Kitsap 911 Custodial Services

Request for Qualifications & Scope of Work (SOW)

Issued 11/20/2026

Statements of Qualifications Due by December15, 2026 at 1300

Kitsap 911 is seeking custodial purchased services for the cleaning of the primary building located at 911 Carver Street W, Bremerton, WA 98312. This is a single story 20,000 square foot secure building. Kitsap 911 operates twenty-four hours per day, seven days per week but only dispatch operations employees work swing and graveyard shifts (approximately 10 employees).

Statement of Qualifications Requirements

This Request for Qualifications was sent to vendors listed on the Municipal Research & Services Center (MRSC) Vendor Roster under the category of Maintenance Services – Cleaning/Janitorial as of November 20, 2026. Vendors interested in responding should prepare a Statement of Qualifications with the following information:

- Company & Contact Information including Company Name, Contact Name, Address, Phone, Email Address and UBI Code.
- Summary of Experience with information on current clients, services provided, commitment to quality and quality control methods.
- Please acknowledge your understanding of the Security Clearance Requirements and explain how your company will manage absences of the primary custodian.
- References – three current references with contact names, company, email address and phone number.
- Estimated cost structure – preferred billing structure, estimated costs, supplies & tools provided by vendor and those provided by Kitsap 911.
- Ability to start service anytime between January 1, 2027 and January 30, 2027.

Security Clearance Requirements

The assigned custodian and any substitute custodian must complete a security clearance process and be approved to be issued an access badge and to work in the secure areas. The security clearance process takes approximately 2 weeks to complete. As such the assigned custodian must be the same person for each service day. The substitute custodian must be the same person each time it is required. This includes:

- Criminal History screening
- Fingerprint screening - $70 fee to vendor
- Criminal Justice Information Systems (CJIS) 1-hour online training

The criminal history screening and CJIS training are repeated annually. An employee with any criminal convictions, arrests, or recent misdemeanors will not pass the security screening.

No alcohol or recreational drugs are allowed on campus. Smoking or vaping is only allowed in the designated smoking area. Vendor employees are expected to wear professional clothing appropriate for the duties assigned.

Insurance Requirements

Please see Attachment A – Insurance. Vendor must carry the insurance coverage detailed in this exhibit and provide certificates of insurance.

Proposed Schedule:
Monday, Wednesday, and Friday
1430 to 1930 (three five-hour shifts)
Days and times are somewhat flexible, but the goal is to establish a consistent schedule. If a regularly scheduled cleaning fell on a holiday for the custodial company, the custodian would come the next business day.

Cleaning Services – See Attachment C Current Cleaning Rotation

Every Scheduled Service Day:

- Restroom toilet, sink & mirror cleaning
- Restroom floor mopping
- Restroom replenishment of paper products and hand soap
- Kitchen sink cleaning
- Kitchen countertop, appliances, & microwave wipe down
- Kitchen sweeping and mopping as needed
- Kitchen tabletops wipe down
- All garbage and recycling bins emptied with liners replaced in the rooms listed below (dumpsters on site)

Rotational Cleaning by area so they are cleaned once per week:

- Vacuum carpets
- Mopping linoleum
- Dust common office area surfaces (office desks excepted)
- Clean drinking fountain

Rotational Cleaning Once Per Month

- Dust lobby, main hall and conference room surfaces
- Wipe down bathroom stall walls, clean light switches and dispensers
- Check urinal cakes for replacement
- Check outside trash receptacles
- Sweep/mop fitness room floor

- Dust fitness equipment

Rotational Cleaning Once per Quarter
- Dust blinds, light fixtures and vents
- Damp mop exposed baseboards
- Spot clean entrance glass doors to lobby

Rotational Cleaning Once per Year
- Interior and Exterior windows
- Steam cleaning carpets

Tasks Not Performed by Custodian
The custodian does not need to do the following:
- Dust or clean any desk surfaces in offices or the dispatchers' console desks. There is no need to touch anything on anyone's desk.
- Clean dirty dishes or the inside of refrigerators or the stove – employees are responsible for cleaning their own dishes and we do regular appliance cleanings
- Clean any outside areas except emptying a small trash at the front entry
- Clean exercise equipment – employees are expected to wipe down equipment after each use
- Sharps container disposal
- Clean whiteboards

Annual Tasks by Additional Task Order
Periodically, Kitsap 911 will request a bid to perform an additional annual task such as carpet cleaning or window cleaning. This work is outside the scope of this intended contract, and a separate Purchase Order would be issued for any approved quote.

Building Information
Please see Attachment B - Building Floor Plan for details. The following rooms are exempt from custodial service:
- #123E Equipment Room
- #123J Electrical Room
- #123K Mechanical Room

Room #110 and 110B make up the dispatch operations floor where employees are managing emergency 911 calls 24/7. When working on this floor the custodian must work quietly and request permission from the supervisor on duty to run the built-in vacuum or other noise making device. A quiet vacuum is available for spot cleaning.

Supplies
The custodian and Executive Assistant communicate via a hard copy janitor log in the reception area and via email to communicate about supplies and other issues. Kitsap 911 supplies paper products, trash liners, urinal supplies, and hand soap. The vendor is expected to supply their cleaning products,

rags, caution signs, mops, mop buckets, mop heads, and vacuum. The building does have a built-in vacuum system.

Contracting
Kitsap 911 and the selected custodial vendor would enter into a purchased services contract with a mutually agreed scope of work and hourly rate for one year with the option to renew annually. The billing cycle will be determined at the time of contracting. Prevailing Wages are required under this contract.

Proposal Submission
Please submit a Statements of Qualifications via email to bhillman@kitsap911.org by 1300 December 15, 2026. Submissions received after that deadline will not be considered. Kitsap 911 is under no obligation to contract with any vendor who submits.

Required Site Visit
Vendors who plan to submit a proposal are required to schedule a Site Visit with Barrie Hillman by emailing bhillman@kitsap911.org. Site visits can be scheduled Mondays through Thursdays from 0830 to 1600 and Fridays 0730 to 1500. The building is closed November 25-27, 2026 during the response period and Site Visits will not be available on December 1, 2026.

Proposal Evaluation Criteria

Vendor Evaluation	**Points**
Submitted all SOQ requirements on time	10
Summary of Experience	30
Proposed plan for managing absences	15
References	20
Required Site Visit	15
Anticipated Start Date	10
Total	

Site visits can be arranged by emailing Barrie Hillman at bhillman@kitsap911.org.

Questions should be sent Barrie Hillman at bhillman@kitsap911.org.

Barrie Hillman
Contract Manager
Kitsap 911
911 Carver Street
Bremerton, WA 98312
Phone: (360) 307-5803
Email: bhillman@kitsap911.org

Attachment A – Insurance

Insurance Term- The Contractor shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

No Limitation- Contractor maintenance of insurance as required by the agreement shall not be construed to limit the liability of the Contractor to the coverage provided by such insurance, or otherwise limit Kitsap 911 recourse to any remedy available at law or in equity.

Minimum Scope of Insurance

Contractor shall obtain insurance of the types and coverage described below:

- Automobile Liability insurance covering all owned, non-owned, hired, and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage.
- Commercial General Liability insurance shall be at least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap independent contractors and personal injury and advertising injury. Kitsap 911 shall be named as an additional insured under the Consultant's Commercial General Liability insurance policy with respect to the work performed for Kitsap 911 using an additional insured endorsement at least as broad as ISO CG 20 26.
- Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.

Minimum Amounts of Insurance

Consultant shall maintain the following insurance limits:

- Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of $1,000,000 per accident.
- Commercial General Liability insurance shall be written with limits of no less than $1,000,000 each occurrence, $2,000,000 general aggregate.
- Professional Liability insurance shall be written with limits of no less than $1,000,000 per claim and $1,000,000 policy aggregate limit.

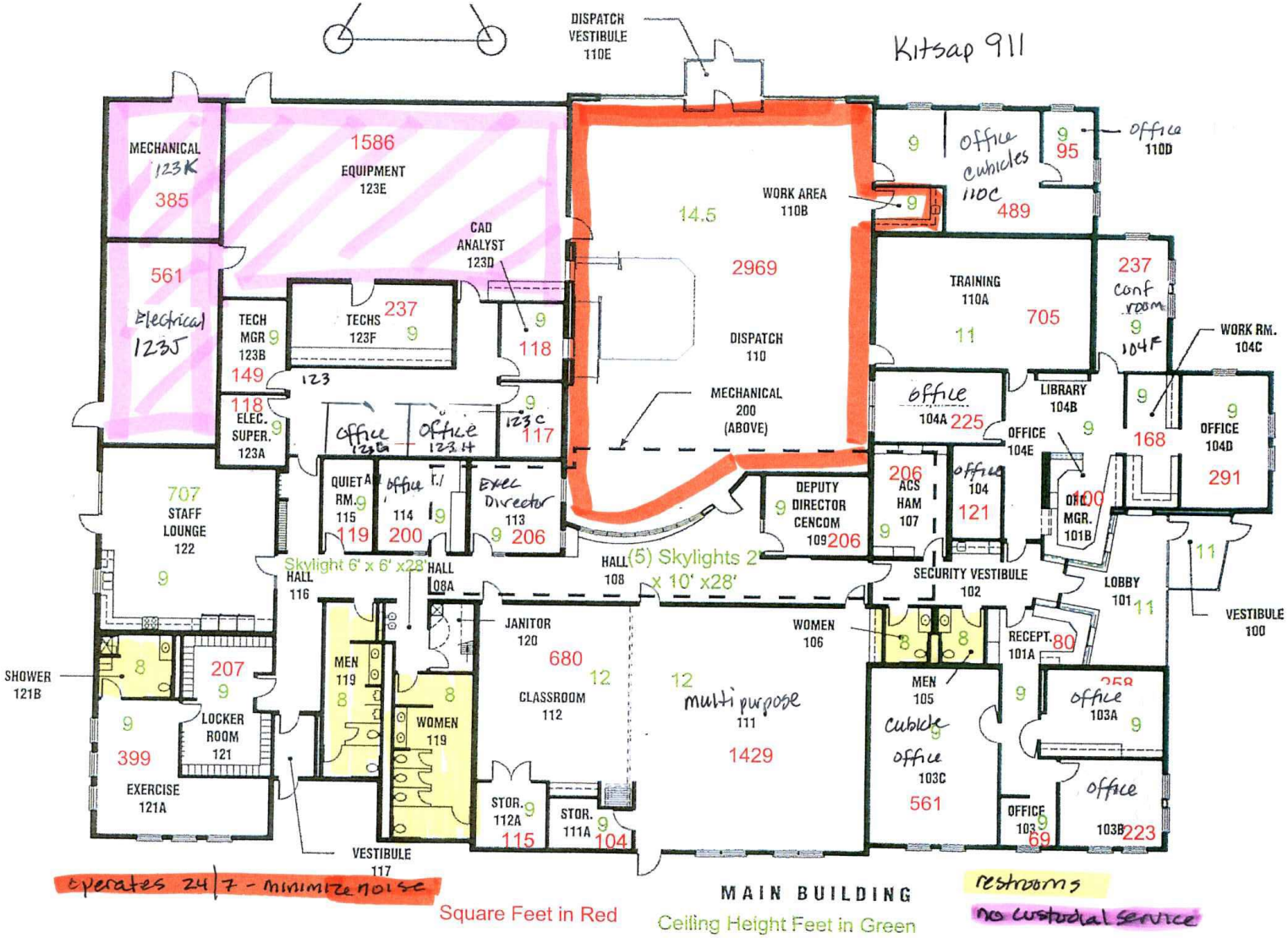
Other Insurance Provision- The Consultant's Automobile Liability and Commercial General Liability insurance policies are to contain or be endorsed to contain that they shall be primary insurance as respect Kitsap 911. Any Insurance, self-insurance, or self-insured pool coverage maintained by Kitsap 911shall be excess of the Consultant's insurance and shall not contribute with it.

Acceptability of Insurers- Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

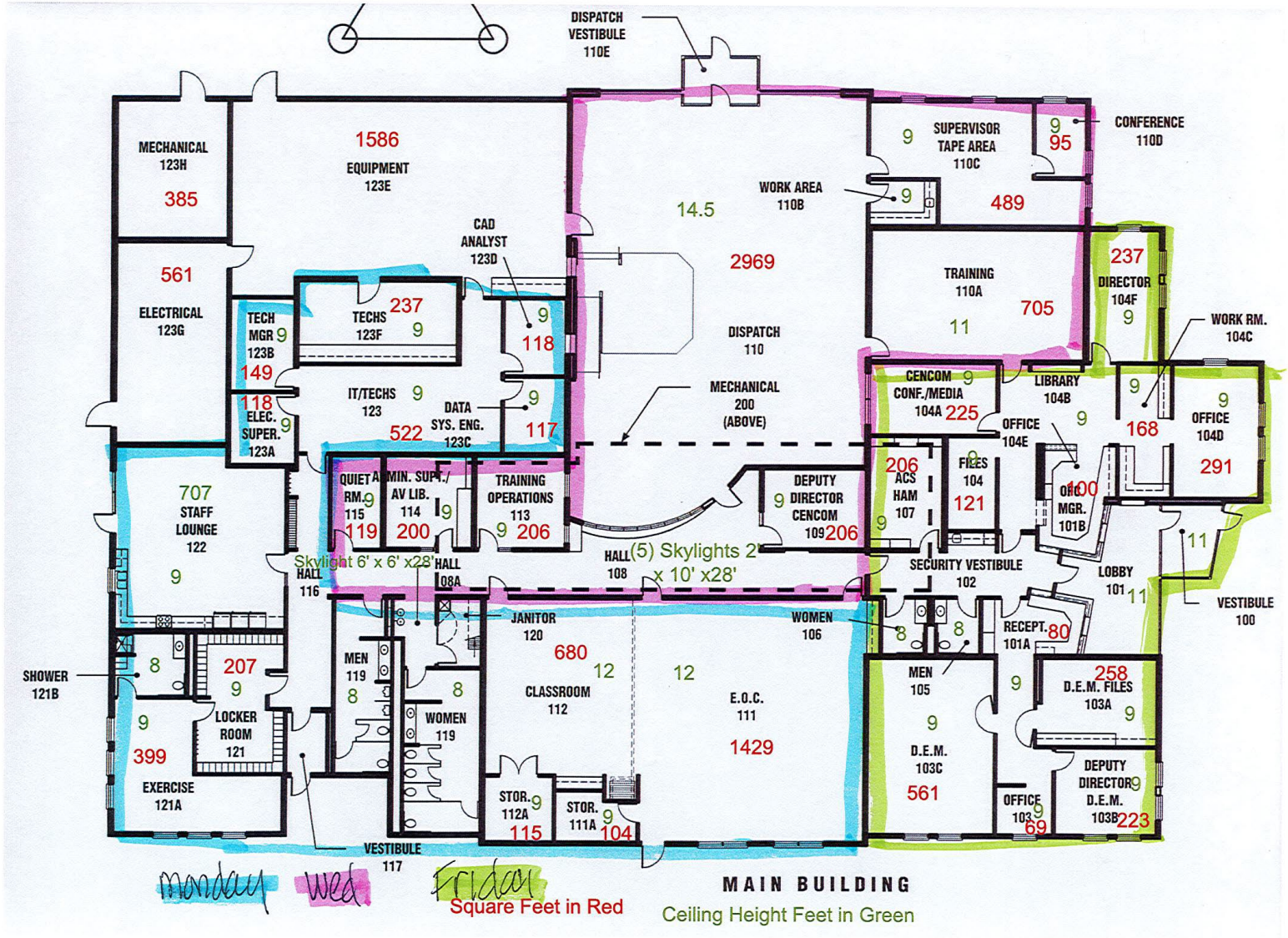
Verification of Coverage

Consultant shall furnish Kitsap 911 with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the work.

Attachment B – Building Floor Plan 1



Building Floor Plan 2- Areas on rotation for weekly cleaning tasks.



Janitor Cleaning Schedule

Last Updated 11-20-2026

When on the dispatch floor, check with the Supervisor sitting at the desks on the raised platform before vacuuming.

WEEKLY SCHEDULE

MON	TUE	WED	THU	FRI
All Restrooms: • Mop Floor • Clean Toilets and sinks • Re-stock dispensers • Clean mirrors • Disinfect door handles • Wipe walls around urinals **Kitchen & Back Hall** • Sweep/Mop floor • Clean sink, countertops, microwave, door handles • Wipe down tables & chairs **EOC, Classroom, Dispatch & TSG (Rear)** • Vacuum as needed • Dust surfaces not in use **All Building** • Empty Trash & Recycle • Check floors not on schedule for unusual mess		**All Restrooms:** • Mop Floor • Clean Toilets and sinks • Re-stock dispensers • Clean mirrors • Disinfect door handles • Wipe walls around urinals **Kitchen & Back Hall** • Sweep/Mop floor • Clean sink, countertops, microwave, door handles • Wipe down tables & chairs **Main Hall & Offices, Supervisor Office,** • Vacuum carpets • Dust surfaces • Clean drinking fountains **All Building** • Empty Trash & Recycle Check floors not on schedule for unusual mess **Monthly (and Quarterly) Task** • Complete a monthly and/or quarterly task from the list below.		**All Restrooms:** • Mop Floor • Clean Toilets and sinks • Re-stock dispensers • Clean mirrors • Disinfect door handles • Wipe walls around urinals **Kitchen & Back Hall** • Sweep/Mop floor • Clean sink, countertops, microwave, door handles • Wipe down tables & chairs **Admin offices & Lobby** • Vacuum carpets • Mop lobby & security vestibule • Dust surfaces • Wipe down kitchenette sink and counter **TSG Offices (Front)** • Vacuum carpets • Dust surfaces **All Building** • Empty Trash & Recycle Check floors not on schedule for unusual mess

MONTHLY TASKS

Week one:	Week two:	Week three:	Week four:
Dust or wipe down countertops in lobby, main hall, and conference rooms.	Wipe down bathroom stall walls, clean light switches, & clean dispensers. Check urinal mats and cakes for replacement.	Check outside trash receptacles. Sweep/mop gym floor. Dust gym equipment.	Check trash & recycle cans for those that need cleaning and clean them

Quarterly Tasks

Month One	Month Two	Month Three
Spot clean walls and doors. Wipe down vinyl chairs. Spot clean entrance glass doors & partition glass in lobby.	Damp mop baseboards	Dust blinds, light fixtures and vents. Dust high areas lights, signs, vents, etc. Disinfect door handles.

Annual Tasks

Wash windows interior and exterior (additional Task Order).
Steam clean carpets. (Additional Task Order)