



Request for Proposal

RFP 2026-01

June 12, 2026

Contact: Victor Ruppert
Title: Director of Facilities, Construction, and Special Projects
Cell: (989) 350-7003
Email: vruppert@tbchs.org
Subject: Janitorial Services

1. INTRODUCTION

Thunder Bay Community Health Service, Inc. (TBCHS) will accept bids to establish a contractual relationship with qualified vendors to perform janitorial services at all Thunder Bay Community Health Service, Inc. locations.

2. OBJECTIVE

The objective of this Request for Proposal (RFP) is to outline TBCHS requirements for a contractor to submit a proposal for janitorial services at all Thunder Bay Community Health Service, Inc. locations. Our intent is to secure the best available price through responsible vendors capable of consistent performance. We intend to establish a contractual relationship with vendors that best meet the needs of TBCHS by providing the highest level of service at the most economical cost.

3. BACKGROUND

Thunder Bay Community Health Service, Inc. is a Federally Qualified Health Center (FQHC) funded with 9% federal funds from the U.S. Department of Health and Human Services and 91% non-federal sources.

The project described in this RFP uses 0% federal and 100% non-federal resources. Thunder Bay Community Health Service, Inc. qualifies for GSA pricing and is tax-exempt (Tax ID: 38-2290337).

Mission Statement

Caring for the People of our Communities



4. GENERAL INFORMATION

- A. Submittal Deadline: **July 10, 2026 at 1:00 P.M.**
- B. Questions/Clarifications: Please direct all questions to the RFP contact listed above.
- C. Contract Award Process:
 - 1. TBCHS will review all timely submitted proposals and, based upon the RFP responses, analysis, reference checks, and the collective input of the RFP Review Committee, may select a Supplier of Choice to perform janitorial services at any or all of our health care locations. TBCHS reserves the right to award this bid to the respondent or respondents that best meet the objectives of this RFP, at TBCHS's sole discretion.
 - 2. TBCHS reserves the right to accept or reject all or any part of any proposal submission. Selection as the final Supplier of Choice for this RFP does not in any way constitute a formal, legally binding agreement. No contract shall exist until all terms and conditions have been mutually agreed upon and the contract document has been signed by the authorized representatives of each party.
- D. Term of Contract: The term of this agreement is anticipated to be two (2) years.

5. RFP INSTRUCTIONS

- A. General Instructions:
 - 1. Submit a complete response to all requirements and questions as directed.
 - 2. Proposals and accompanying information submitted by respondents shall become the property of TBCHS.



3. TBCHS will not provide compensation to respondents for any expenses incurred for proposal preparation or for any demonstrations that may be performed, unless otherwise expressly stated.
4. Failure to comply with requirements contained in this RFP may result in the rejection of any proposal submitted.

B. Proposal Format:

1. Proposals must be on letter-size (8 1/2" x 11") paper.
2. Proposals should be delivered to:

Thunder Bay Community Health Service, Inc.
Attn: Jess Smith
200 W. Chisholm St., Suite B
Alpena, MI 49707

Or email to:

jsmith@tbchs.org

3. Proposals will be received until 1:00 P.M. July 10, 2026. **Late submissions shall be refused, and the respondent will be eliminated from further consideration.**
4. **Prior to 1:00 P.M. on** July 10, 2026, proposals may be recalled by the respondent upon written request. **After 1:00 P.M. on** July 10, 2026, all submissions shall be considered bona fide offers.
5. TBCHS reserves the right to reject any or all proposals.
6. Proposals may be valid for acceptance for up to one hundred and twenty (120) days from the submittal deadline.

C. Pricing Schedule:

1. Provide a monthly rate per location along with a detailed listing of all additional costs associated with your services (e.g., carpet cleaning, exterior windows, etc.). If you are providing pricing for multiple



locations, please take into consideration your ability to service all locations for which you have provided pricing.

2. Pricing will remain fixed for the term of the Agreement.

D. Contract Requirements:

1. TBCHS has developed standard contract terms that may be incorporated into the final terms of any agreement reached between both parties.
2. Terms: Net 30 Days
3. Notice of Nondiscrimination. Thunder Bay Community Health Service, Inc. does not discriminate on the basis of race, color, national origin, sex, age, religion, height, weight, marital status, or disability in its programs and activities.

6. SERVICE REQUIREMENTS/PERFORMANCE STANDARDS

A. Vendor Background:

1. Please provide the following: company name, address, telephone number, fax number, email address, tax identification number (copy of W-9), and type of business.
2. Please provide a list of all insurance policies currently held (copy of certificate of liability insurance). Include the name of the carrier, dates of coverage, limits of coverage, and deductibles.
3. Please state your standard service hours.
4. Describe off-hours service and associated costs.
5. What is your guaranteed response time for janitorial service requests?
6. Do you currently or have you or any of your affiliates done business with TBCHS in the past?
7. How long has your company had a relationship with TBCHS? Please specify.



8. Provide a list of customers, including contact name and phone number. Healthcare references will be given careful consideration during the evaluation process. The vendor must be able to provide a list of at least three (3) references of similar size or application. **Exhibit B**

B. Satisfactory Work/Programs:

1. Any work found to be in any way unsatisfactory shall be corrected by the Contractor at its own expense at the order of TBCHS.
2. Thunder Bay Community Health Service, Inc. reserves the right to contract out services not satisfactorily completed and to purchase substitute services elsewhere. TBCHS reserves the right to charge the vendor with any or all costs incurred or retain/deduct the amount of such costs incurred from any monies due or which may become due under the agreed contract.

C. Scope of Work:

1. The project involves the provision of janitorial services as required by TBCHS at the following Thunder Bay Community Health Service, Inc. locations:

15774 State Street; Hillman, MI 49746
11899 M-32; Atlanta, MI 49709
205 S. Bradley Highway; Rogers City, MI 49779
21258 W. M-68 Highway; Onaway, MI 49765
1910 E. Miller Rd, Fairview, MI 48621
100 N. Ripley St. Alpena, MI 49707
200 W. Chisholm St. Alpena MI 49707
2. All work listed shall be performed in a thorough and professional manner and in accordance with accepted industry methods and practices. All work shall be in strict compliance with all local and state codes, ordinances, laws, and policies.
3. The contractor shall appoint an adequate number of competent, properly trained personnel with sufficient supervision to always provide the required services.
4. The contractor shall provide all personnel with a complete set of specifications and schedules to ensure all required services are completed.

5. Quality Assurance Inspections/Daily Checklists: The contractor's on-site supervisor shall conduct a monthly inspection and evaluation of the facility with a designated TBCHS staff member to ensure compliance with the work required by this contract. **See Exhibit D, which is to be completed daily by the custodian.**

7. Equipment and Supplies:

- a. TBCHS will supply toilet paper, trash can liners, paper towels, facial tissue and hand soap.
- b. All tools, equipment, and cleaning supplies shall be provided by the contractor and shall meet all applicable local, state, and federal standards. The contractor will make every effort to use environmentally friendly products.
- c. The contractor shall submit copies, upon request, of Material Safety Data Sheets (MSDS) related to cleaning supplies intended for use in the buildings.
- d. Contractor shall be responsible for all keys issued to this company. Contractor shall not duplicate any keys for the premises and shall report any lost keys to the TBCHS contact person. TBCHS will replace keys and re-key locks. Any costs incurred for the replacement of keys or re-keying of locks necessitated by the Contractor or the Contractor's employees will be charged to the Contractor.

Attachments:

Exhibit A: Bidder Cover Page Signature Affidavit
Exhibit B: Reference Data Sheet
Exhibit C: Janitorial Services Expectations
Exhibit D: Janitorial Services Checklist



Exhibit "A"

BIDDER COVER PAGE SIGNATURE AFFIDAVIT	
NAME OF FIRM:	
STREET ADDRESS:	
CITY, STATE, ZIP	
CONTACT PERSON:	
PHONE #:	
FAX #:	
EMAIL:	

In signing this bid, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a bid; that this bid has been independently arrived at without collusion with any other bidder, competitor or potential competitor; that this bid has not been knowingly disclosed prior to the opening of bids to any other bidder or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this bid, hereby agrees with all the terms, conditions, and specifications required by TBCHS in this Request for Bid, and declares that the attached bid and pricing are in conformity therewith.

Signature

Title

Exhibit “B”

REFERENCE DATA SHEET

**NAME OF
FIRM:**

Provide company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for Three (3) or more installations with requirements similar to those included in this solicitation document. References may be checked at the discretion of TBCHS for bid evolution purposes.

Company Name

Address (include ZIP)

Contact Person

Product(s) and/or
Service(s) Used

Phone
No.

Company Name

Address (include ZIP)

Contact Person

Product(s) and/or
Service(s) Used

Phone
No.

Company Name

Address (include ZIP)

Contact Person

Phone
No.

Exhibit “C”

Janitorial Services Expectations

Windows / Glass / Blinds / Metal Surfaces	Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.
Exam Tables	Exam tables are to be wiped down, disinfected, and left uncovered to air dry. Janitorial personnel are not responsible for table paper changing.
X-Ray Tables	Wash base of x-ray table; TBCHS staff is responsible for wiping down top of x-ray table.
Soap/ Towel Dispensers / Hardware	Shall be free of dust, soil, bacteria and scale without causing damage. Surfaces and bright work shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue. Dispensers shall be refilled when required with proper expendable supply item.
Sinks / Cabinets / Grab bars	Shall be free of dust, bacteria, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean, and polished-dry. This shall include the elimination of streaks, embedded soil, film spots and water spots
Mirrors	Shall be free of dust and soil. Mirrors and surrounding metal framework shall appear streak-free, film-free and uniformly clean
Toilets / Urinals	Toilets, toilet seats and urinals shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots
Partitions	Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.
Fixtures / Drinking Fountains	Fire extinguisher cabinets, water fountains and other fixtures shall be free of dust, soil, scale and water spots without causing damage. Bright work shall be disinfected and polished to a streak-free shine. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
Waste / Recycling Containers	Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the



	elimination of streaks, food-stuff and the presence of an offensive odor emitting from the container
Dusting	All ledges, furniture, and other surface areas shall be free of dust and soil without damaging surfaces. They shall appear visibly and uniformly clean.
Furniture	Shall be free of dust, disinfected, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.
Walls	Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
Floors / Mats	Floors and carpets shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried-slurry. Hard/resilient floors shall have multiple coats of a slip resistant seal and finish applied that result in a consistent high-shine. Floors and carpets shall appear visibly and uniformly clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects.
Edge Vacuuming	Floors and carpets shall have edges and borders vacuumed to be free of dust, soil, and other debris. This shall include areas under heat registers, partitions, desks, and equipment on of cleaner residue and dried-slurry. Edge areas shall appear visibly and uniformly clean.
Baseboards	Cove base and corners shall appear visibly and uniformly clean. They shall be free of dust, soil, gum, spots, stains and other debris.
Computer Monitors	Dusted weekly and spray cleaned with a 50/50 mixture of bottled water and isopropyl alcohol sprayed onto a very soft nonabrasive cloth.
Wall Vents / Ceiling Diffusers	Shall be free of dust and soil. This also applies to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.
Light Fixtures	Shall be free of dust and soil without causing damage. Diffusers shall remain in proper position and appear streak-free and uniformly clean.
Janitor Closet Cleanliness	Shelves, walls and janitorial carts shall be free of dust, dried-soil and soil. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Supplies and equipment stored shall also be free of



	dust and soil, and organized, neatly. Utility Sinks shall be kept visibly clean and free of residue and soap film. Bright-work shall be cleaned, de-scaled and polished. Floors shall be swept and mopped clean, free of dust, dried-soil, gum, spots, stains and debris. Hard/resilient floors shall have multiple coats of a slip-resistant seal and finish applied that result in a consistent high-shine. Floors shall appear visibly and uniformly smooth and clean.
Janitor Closet Organization	Supplies and equipment shall be stocked and/or organized, neatly on shelves and on janitorial carts. All dirty rags, debris, packing material, empty containers or other waste materials should be disposed of properly and not left to accumulate in the closet or storerooms.
Janitor Closet Cleaning Supplies	Adequate quantities of properly labeled supplies (two weeks inventory) must be on hand to perform cleaning operations at all times. All supplies must be approved by the building management. All vacuums and other equipment should be emptied daily and electrical cords checked for safety. Vacuums must be kept in good working conditions. Equipment must not leak fluids or dust.
Main Clinic Sites (5)	To be cleaned daily.
Medication Rooms	To be cleaned weekly. Completed near the end of the normal business day and must be accompanied by TBCHS staff. Janitorial staff will not be provided a key to this area
Pharmacy	Dispose of garbage daily. Garbage will be placed outside of pharmacy door at the end of business.
Administration Sites (2)	To be cleaned monthly.



Weekly Cleaning Check List

Location:

Week of:

Cleaning Company:

Indicate when completed

Item / Location

Monday

Tuesday

Wednesday

Thursday

Friday

1. Entrance, Lobby

a. Vacuum Mats / Carpets

b. Carpet Spotting / Stains

c. Sweeping / Mopping of Floors

d. Receptionist Glass / Metal Surfaces

e. Interior Windows / Blinds

f. Vestibule Glass / Metal Surfaces

g. Furniture (Cleaning / Sanitizing)

h. Lighting Fixtures (Bi-weekly at minimum)

i. Dusting

j. Walls / Baseboards / Doors (Bi-weekly at minimum or when visually soiled)

k. Air Vents (Bi-weekly at minimum)

l. Drinking Fountains

2. Restrooms

a. Soap / Towel Dispensers / Hardware

b. Sinks / Mirrors / Grab Bars

c. Toilets

d. Urinals

e. Partitions / Walls / Baseboards / Doors

f. Sweeping / Mopping Floors

g. Waste / Recycling Containers

h. Air Vents (Bi-weekly at minimum)

3. Offices, Exam Room, Equipment Area, Hallway, Break Room, Conference Room

a. Cabinets/Sinks

b. Exam Tables / Steps (Thoroughly wipe down and sanitize)

c. Exam Room Partitions



d. Furniture / Equipment / Computer Monitors (Cleaning / Sanitizing)					
e. Walls / Baseboards (Bi-weekly at minimum or when visually soiled)					
f. Doors					
g. Dusting					
h. Sweeping/Mopping of floors					
i. Vacuum Carpets					
j. Carpet Spotting / Stains					
k. Edge Vacuuming (Bi-weekly at minimum or when visually soiled)					
l. Waste/Recycling Containers					
m. Interior Windows / Blinds (Weekly at minimum or when visually soiled)					
n. Light Fixtures (Bi-weekly at minimum)					
o. Air Vents (Bi-weekly at minimum)					
4. Janitor Closets, Storerooms					
a. Cleanliness					
b. Organization					
c. Cleaning Supplies (Requisition weekly)					