

JANITORIAL SERVICES REQUEST FOR PROPOSAL (RFP)



RFP Release Date: September 24, 2026

RFP Due Date: November 17, 2026 at 2 pm

DU-COMM

DuPage Public Safety Communications
420 N County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org



DAILY JANITORIAL SERVICES REQUEST FOR PROPOSAL (RFP)

SECTION I - INTRODUCTION

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 by our members departments to provide emergency communications services to police, fire, and emergency medical services (EMS). DU-COMM receives requests for service on 9-1-1 and other emergency lines, and dispatches the appropriate Police, Fire, and EMS services. DU-COMM performs this service while operating and maintaining a variety of critical systems and infrastructures in a secure facility.

DU-COMM is an intergovernmental agency, as defined in Article VII, Section 1, of the Constitution of the State of Illinois (1970) and is a "public agency" as defined in the Intergovernmental Cooperation Act, 5 ILCS 220/2(1), that is voluntarily established by its members pursuant to Article VII, Section 10, of the Constitution of the State of Illinois (1970) and the Intergovernmental Cooperation Act, 5 ILCS 220/1 et seq.

DU-COMM is a large consolidated public safety communications center in Illinois and currently serves forty-five (45) member agencies and over 930,000 residents in DuPage and neighboring counties. DU-COMM receives requests for Police, Fire, and EMS via 9-1-1 and non-emergency lines. DU-COMM processes close to one (1) million phone calls each year, including over 290,600 9-1-1 calls, and over 821,150 calls for service. Municipalities and fire districts have worked together to provide a high level of service to their citizens in public safety communications.

DU-COMM governances include a Board of Directors, Executive Committee, Chiefs Operations Committee, and the position of Executive Director. Members share the authorized development cost, capital equipment, capital assets, and operating cost of DU-COMM's common systems. Each member's annual contribution is established by DU-COMM's budget according to the method stated in DU-COMM's bylaws and policies and procedures. The fiscal year for DU-COMM is May 1st - April 30th.

DU-COMM's annual operating budget is about \$20.6 million dollars, and the capital budget is about \$2.9 million dollars.

SECTION II - SCOPE OF SERVICES

DU-COMM is seeking proposals for daily (365) janitorial services that meet the requirements defined in this RFP for our 24/7/365 9-1-1 facility. Services are anticipated to begin early/mid January 2027. The cleaning of the building shall be made in accordance with Occupational Safety and Health Administration (OSHA). Proposals should be from qualified, experienced janitorial service professionals who have experience or specialize in the cleaning and maintenance of floating floors with electrical systems located beneath them. Proposers should have a thorough understanding of the proper cleaning procedures and safety precautions required for this type of flooring system.

Details of expected cleaning is outlined below.

DAILY:

General - including hallways

- Sweep
- Spot mop/vacuum when needed - maybe daily depending on the weather
- Spot clean glass
- Sanitize door handles

Bathrooms - 3 locations: main multi-stall, outside Admin, inside Center

- Refill paper stock and hand soap in dispensers
- Empty Garbage/replace liner
- Clean/Sanitize toilets and urinals
- Clean/Sanitize sinks and mirrors
- Sweep and Mop floors - including showers

Offices - Admin, MIS, Tech Suite, OPS Center Offices

- Empty Garbage/replace liner

Meeting rooms - 4 locations: Admin Conference (507), Large Meeting (501), Small Conference (107) and Roll Call (408)

- Refill stock multi-fold towel dispensers
- Empty Garbage/replace liners
- Clean and sanitize hard surfaces, counters, and tables

Kitchen

- Empty Garbage/replace liner
- Clean and sanitize hard surfaces, counters, appliance handles, tables, chairs
- Sweep and Mop floors

Specialty Rooms - Nursing Mother's room and Quiet Room

- Empty Garbage/replace liner
- Clean and sanitize hard surfaces, counters, tables and chairs

Break Areas - Soft Seating (couch/tables/chairs) in hallways

- Empty Garbage/replace liner if applicable
- Clean and sanitize hard surfaces, counters, tables and chairs

Fitness Center/Shower Rooms/Locker Room

- Empty Garbage/replace liner
- Clean and Sanitize equipment/benches
- Sweep and mop floors
- Clean and Sanitize shower areas
- Clean Glass and Mirrors

Center (9-1-1) - including Command Center and Center Vestibule

- Empty Garbage/replace liner
- Spot vacuum runners & carpet w/central vacuum if needed
- Clean/Sanitize hard surfaces, counters, tables and chair arms in Command Center
- Sanitize handrails & door handles

Employee Lounge

- Vacuum carpet
- Empty Garbage/replace liner
- Clean and sanitize hard surfaces, counters, tables and chairs

Vestibules/Entrances - 3 locations: Lobby/Visitor, Employee entrance, Patio Area

- Vacuum carpets
- Spot clean glass
- Stairs by MEP Corridor/Employee parking entrance - sanitize stair railings

WEEKLY:

General

- All rooms/hallways fully vacuumed/mopped at least weekly
- Floor cleaning - machine (provided by vendor, not DU-COMM) used on tiles, including hallways
- Water filling stations cleaned and sanitized
- Ceiling vents need to be kept clean
- Dust pictures and hard surfaces in hallways

Offices - Admin, Meeting/Conference rooms and Roll Call

- Vacuum floors - ask Angela/OPS bridge to open Admin offices to dust and vacuum
- Clean and sanitize all hard surfaces
- Clean and sanitize chairs

Meeting/Conference Rooms, Kitchen, Locker Room

- Clean glass/windows
- Clean and sanitize chairs/benches
- Sanitize locker handles
- Dust on top of lockers

Tech Suite

- Sweep floors in open Suite area only
- Clean and sanitize chair arms

Center (9-1-1) SATURDAY & SUNDAY ONLY (cleaning map provided to vendor selected)

- Dust cubicles
- Clean & sanitize assigned cubicles/consoles
- Mop floors with non-static floor cleaner – whole floor (Sun)
- Vacuum runners & carpet w/central vacuum, including offices/Command Center (Sun)

Center (9-1-1)-WEDNESDAY (cleaning map provided to vendor selected)

- Mop floors with non-static floor cleaner – whole floor (Wed)
- Vacuum runners & carpet w/central vacuum, including offices/Command Center (Wed)

Entrances/Hallways

- Mop all hallway floors
- Mop floors and stairs by MEP Corridor/Employee parking entrance and Center vestibule
- Mop stairs and ramp into Center (9-1-1)

SECTION III – DOCUMENTATION REQUIRED

DU-COMM expects the janitorial staff to possess and demonstrate sufficient expertise in OSHA standards and regulations.

If selected, the janitorial services vendor shall prepare and provide DU-COMM the following:

- Safety Data Sheets (SDSs) for every cleaning product used. This is required to be kept up-to-date and provided any time a new cleaning product is used.
- Criminal Background Check Forms for all employees of the janitorial services vendor that will be routinely working at DU-COMM's facility. This form, provided by DU-COMM, must be provided to DU-COMM at least several days PRIOR to working at DU-COMM's facility. Basic information (name, date of birth, driver's license number, and social security number) is required. DU-COMM is a government public safety agency that does not allow those with felonies or active warrants to be on our premises. (Attachment A)

SECTION IV - DU-COMM's RESPONSIBILITY

The Technical Services Manager and Procurement Specialist shall be responsible for coordinating the initial cleaning and organization standards. It will be the responsibility of DU-COMM to provide the holiday dates when administrative staff will be off duty and approve any adjustment to times of cleaning on those dates.

SECTION V – OTHER

The cleaning staff shall promptly notify the Technical Services Manager or Procurement Specialist of issues that prevented the cleaning as outlined in this document (e.g. unable to clean a room due to being occupied for a closed meeting or faulty DU-COMM equipment) via email.

In the event of a merger of the janitorial services vendor with another company or a change of ownership any signed contract will be transferable to the successor company only with the approval of DU-COMM.

The janitorial services vendor will provide at least one consistent team member for the length of the contract.

The janitorial services vendor's cleaning expertise may be needed periodically in addition to the normal day-to-day work throughout the year.

Janitorial staff are required to clean on holidays, as DU-COMM is open 24/7/365. Any additional charge for holiday cleaning must be clearly identified in the proposal.

Janitorial services experience at other governmental agencies and/or 9-1-1 call centers should be noted in your proposal.

SECTION VI - INSTRUCTIONS TO PROPOSERS

To secure information that facilitates systematic application of evaluation criteria, vendors are required to submit proposals with the requested information below:

- Bidder Profile:
 - Discuss organization and size of company, including the number of staff to be assigned to DU-COMM.
 - Briefly outline and summarize the key elements of the proposal as to your company's experience, qualifications, references, safety standards, and understanding of the work to be performed and time requirements.
- Fees and Billing:
 - Provide an annual cost, to be invoiced monthly, for 7 days a week cleaning services that include all services outlined in the scope of services, Section II.
 - Provide costs for subsequent years of renewal up to a total of four (4) years, and/or note any limits on total contract years agreeable.
 - Provide rates for any additional services the firm offers not included in the RFP.
 - Include any billing requirements, otherwise monthly payment is assumed.
- Experience:
 - Provide information on experience (past clients) that were consolidated 9-1-1 communication centers in the last ten years, if applicable.
 - Provide three (3) references, including client name, contact person(s) and phone numbers. Please include at least one governmental, school, or 24/7 client in the last four (4) years. Preferred if similar in size to DU-COMM (34,000 sq feet facility).
- Narrative:
 - Proposers shall provide a narrative response as to how the following activities and requirements will be addressed.
 1. Minimum requirement of one (1) on-site staff to clean daily for as many hours as needed to complete tasks outlined in this RFP, during the hours of 4 pm to 6 am. Provide your proposed on-site staffing model to meet the requirements of the scope of work. If there are a different number of staff or working hours on holidays or weekends, please explain thoroughly.
 2. Describe how your organization addresses staffing issues such as staff performance, planned and unplanned absences, resignations, extended time off, etc., including the expected lead time and process to replace staff if needed.
 3. Describe any technical training or certifications of staff working at DU-COMM.
 4. Provide your approach and plan for the transition of responsibilities from our current vendor, including a transition schedule desired.

Complete Registration Form (Attachment B) and submit by deadline provided at the end of this section to RFP@ducomm.org or drop off at DU-COMM (420 N County Farm Road, Wheaton IL 60187, Attn: Janitorial Services RFP). This will provide DU-COMM with the name, address, and contact information of the company submitting the proposal. The Primary Contact listed on the form will be the sole contact between DU-COMM and the proposer during the RFP process.

Registration and a facility tour are required of all proposers, no exceptions. Below are deadlines you must follow to be considered under this RFP. With your registration form, be sure to advise which date you are attending the facility tour.

Questions must be submitted by the deadline below to RFP@ducomm.org. DU-COMM will provide answers to all vendors that registered (by the registration deadline) at least 3 business days prior to when proposals are due.

Release of RFP to Vendors:	September 24, 2026
Registration Due	October 5, 2026 at 3:00 pm
Required Facility Tour	October 19, 2026 at 10:00 am
	or
	October 22, 2026 at 3:00 pm
Questions Due	October 30, 2026
Proposal Due Date:	November 17, 2026 at 2:00 pm
Interviews (if needed) with Selected Bidders:	November 23, 2026 – December 2, 2026
Award of Contract by Executive Committee	no later than December 18, 2026

SECTION VII – VENDOR REQUIREMENTS

1. Insurance

The janitorial services vendor selected shall provide and maintain, at its own expense, during the term of any contract the following insurance policies covering its operations hereunder, which are minimum requirements.

Such insurance shall be provided on an annual basis by insurer(s) financially solvent and authorized to conduct business in the State of Illinois. The insurance policy shall include the following limits as minimum amounts:

Worker's Compensation Insurance State Statutory Workers' compensation limits including Occupational Disease Coverage and Employers Liability:

- \$500,000 each person;
- \$500,000 each accident;
- \$500,000 each disease

Comprehensive General Liability Insurance:

- \$2,000,000 each occurrence

Comprehensive Automobile

- \$1,000,000 each person

The janitorial services vendor agrees that the Comprehensive General Liability and Comprehensive Automobile insurance policies shall be endorsed to name DU-COMM as an additional insured with respect to: liability arising out of activities performed by or on behalf of the janitorial services vendor;

products and completed operations of the janitorial services vendor; premises owned, occupied or used by the janitorial services vendor; automobiles owned, leased, hired or borrowed by the janitorial services vendor or their employees.

2. Conflicts of Interest

DU-COMM will not engage an individual or company that has a conflict of interest or potential conflict of interest and may not engage an individual or company that has the appearance of a conflict of interest.

All Proposers shall disclose any potential conflicts of interest or relationship between themselves and DU-COMM, its agents, or its agencies, listed below:

Village of Bartlett	City of Warrenville
Village of Burr Ridge	City of West Chicago
Village of Carol Stream	City of Wheaton
Village of Clarendon Hills	Village of Willowbrook
City of Darien	Village of Winfield
Village of Downers Grove	Village of Woodridge
DuPage County	Bartlett Fire Protection District
City of Elmhurst	Bloomington Fire Protection District
Village of Glen Ellyn	Carol Stream Fire Protection District
Village of Hanover Park	Darien-Woodridge Fire Protection District
Village of Hinsdale	Glenside Fire Protection District
Village of Lisle	Lisle-Woodridge Fire District
Village of Lombard	Oakbrook Terrace Fire Protection District
Village of Oak Brook	Warrenville Fire Protection District
Village of Oakbrook Terrace	West Chicago Fire Protection District
Village of Roselle	Winfield Fire Protection District
Village of Villa Park	York Center Fire Protection District

SECTION VIII - SUBMISSION OF PROPOSAL

Proposals shall be submitted no later than **2:00 pm, November 17, 2026**

Submit to Finance Manager, Angela Athitakis

via email at: RFP@ducomm.org

or

Drop off: DU-COMM
attn: Janitorial Services RFP
420 N. County Farm Road
Wheaton, IL 60187

ATTACHMENT A – BACKGROUND FORM (example)

DU-COMM

DuPage Public Safety Communications

420 N County Farm Road Wheaton, IL 60187
(630) 260-7500 Administration

Background Check Form

INSTRUCTIONS:

PLEASE COMPLETE, SIGN AND DATE

THE FOLLOWING FORM WITH THE REQUESTED INFORMATION.

Submitting Agency ORI - NCIC (If applicable)

IL 0 2 2 0 1 3 N

Last Name: _____ First Name: _____ Middle Name: _____

Date of Birth: _____ Sex _____ Race _____

The code values used in the Illinois State Police name search much include valid National Crime Information Center code values for certain fields. These fields include sex codes and race codes. The standard code values for sex codes include "M" for Male, "F" for Female, or "U" for Unknown. The standard code values for race codes include "W" for White (includes Mexicans and Latins), "B" for Black, "A" for Asian/Pacific Islander, "I" for Indian/Alaskan Native, or "U" for Unknown. If your submission contains values other than the standard code values, the search results could be adversely affected.

Social Security Number _____ Drivers License Number _____ DL State _____

Requester's Name: Christine Groves, HR Manager Agency/Company Name: DuPage Public Safety Communications

Return Address: 420 N County Farm Road, Wheaton, IL 60187

Maiden Last Name: _____ First Name: _____ Middle Name: _____

Signature of Applicant

Date

I, the above signed individual, indicate that the information provided above is true and accurate to the best of my knowledge. I furthermore understand that any misstatement or omission of information on this form may be grounds for dismissal if employment is obtained.

DU-COMM IS A PUBLIC SAFETY COMMUNICATIONS CENTER THAT HAS ACCESS TO AND MAINTAINS CRIMINAL JUSTICE DATA FOR LAW ENFORCEMENT AGENCIES. ALL APPLICANTS ARE SUBJECT TO ILLINOIS CRIMINAL JUSTICE APPLICANT NAME CHECKS AND FINGERPRINT CHECKS AS PART OF A PRE-EMPLOYMENT BACKGROUND INVESTIGATION. THE REQUESTED INFORMATION IS NOT PART OF THE EMPLOYMENT APPLICATION, BUT IS USED ONLY WHEN QUALIFIED APPLICANTS MOVE FORWARD IN THE PRE-EMPLOYMENT SCREENING PROCESS.

ATTACHMENT B – REGISTRATION FORM – CORPORATE INFORMATION

Full Legal Name:	
DBA (If applicable)	
Physical Business Address	
Telephone Number:	
Federal EIN #	
State of Incorporation/ Formation	
# of Years in Business	

Primary Point of Contact:	
Name:	
Title:	
Phone:	
Email	

Individual Authorized to Sign and Negotiate Contracts	
Name:	
Title:	
Phone:	
Email:	