



**Request for Proposal (RFP) for Cleaning Services: New Construction Turnover
Interior Residential & Commercial Office Cleaning
Issued November 18, 2024**

**Written Questions Due to
procurements@houstonlandbank.org by 5 p.m. Central
time December 06, 2024**

**Responses Due by 5 p.m. Central time December
20,2024 via the [Submission portal](#)**

The Houston Land Bank (HLB), a City of Houston local government corporation is seeking proposals from qualified cleaning service providers with experience in both new construction turnover residential cleaning and commercial office cleaning for a two (2) year period beginning March 1, 2025 and with the option to extend for two (2) additional one- year terms.. The selected vendor will be responsible for providing comprehensive cleaning services to ensure both residential properties and commercial office spaces meet cleanliness and safety standards.

Scope of Services

The cleaning services required include the following:

1. Residential New Construction Turnover Cleaning

The scope of work includes ensuring the property is move-in ready with attention to detail.

Construction Debris and Dust Removal

- Clean all construction dust and debris from walls, doors, blinds, floors, cabinets, window glass, window seals, countertops, and appliance compartments.

Floor Cleaning

- Sweep, mop, and disinfect all hardwood floors throughout the home.
- Vacuum carpets where applicable.

Kitchen Cleaning

- Wipe and clean all kitchen appliances, including (if applicable): microwave, cooktop, oven, dishwasher, refrigerator, and sink.
- Sweep and remove visible spiders, spider webs, and dead insects.
- Clean all countertops, cabinets, handles, knobs, faucets, mini blinds (including closing/pull down bars and opening wands), and window glass and seals.

Bathroom Cleaning

- Sweep, mop, and disinfect all bathroom areas including mirrors, medicine cabinets, vanities, sinks, faucets, toilets, bathtubs, and shower tiles.

Door and Doorframe Cleaning

- Wipe and clean all doors, door handles, commonly touched areas, and doorframes to remove dust and dirt.

Light and Electrical Plate Cleaning

- Clean all light switch plates and electrical plates.

Exterior Cleaning

- Remove exterior spider webs and wasp nests within reach.
- Clean/wash outdoor window glass within reach.

2. Commercial Office Cleaning

The scope of work for commercial office cleaning includes regular maintenance and deep cleaning of office environments to ensure a hygienic and professional workspace.

General Cleaning

- Dust and clean desks, tables, chairs, and office furniture.
- Clean and sanitize all frequently touched surfaces, including doorknobs, handles, light switches, and elevator buttons.
- Empty trash and replace liners in all common areas, offices, and restrooms.

Floor Cleaning

- Sweep, vacuum, and mop all flooring surfaces (carpet, hardwood, tile, etc.).
- Disinfect high-traffic areas, including stairs, entryways, hallways, and common spaces.

Restroom Cleaning

- Clean and sanitize sinks, countertops, mirrors, toilets, urinals, and floors.
- Restock soap, paper towels, and toilet paper as needed.
- Empty trash and replace liners.

Kitchen/Breakroom Cleaning

- Wipe down and disinfect countertops, tables, chairs, sinks, and appliances (microwave, refrigerator, etc.).
- Clean cabinets, floors, and any visible dirt or stains.
- Empty trash and replace liners.

Glass and Window Cleaning

- Clean and wipe down all interior glass surfaces, windows, and mirrors.

Dusting and Ventilation Cleaning

- Dust and clean air vents, ceiling fans, and light fixtures.

Additional Services (as needed)

- Carpet shampooing, floor polishing, and window washing for exterior windows (within reach).

Proposal Requirements

Interested vendors are required to submit a proposal that includes the following:

1. **Company Overview**
 - Brief introduction of your company, including years of experience, areas of specialization (residential and commercial cleaning), and previous relevant experience.
2. **Pricing**
 - Provide a detailed cost breakdown for both residential and commercial cleaning services, including any additional charges or optional services that may be required.
3. **References**
 - List of at least three references for whom similar services have been provided.
4. **Availability**
 - Indicate your availability to begin work and the estimated time required for completion for both residential and commercial cleaning projects.
5. **Insurance and Certifications**
 - Provide proof of liability insurance and any relevant certifications.
6. **Safety Protocols**
 - A brief description of your company's safety protocols, especially concerning COVID-19 precautions or other safety measures for both residential and commercial spaces.

Submission Instructions

Please submit complete proposals with the requirements in this RFP and submit \$100 application fee no later than 5 p.m. Central time Friday, December 20, 2024. Proposals should be submitted via the [submission portal](#) as a single PDF document of no more than 15 pages using standard fonts and margins.

Late or incomplete responses will not be accepted. The time and date of receipt will be the electronic time stamp in the Houston Land Bank [submission portal](#).

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and expertise in both residential and commercial cleaning services
- Cost-effectiveness and transparency in pricing
- References and client satisfaction
- Ability to meet deadlines and availability



- Safety and quality standards

Expected Timeline

The timeline below represents the expected steps in the procurement process. All timing is subject to change.

RFQ posted	November 18, 2024
Written questions due (all responses to be provided in writing on HLB website)	5 p.m. – December 6, 2024
Responses to RFQ due	5 p.m. – December 20, 2024
Execution of initial contract(s)	February 2025

Questions regarding this RFQ should be emailed to procurements@houstonlandbank.org before 5 p.m. Central time Friday, December 6, 2024; please use the subject line “Cleaning Services RFP questions.” HLB’s written responses to all questions received by the deadline will be posted at houstonlandbank.org/resources under the Procurements tab.

Evaluation and Selection Process and Criteria

Responses will be evaluated by a committee to include HLB staff. Proposals will be scored using the following criteria:

- Experience and expertise in both residential and commercial cleaning services (25 points)
- Cost-effectiveness and transparency in pricing (25 points)
- Safety and quality standards (20 points)
- Ability to meet deadlines and availability (15 points)
- References and client satisfaction (15 points)

HLB will not consider late or incomplete responses.