically require a response within two (2) hours of notification. These requests will be reimbursed to the Contractor based on actual time on-site to perform the task. The Contractor shall submit a price per hour for extra work as requested in the Proposal Form. Emergency requests are to be authorized only by the Public Work Department.

Damage to Village Property -- The Contractor shall be responsible for repairing or replacing any property damaged by Contractor's employees, whether accidental or intentional, to the satisfaction of the Village. The Contractor is responsible for selecting and properly applying cleaning chemicals designed and suitable for their intended purpose and for providing the Village with current Safety Data Sheets (SDS) as required by law.

Remedial Work -- If after written 48-hour notice, the Contractor fails to perform any of the duties or responsibilities required under the terms of this contract, the Village will have the right to perform or have said work performed by others and shall charge the Contractor for all expenses the Village's incurs, including costs for contracting, administration, and other functions required by the Village's performance methods.

Inspections -- The facilities under this contract shall be subject to routine inspections. These inspections shall be for the purpose of assessing the Contractor's performance in meeting the

quality standards. The Village will inspect each facility and will communicate any deficiencies to the Contractor's supervisor. The Contractor and the Village shall jointly establish a system whereby the Village can give notice to the Contractor indicating problems, complaints, and other contract discrepancies. The system shall include a method by which the Contractor shall formally respond to these requests and notices. Any deficiencies noted in any inspection shall be corrected within twenty-four (24) hours. Failure to correct a deficiency within the twenty-four (24) hour period shall be sufficient reason for the Village to take remedial actions and assess the Contractor the cost of those actions. Such amounts will be deducted from normal payments to the contractor. The Village shall be the sole determinant if such action is merited and warranted in the correction of deficiencies. The Village reserves the right and intends to perform unannounced inspections, as it solely deems expedient.

Schedule -- The Contractor shall establish a normal routine schedule for the completion of the work. The schedule shall include the general order, locations, the number of employees and the total number of working hours to be used to complete the required work. It shall be the Contractor's responsibility to ensure that sufficient staff are available to complete the assigned tasks irrespective of sickness, holidays, vacations, or other personnel matters. The Contractor generally will be allowed to schedule their normal work between the hours of 8:00 P.M. and 6:00 A.M. Monday through Friday, on weekends, and on all Village holidays. Work during other hours will be allowed only as authorized by the Public Works Department.

Holiday Schedule -- Select Village facilities will be closed on the following holidays each year: New Year's Day, President's Day, Good Friday (afternoon only), Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. Janitorial service will not be required on these days at the Village Hall and Community Resource Center sites and proposal pricing should reflect this. The Contractor will be required to provide service to the Police Department seven days per week regardless of holidays. The Contractor may propose an alternative schedule for holiday weeks which will provide the required five days of service for the remaining Village Hall and Community Resource Center by moving service from the holiday to a different day of the week, including weekends. Upon submittal, the Village shall consider the request and instruct the Contractor on how to proceed. The Village is not obligated to allow requested schedule changes, nor will the Village increase the amount paid for services due to increased costs incurred by the Contractor for providing services during Holiday weeks. If the buildings are closed by the Village for any reason on days other than those listed above for a period of three days or less, the Contractor will not be required to issue a refund. If a non-scheduled building closure extends beyond three service days, for any reason, the Village may suspend service and the Contractor shall reduce the monthly costs by a pro-rated amount.

The below table indicates the daily, weekly, bi-monthly, monthly, quarterly, semi-annual, and annual tasks that must be completed, at a minimum, and all locations:

	Daily	Weekly	Bi-Monthly	Monthly	Quarterly	Semi-Annually	Annually

Lobby Entrances and Hallways								
Outside empty waste cans and replace liners	x							
Spot clean doors and windows as needed	x							
Spot clean carpets/upholstered furniture as needed	x							
Sweep and damp mop hard floor surfaces	x							
Detail vacuuming of carpets, mats, and runners	x							
Clean, disinfect and deodorize water fountains	x							
Clean, disinfect and deodorize counters	x							
Disinfect and remove fingerprints from doors, door frames, moldings, light switches (including washrooms and lunchrooms)	x							
Spot clean glass on all doors and adjacent glass, dust window frames, ledges, and partitions (inside and out)	x							
Spot clean interior windows and accessible windows in the hallway/stairwells at VH	x							
Damp clean and disinfect the top of the handrail on all stairways	x							
Dust and spot clean air vents and light fixtures					x			
Vacuum all cloth and fabric furniture		x						
Clean, disinfect and deodorize all benches and hard seating		x						

Remove cobwebs in corners and ceilings				x			
Administrative Offices							
Empty trash cans and replace liners	x						
Spot clean carpets, doors, upholstered furniture, and windows	x						
Sweep and damp mop hard floor surfaces	x						
Dust, clean and disinfect desks and workstation areas (if cleared)	x						
Clean, disinfect and deodorize all tables and counters	x						
Spot vacuuming of carpets, mats, and runners	x						
Clean sills, ledges, moldings, radiators, blinds, and any high dusting		x					
Clean doors and adjacent glass, dust window frames, ledges		x					
Dust cabinets, partitions, shelves, and ledges		x					
Detailed vacuuming of carpets, mats, and runners		x					
Remove cobwebs in corners and ceilings				x			
Clean, wash receptionist partition glass		x					
Dust, clean, vacuum and wash chairs and table bases				x			
Vacuum all cloth and fabric furniture				x			

Wash, clean, disinfect and deodorize all hard furniture				x			
Vacuum dust from all window blinds.				x			
Dust and spot clean air vents and light fixtures				x			
Damp clean baseboards and remove scuffs.					x		
Restrooms and Locker Rooms							
Empty waste cans and replace liners. Clean inside if needed	x						
Sweep clean, disinfect, and deodorize floors using a dedicated mop	x						
Clean, disinfect and sanitize all sinks, counters, toilets, and urinals	x						
Wash all mirrors	x						
Replace or refill all soap and paper dispensers	x						
Spot clean and disinfect door handles and touch surfaces	x						
Change urinal deodorant blocks as needed	x						
Dust and spot clean air vents and light fixtures				x			
Clean, disinfect, and polish all fixtures including toilet bowls, urinals, sinks and large hand wash basins.	x						
Clean and disinfect toilet seats (both sides)	x						
Clean urinal screens, replace urinal deodorizers, and room deodorizers as needed	x						

Wet mop, disinfect and sanitize all washroom and locker room floors.	x						
Clean, disinfect and sanitize all showers		x					
Remove cobwebs in corners and ceilings				x			
Wash exterior and tops of all lockers				x			
Bathroom/locker room deep cleaning including tile and grout						x	
Kitchens, Lunchrooms, Breakrooms and Coffee Areas							
Empty trash cans and replace liners	x						
Sweep and wash tile floors	x						
Clean, disinfect and deodorize all tables and counters	x						
Spot clean doors and windows as needed	x						
Clean and polish all chrome and stainless-steel faucets, sinks, etc.	x						
Spot clean exterior of waste containers as needed	x						
Spot clean cabinets faces as needed	x						
Clean and disinfect interior and exterior of microwave ovens	x						
Remove cobwebs in corners and ceilings				x			
Vacuum all cloth and fabric furniture				x			

Dust and spot clean air vents and light fixtures				x			
Clean, disinfect and deodorize exterior of all appliances				x			
Clean and disinfect refrigerators (48 hr. notice must be provided for employees to remove their items)						x	
Board Room & CRC Community Room							
Empty trash cans and replace liners as needed	x						
Spot vacuuming of carpets, mats and runners as needed	x						
Clean, disinfect and deodorize all tables and counters as needed	x						
Spot clean doors and windows as needed	x						
Detailed vacuuming of carpets, mats, and runners			x				
Remove cobwebs in corners and ceilings				x			
Vacuum all cloth and fabric furniture				x			
Dust and spot clean air vents and light fixtures				x			
All Areas							
All tile floors will be cleaned and polished/buffed						x	
Clean baseboards, strip and wax all applicable floors						x	
Steam clean all carpets						x	

Window washing inside and out, clean blinds and window screens.						x	
Dust, clean, vacuum and wash chairs, desks, and table bases						x	
Vacuum and steam clean all chairs and cloth furniture							x
Elevator							
Sweep and damp mop hard floor surfaces		x					
Clean inside cab panels and control panels as needed		x					
Clean outside doors and call buttons as needed		x					
Clean door threshold as needed		x					
Remove cobwebs in corners and ceilings		x					
Detention and Booking Area							
Sweep and damp mop hard floor surfaces	x						
Clean and disinfect all sinks and toilets in cells	x						
Clean, disinfect and deodorize all tables and counters as needed	x						
Empty trash receptacles	x						
Spot clean doors and windows as needed	x						
Police Department Sally Port							
Sweep all floors		x					
Empty trash receptacles		x					
Hose and wash down floors		x					

APPROXIMATE SQUARE FOOTAGE OF FLOOR SURFACES

Building	Carpeting	Tile
Village Hall	6,401	2,482
Police Department	3,690	5,939
Community Resource Center	2,789	3,163
Total	12,880	11,584

*Square footage is approximate

2. **SECURITY**

Certain areas of the Village Hall, Police Department, and Community Resource Center may require the cleaning personnel to be supervised. These areas are to be determined by the Village.

EXHIBIT A

List of Facilities

Facility	Address	Square Footage
Village Hall	835 Midway Dr	12,000
Police Department	7760 S Quincy St	14,460
Community Resource Center (CRC)	825 Midway Dr	7,100

EXHIBIT B

Operational Demands and Access Hours

Facility	Hours of Operation	Operation Days/WK	Custodial Crew Hours of Access
Village Hall	8:30am-4:30pm M-F	5	8:00pm-6:00am M-F
Police Department	7:00am-3:30pm M-F*	7	8:00pm-6:00am Daily
Community Resource Center (CRC)	8:30am-8:00pm M-F**	5	8:00pm-6:00am M-F

*- These are the public access hours, though the Police Department is open and staffed 24/7.

**- The CRC's operating hours are dependent on Parks & Recreation programming and Village Board/Commission meetings. Hours listed are the general hours of operation for a regular week.

EXHIBIT C

Monthly Village Board and Commission Meetings Schedule

- Willowbrook Board of Trustees, 2nd and 4th Mondays of every month at 6:30pm.
- Willowbrook Board of Trustees Committee of the Whole, generally the 4th Monday of every month at 5:30pm.
- Plan Commission, 1st Wednesday of every month at 7:00pm.
 - Exceptions: Meetings in January and July will be held on the second Wednesday of the month.
- Board of Police Commissioners, 3rd Friday of every month at 9:00am.
- Police Pension Fund – Board of Trustees, 3rd Wednesday of January, April, July, and October.

Special public and private meetings scheduled as needed.

SPECIAL TERMS & CONDITIONS

1. INSURANCE

The Contractor shall be required to purchase and maintain during the life of the Agreement, the following required insurance with limits of not less than set forth below:

A. COMMERCIAL GENERAL LIABILITY INSURANCE

Coverage on an occurrence basis that insures against claims for bodily injury (including death), property damage and personal and advertising injury arising out of or in connection with any Services under the Agreement, whether such operations or services are by the Contractor or a subcontractor. The minimum limits of liability for this insurance is as follows:

- a) \$1,000,000 bodily injury and property damage, combined single limit each occurrence
- b) \$1,000,000 personal and advertising injury;
- c) \$2,000,000 general aggregate; and
- d) \$1,000,000 products/completed operations aggregate.

This insurance shall include coverage for all of the following:

- a) When the following box is checked - any general aggregate limit shall apply per project;
- b) Liability arising from premises and operations;
- c) Liability arising from the actions of independent Contractors;
- d) When the following box is checked - liability arising from the explosion, collapse and underground hazards;
- e) Liability arising from products and completed operations with such coverage to be maintained for two (2) years after termination of the Agreement;
- f) Contractual liability including protection for the Contractor from bodily injury (including death) and property damage claims arising out of liability assumed under any resulting Agreement; and

On all Commercial General Liability Insurance policies, the Village, its elected and appointed officials and its employees shall be named as additional insureds, on a primary and non-contributory basis. The endorsements evidencing the additional insured status required herein shall accompany the certificates of insurance furnished to the Village under this Section.

B. BUSINESS AUTO LIABILITY INSURANCE

At least \$1,000,000 combined single limit each accident, covering bodily injury (including death) and property damage claims arising out of the ownership, maintenance or use of owned, non-owned, and hired autos.

C. WORKERS' COMPENSATION INSURANCE

Statutory benefits as required by Illinois law, including Employers' Liability Insurance with limits of at least \$1,000,000 each accident/\$1,000,000 each employee disease/\$1,000,000 disease policy limit. The minimum employers' liability limits may be satisfied with a combination of employers' liability and umbrella excess liability insurance.

D. UMBRELLA EXCESS LIABILITY or EXCESS LIABILITY INSURANCE

Umbrella Excess Liability or Excess Liability insurance with minimum limits of:

- a) \$5,000,000 bodily injury and property damage, combined single limit - each occurrence;
- b) \$5,000,000 general aggregate other than products/completed operations and auto liability; and
- c) \$5,000,000 products/completed operations aggregate.

This insurance shall include all of the following coverages on the applicable schedule of underlying insurance

- a) Commercial general liability;
- b) Business auto liability; and
- c) Employers' liability,

The insurance shall follow form with the coverage provisions required for underlying insurance. If the insurance does not follow form, then the Village, its elected and appointed officials and its employees shall be named as additional insureds, on a primary and non-contributory basis. The endorsements evidencing the additional insured status required herein shall accompany the certificates of insurance furnished to the Village under this Section.

The Contractor shall not commence services under the Agreement until it has obtained, at its own expense, all required insurance and such insurance has been approved by the Village; nor shall the Contractor allow any subcontractor to commence operations or services on any subcontract until all insurance required of the subcontractor has been so obtained and approved by the Contractor. Approval of the Contractor's required insurance will be granted only after submission to the Village of original certificates of insurance and any required endorsements evidencing the required insurance, signed by authorized representatives of the insurers, to the Village via e-mail to aarteaga@willowbrook.il.us.

1. The Contractor shall require all subcontractors to maintain during the term of the Agreement, commercial general liability insurance, business auto liability insurance and workers' compensation and employers' liability insurance to the same extent required of

the Contractor in 1.1., 1.2., 1.3. and 1.5. (when required) herein. The Contractor shall furnish subcontractor's certificates of insurance to the Village immediately upon the Village's request.

2. Providing any insurance required herein does not relieve the Contractor of any of the responsibilities or obligations assumed by the Contractor in the Agreement or for which the Contractor may be liable by law or otherwise.
3. Failure to provide and continue in force insurance as required herein may be deemed a material breach of the Agreement and shall be grounds for immediate termination of the Agreement by the Village, in the Village's sole discretion.
4. Failure of the Village to receive from Contractor certificates or other evidence of full compliance with these insurance requirements or failure of the Village to identify a deficiency in these requirements from such certificates or other evidence provided shall not be construed as a waiver of Contractor's obligation to maintain required insurance.
5. By requiring insurance and insurance limits herein, the Village does not represent that coverage and limits will necessarily be adequate to protect Contractor.
6. The Contractor shall advise the Village via email to aarteaga@willowbrook.il.us and by certified mail, return receipt requested, within two (2) business days after Contractor's receipt of any notice of cancellation, non-renewal, or other termination of, or any substantive change to any insurance policy providing or represented as providing the coverages mandated herein. Failure to do so may be construed as a material breach of the Agreement.
7. The Contractor's and all subcontractor's insurers must be lawfully authorized to do business in the State of Illinois and must be acceptable to the Village, in their sole discretion. All such insurers must have a Best's Financial Strength Rating of "A" or better, and a Financial Size Category of "Class VII" or better in the latest evaluation by the A. M. Best Company, unless the Village grants specific prior written approval for an exception.
8. Any deductibles or retentions of \$5,000 or greater (\$10,000 for umbrella excess liability) for any policies required hereunder shall be disclosed by the Contractor, and are subject to the Village's prior written approval. Any deductible or retention amounts elected by the Contractor or its subcontractor or imposed by Contractor's or its subcontractor's

insurer(s) shall be the sole responsibility of Contractor or its subcontractors and are not chargeable to the Village as expenses.

9. If any required insurance purchased by the Contractor or its subcontractors has been issued on a “claims made” basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included remain the same. Contractor or its subcontractor must either:
 - a. Agree to provide certificates of insurance to the Village evidencing the above coverages for a period of two (2) years after termination. Such certificates shall evidence a retroactive date no later than the beginning of the Services under the Agreement, or;
 - b. Purchase an extended (minimum two (2) years) reporting period endorsement for each such “claims made” policy in force as of the date of termination and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance and a copy of the endorsement itself. Such certificates and copy of the endorsement shall evidence a retroactive date no later than the beginning of the Services under the Agreement.

2. AFFIDAVITS

The following affidavits included in these agreement documents must be executed and submitted with the proposal:

- A. References
- B. Disqualification of Certain Contractor
- C. Affidavit/Anti-collusion
- D. Tax Compliance
- E. Identification of Subcontractors
- F. Conflict of Interest Form

3. NEW PARTS AND MATERIALS

Equipment and materials must be of current date (latest model or supply) and meet specifications. This provision excludes the use of surplus, re-manufactured or used products, whether in part or in whole, except where specifications explicitly provide therefore. Further, the contractor warrants that it has lien free title to all equipment, supplies, or materials purchased under the terms of this contract.

4. WAIVER OF WORKERS COMPENSATION/OCCUPATIONAL DISEASE EXPENSE REIMBURSEMENT

The Contractor agrees to waive any and all rights to reimbursement of workers' compensation expenses under Section 1(a)(4) of the Illinois Workers' Compensation Act (820 ILCS 305), and as amended; and the Contractor agrees to waive any and all rights to reimbursement of occupational disease expenses under Section 1(a)(3) of the Illinois Occupational Diseases Act (820 ILCS 310), and as amended.

5. SUBSTANCE ABUSE PREVENTION ON PUBLIC WORKS PROJECTS ACT (820 ILCS 265/1. Et seq.)

Contractor shall comply with all provisions of 820 ILCS 265/1, et seq. including having in place, and providing to the Village, a written substance abuse program for the prevention of substance abuse among employees PRIOR to commencement of work on a Village project. Contractor shall be responsible for ensuring its substance abuse program meets or exceeds the standards set forth in the Substance Abuse Prevention on Public Works Projects Act. If a collective bargaining agreement is in effect that fulfills the aforementioned requirements, Contractor shall provide the Village with a copy of the relevant sections of said agreement in lieu of the written substance abuse program.

6. TOXIC SUBSTANCES DISCLOSURES

All contractors must comply with the requirements of the Toxic Substance Disclosure to Employees Act, for any materials, supplies, and covered by said Act.

REFERENCES

List below other organizations (users of similar size and structure to the Village of Willowbrook preferred) for which these or other similar services have been provided since January 1, 2020.

Municipality/Agency: _____

Address: _____

City, State, Zip Code: _____

Contact Person/Telephone Number: _____

Dates of Service/Award Amount: _____

Municipality/Agency: _____

Address: _____

City, State, Zip Code: _____

Contact Person/Telephone Number: _____

Dates of Service/Award Amount: _____

Municipality/Agency: _____

Address: _____

City, State, Zip Code: _____

Contact Person/Telephone Number: _____

Dates of Service/Award Amount: _____

Municipality/Agency: _____

Address: _____

City, State, Zip Code: _____

Contact Person/Telephone Number: _____

Dates of Service/Award Amount: _____

Municipality/Agency: _____

Address: _____

City, State, Zip Code: _____

Contact Person/Telephone Number: _____

Dates of Service/Award Amount: _____

DISQUALIFICATION OF CERTAIN CONTRACTORS

PERSONS AND ENTITIES SUBJECT TO DISQUALIFICATION

No person or business entity shall be awarded an agreement or subagreement, for a stated period of time, from the date of conviction or entry of a plea or admission of guilt, if the person or business entity:

- A. Has been convicted of an act committed, within the State of Illinois or any state within the United States, of bribery or attempting to bribe an officer or employee in the State of Illinois, or any State in the United States in that officer's or employee's official capacity;
- B. Has been convicted of an act committed, within the State of Illinois or any state within the United States, of proposal rigging or attempting to rig proposals as defined in the Sherman Anti-Trust Act and Clayton Act 15 U.S.C.;
- C. Has been convicted of proposal rigging or attempting to rig proposals under the laws of the State of Illinois, or any state in the United States;
- D. Has been convicted of an act committed, within the State of Illinois or any state in the United States, of price-fixing or attempting to fix prices as defined by the Sherman Anti-Trust Act and Clayton Act 15 U.S.C. Sec. 1 et sig.;
- E. Has been convicted of price-fixing or attempting to fix prices under the laws of the State of Illinois, or any state in the United States;
- F. Has been convicted of defrauding or attempting to defraud any unit of state or local government or school district within the State of Illinois or in any state in the United States;
- G. Has made an admission of guilt of such conduct as set forth in subsection (A) through (F) above which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offenses admitted to;
- H. Has entered a plea of nolo contendere to charges of bribery, price fixing, proposal rigging, proposal rotating, or fraud; as set forth in subparagraphs (A) through (F) above

Business entity, as used herein, means a corporation, partnership, trust, association, unincorporated business or individually owned business.

By signing this document, the Contractor hereby certifies that they are not barred from proposing on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

(Signature of Contractor if the Contractor is an Individual)

(Signature of Partner if the Contractor is a Partnership)

(Signature of Officer if the Contractor is a Corporation)

The above statements must be subscribed and sworn to before a notary public.

Subscribed and sworn to this _____ day of _____, 2025.

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.

ANTI-COLLUSION AFFIDAVIT AND CERTIFICATION

_____, being first duly sworn, deposes and says that he is _____

(Partner, Officer, Owner, Etc.)

Of _____.
(Contractor)

The party making the foregoing proposal or proposal, that such proposal is genuine and not collusive, or sham; that said Contractor has not colluded, conspired, connived or agreed, directly or indirectly, with any Contractor or person, to put in a sham proposal or to refrain from proposing, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference with any person; to fix the proposal price element of said proposal, or of that of any other Contractor, or to secure any advantage against any other Contractor or any person interested in the proposed agreement.

The undersigned certifies that he is not barred from proposing on this contract as a result of a conviction for the violation of State laws prohibiting proposal-rigging or proposal-rotating.

(Name of Contractor if the Contractor is an Individual)

(Name of Partner if the Contractor is a Partnership)

(Name of Officer if the Contractor is a Corporation)

The above statements must be subscribed and sworn to before a notary public.

Subscribed and sworn to this _____ day of _____, 2025.

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.

TAX COMPLIANCE AFFIDAVIT

_____, being first duly sworn, deposes and says that he is _____

(Partner, Officer, Owner, Etc.)

Of _____.
(Contractor)

The individual or entity making the foregoing proposal or proposal certifies that he is not barred from contracting with the Village because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act. The individual or entity making the proposal or proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village to recover all amounts paid to the individual or entity under the agreement in civil action.

(Name of Contractor if the Contractor is an Individual)

(Name of Partner if the Contractor is a Partnership)

(Name of Officer if the Contractor is a Corporation)

The above statements must be subscribed and sworn to before a notary public.

Subscribed and sworn to this _____ day of _____, 2025.

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.

SUB-CONTRACTOR INFORMATION

(ATTACH ADDITIONAL PAGES AS NEEDED)

Name: _____ # of Years in Business: _____

Address: _____ # Years used by Contractor: _____

Services Provided by Sub-Contractor:

Name: _____ # of Years in Business: _____

Address: _____ # Years used by Contractor: _____

Services Provided by Sub-Contractor:

Name: _____ # of Years in Business: _____

Address: _____ # Years used by Contractor: _____

Services Provided by Sub-Contractor:

Name: _____ # of Years in Business: _____

Address: _____ # Years used by Contractor: _____

Services Provided by Sub-Contractor:

CONFLICT OF INTEREST

_____, hereby certifies that it has conducted an investigation into whether an actual or potential conflict of interest exists between the Contractor, its owners and employees and any official or employee of the Village as identified herein.

Contractor further certifies that it has disclosed any such actual or potential conflict of interest and acknowledges if Contractor has not disclosed any actual or potential conflict of interest, the Village may disqualify the proposal or may void any award and acceptance that the Village has made.

(Name of Contractor if the Contractor is an Individual)

(Name of Partner if the Contractor is a Partnership)

(Name of Officer if the Contractor is a Corporation)

The above statements must be subscribed and sworn to before a notary public.

Subscribed and sworn to this _____ day of _____, 2025.

Notary Public

Failure to complete and return this form may be considered sufficient reason for rejection of the proposal.