



Winooski HQ Janitorial Services

Request for Proposals

RFP Release Date: 7/25/2025
Bidder Questions Due: 8/6/2025
Answers Posted: 8/8/2025
Proposals Due: 8/15/2025

Summary

Vermont Energy Investment Corporation (VEIC), a mission-driven, nonprofit organization dedicated to reducing the economic and environmental costs of energy use, is seeking proposals from professionals or organizations for **janitorial services at their Winooski, VT headquarters**. Responses to this Request for Proposals (RFP) must be delivered electronically to VEIC by **5 p.m. ET on August 15th, 2025**. VEIC will not accept responses submitted after **5 p.m. ET**. Please submit your response electronically via e-mail to: **bmcglynn@veic.org** with **"RFP Submittal for Winooski HQ Janitorial Services"** in the subject line.

VEIC will respond to individual questions regarding this RFP only as follows: VEIC will receive questions regarding requirements and scope of work up to **5 p.m. ET August 6, 2025**, via e-mail only, to **bmcglynn@veic.org** with **"Winooski HQ Janitorial Services Question"** in the subject line. When appropriate, please refer to the RFP page number and Section Heading for ease of navigation and response. VEIC will post answers on the VEIC website (<https://www.VEIC.org/requests-for-proposals>) no later than **August 8, 2025**. VEIC will not address questions submitted after 5 p.m. ET on **August 6, 2025**.

Background

Vermont Energy Investment Corporation

Vermont Energy Investment Corporation (VEIC) is a mission-driven, nonprofit organization dedicated to reducing the economic and environmental costs of energy use. It carries out its mission, in part, by designing and implementing innovative energy efficiency and renewable energy programs. Founded in 1986, VEIC is nationally and internationally recognized for advancing energy efficiency, energy conservation, and renewable energy programs and projects across the United States, Canada, and Europe. VEIC employs over 300 professionals and is headquartered in Winooski, Vermont. It also has presence in several states, including offices in Washington, DC. For additional information, please see the VEIC Website: www.VEIC.org

VEIC is a [Just-labeled](#) organization, committing itself to corporate transparency on social justice and equity indicators. We've also adopted the [Social Vulnerability Index](#) across our entire organization to measure the impact our work has on underserved communities. With ongoing employee engagement in [social and energy justice principles](#), justice and fairness are embedded in everything we do. We see opportunities everywhere to create new tools that can help us build the kind of company—and the kind of society—we want to see.

Scope of Work and Schedule

RFP and Implementation Schedule

Table 1. VEIC will attempt to adhere to the following schedule but reserves the right to adjust the below schedule as needed.

RFP release	7/25/2025
Respondents Questions Due	8/6/2025
Answers posted	8/8/2025
RFP responses due	8/15/2025
Respondent selected	8/22/2025
Contract negotiations and signature	9/12/2025
Performance Period	10/1/2025-9/30/2026 (2-year extension option may be exercised after 9/30/2026)

Scope of Work

Overview

VEIC is seeking a professional, reliable cleaning service provider to maintain a high standard of cleanliness at our approximately **28,000 square foot** office space. The facility includes open office areas, small to large conference rooms, 6 bathrooms, 2 kitchenettes, 1 large kitchen, 1 lactation room, and 2 workrooms.

The successful vendor will be responsible for performing the following cleaning services as outlined below, categorized by frequency and location. All services shall be performed outside of VEIC's normal business hours, between 5:00pm and 8am unless specified otherwise.

Nightly Services

- Vacuum all carpeted common areas (open areas, reception, hallways)

- Remove trash and recycling from all shared/common areas
- Wipe down and sanitize all common touch points (e.g., door handles, light switches, water fountains)
- Spot check all conference rooms; organize chairs/tabletops, remove trash/recycling and vacuum as needed
- Wipe down and sanitize Lactation Room, spot vacuum as necessary
- Run dishwasher and put away clean dishware
- Stainless steel wipe down on all refrigerator surfaces
- Mop and sanitize floors in the large kitchen
- Wipe down & sanitize all kitchen counters and sinks
- Empty coffee pots into jugs and place in fridge
- Clean coffee pots and filter baskets; leave items out to dry
- Check and restock kitchen napkins and paper towels as needed

Restrooms (6 total)

- Mop and sanitize all floors
- Clean and sanitize toilets, urinals, sinks, countertops and fixtures
- Clean mirrors
- Wipe down and sanitize all touch points (e.g., door handles, dispensers)
- Remove all trash
- Restock toilet paper, paper towels, and soap

Supplies Replenishment

- Restock all kitchen and restroom consumables, including:
 - Kitchen napkins
 - Restroom paper towels
 - Toilet paper
 - Restroom hand soap

Weekly Services

Workstations

- Vacuum around individual desks (can be broken out into “sections or neighborhoods”)
- Remove trash and recycling from desk areas
- Wipe down/dust desks (if not marked as “do not clean” by staff)

Kitchen/Kitchenettes

- Wipe down and clean microwave interiors and exteriors
- Launder dish cloths

Conference Rooms

- Full vacuum of all carpeted conference rooms
- Wipe down conference tables and chair arms
- Wipe down whiteboards

Lactation Room

- Vacuum floor

Bi-Weekly Services (performed once every two weeks)

- Clean out and wipe down the inside of refrigerators
- Clean out oven, toaster ovens, toasters as needed

Monthly Services

- Dust of high surfaces (e.g., tops of cabinets, vents, and door frames)
- Clean baseboards
- Inspect and spot-clean walls

Quarterly, Biannually or As Requested

- Deep clean carpets (annually)
- Wash interior glass - conference rooms, windows, doors, reception (quarterly)
- Spot/deep clean upholstered furniture (biannually)

General Requirements

- Cleaning to occur **after business hours (5pm to 8am)** unless otherwise agreed upon
- Vendor must supply all equipment and cleaning products (unless specified by VEIC)
- Use of environmentally friendly and low/no-odor cleaning products, unless approved by VEIC. VEIC's office is equipped with an Aqueous Ozone Water machine to be used for disinfecting surfaces and mopping. Respondent's staff must be background-checked by respondent and identifiable with uniforms and/or badges. Background checks must include at minimum:
 - a. Social Security Address Trace
 - b. Nationwide Criminal Database
 - c. County Criminal Records – 7-year lookback
 - d. Nationwide Sex Offender Registry
- Consistent staff assignments preferred to maintain service quality

Preparing and Delivering a Proposal

For ease and efficiency of review, VEIC has specified the requirements for submitting a proposal to this RFP. Respondents must follow, and be responsive to, ALL requirements of this RFP. Proposals should be clear and concise, presented in the form of a written response with sections and sub-headings. Proposals that are not in the required format or incomplete may be disqualified at VEIC's sole discretion.

Respondents will be scored upon the individual criteria summarized in Table 2.

Table 2: Response Summary, Evaluation Criteria and Points

Scoring Category/Criteria	Description	Max Points
Overall Cost	<ul style="list-style-type: none">• Competitiveness of pricing• Clarity and completeness of pricing structure (e.g., hourly, flat-rate, add-ons)	20

	<ul style="list-style-type: none"> • Value for services offered relative to cost 	
Technical Approach & Work Plan	<ul style="list-style-type: none"> • Clarity and feasibility of proposed cleaning methodology • Customization for the specific site(s) • Schedule of services and ability to be responsive to special requests • Use of environmentally friendly or sustainable materials, equipment and practices 	20
Experience, Qualifications, References	<ul style="list-style-type: none"> • Years in business and relevant experience with similar facilities • Qualifications and training of key personnel • References from past or current clients (especially from comparable settings) • Industry certifications (e.g., ISSA, CIMS, LEED, etc.) 	20
Staffing Plan & Supervision	<ul style="list-style-type: none"> • Adequacy of staffing levels for scope of work • Supervision and quality control mechanisms • Employee screening and background checks • Staff retention and turnover strategy 	20
Health, Safety, and Compliance	<ul style="list-style-type: none"> • Adherence to OSHA or local safety standards • Use of PPE and sanitation protocols • Insurance coverage (see Section K) 	15

	<ul style="list-style-type: none"> • Safety Data Sheets (SDS) provided by respondent 	
Innovation and Added Value	<ul style="list-style-type: none"> • Technological tools (e.g., e-check-ins, digital logs) • Value-added services (e.g., responsiveness to last-minute clean-up requests, consumables management) • Proposals for efficiency or cost savings 	5
TOTAL		100

Response Requirements

- A. **Company Info:** Name of the business, contact person, and contact information including full legal name, address, telephone, mobile telephone number, e-mail address, and website address, as applicable.
- B. **Company profile:** a brief company profile, not exceeding 500 words, including any subcontractors.
- C. **Statement of ownership:** the type of business entity (sole proprietorship, corporation, LLC, or other).
- D. **Narrative and Bid Summary Table:** a narrative outlining the respondent's approach to the Scope of Work.
- E. **Binding Transmittal Letter** (1 page maximum): Each proposal must include a binding transmittal letter signed by a party authorized to obligate the Respondent to the services described in their proposal. The letter must clearly identify the person authorized to serve as the organization's representative for future communications regarding the response. The letter must state that the proposal is valid for 60 days.
- F. **Budget** (2 pages maximum): Each proposal must include a detailed budget. The budget for the Scope of Work shall not exceed **\$3,300** per month. Respondent must include in their proposal a description of any assumptions made regarding the Scope of Work that

may have an impact on the budget. Labor rates may be attached as a separate appendix.

- G. **Qualifications and Team Experience** (5 pages maximum): This section of the response must demonstrate the Respondent's team's (including any subcontractors) knowledge, experience and ability to successfully complete the Scope of Work.

Provide details on the roles and responsibilities of key personnel and team members including any subcontractors. Experience should include any applicable certifications and trainings for key staff.

- H. **Proposal Exceptions Summary Form:** A Proposal Exception Summary Form (see sample below) with exceptions to items in any section of this RFP or the VEIC Standard Contract terms and conditions (**Exhibit A**). Failure to note exceptions on the Proposal Exception Summary Form will be deemed to be acceptance of the terms of this RFP and VEIC's Standard Contract terms and conditions in Exhibit A. VEIC will take these exemptions into consideration when evaluating responses. If exceptions are not noted in Respondent's proposal but raised during contract negotiations, VEIC reserves the right to cancel the negotiations and award projects to other Respondents. If Respondent would like to propose their own contract template, a copy of the template should be attached as an appendix to the proposal.

Proposal Exceptions Form (sample):

RFP/ Contract Reference	Respondent's Proposal Reference	Brief Explanation of Exception
(Reference specific point to which exception is taken)	(Page, section, items in Respondent's proposal where exception is explained)	(Short description of requested exception)
1.		
2.		

- **Insurance:** Respondent must supply with the proposal a current Certificate of Insurance showing evidence of General Liability. If awarded a Contract, Respondent will also be required to provide a final certificate of insurance to show compliance with the minimum

insurance requirements outlined in the successful Respondent's contract. VEIC anticipates the minimum requirements to be as outlined below but will confirm final insurance requirements prior to issuance of a contract. The final certificate of insurance shall comply with the requirements outlined in VEIC Standard Contract (**Exhibit A**). Respondent must raise any questions about the insurance requirements by the deadline set forth above and must identify any exceptions to the anticipated minimum requirements in its response.

Insurance Policies	Limits
Commercial General Liability	\$1m per occurrence/\$2m aggregate
Automotive Liability	\$1m per occurrence single limit for bodily injuries and property damage
Crime Insurance	\$1m per occurrence for dishonest acts of Contractor's employees which result in a loss to VEIC.
Workers' Compensation	Statutory mandates
Employer's Liability	\$500k per accident; \$500k per disease; \$500k policy disease limit

- Disclosure of any pertinent litigation

A Respondent must disclose any past or pending judgments, lawsuits, actions, bankruptcies or regulatory decisions or information that may adversely affect the Respondent's ability to meet any requirements of this RFP, the contract or the Respondent's proposal. Respondent agrees to provide a detailed description of any of the above events and the applicable case number in its proposal.

This disclosure obligation is an on-going material obligation that applies from the date of proposal submission through the expiration of any resulting contract award. Failure to disclose pertinent litigation may result in the disqualification of Respondent's proposal.

Limitation

This RFP does not commit VEIC to award a contract or to pay any costs incurred in the preparation or submission of proposals. VEIC reserves the right to reject any or all proposals received in response to this RFP, to negotiate with any qualified Respondent or to cancel in part or in its entirety the RFP, if any of these actions is deemed by VEIC in its sole discretion to be in VEIC's best interest.