Request for Proposals (RFP)
General Housekeeping & Interior Facility Cleaning Services

RFP Issuance Date: November 9, 2026

Issuing Agency: Ray County 911 Board of Directors

Submission Deadline: November 27, 2026, by 10:00 AM CST

Section 1: Objective & Agency Overview
The Ray County 911 Board of Directors is soliciting competitive, sealed proposals from qualified commercial janitorial and custodial service contractors to provide general housekeeping and interior cleaning services three (3) days per week at the new Ray County 911 Emergency Dispatch Center.

Ray County 911 operates as an independent political subdivision governed by an elected Board of Directors under Chapter 190 of the Revised Statutes of Missouri (RSMo). The agency serves as the consolidated primary Public Safety Answering Point (PSAP) and 24/7/365 emergency dispatch communications center for Ray County, Missouri. Ray County 911 provides critical call-taking and emergency dispatch services across a 574-square-mile jurisdiction, serving approximately 23,200 residents and coordinating communications for 17 public safety entities, including the Ray County Sheriff's Office, municipal police departments, fire protection districts, and the Ray County Ambulance District.

The agency operates from its newly constructed, hardened 12,011 sq. ft. Emergency Dispatch Center (EDC), built to FEMA ICC 500 storm-resistance standards. Because this facility houses a continuous 24/7/365 mission-critical operation and secure Criminal Justice Information Services (CJIS) processing areas, housekeeping and custodial services must adhere to strict security protocols, operational sensitivity, and the highest standards of cleanliness and sanitation.

Section 2: Scope of Work
The contractor shall furnish all necessary labor, trained personnel, supervision, commercial-grade equipment, and cleaning products to perform routine interior housekeeping and janitorial services **three (3) days per week** (schedule and designated days to be agreed upon with agency administration).

1. Service Areas Covered (12,011 sq. ft. Facility)

- **Emergency Communications / Dispatch Operations Floor:** High-traffic 24/7 secure operations center requiring delicate dust-free and electrostatic-safe cleaning around mission-critical consoles and electronics.
- **Administrative & Executive Offices:** Private offices, conference rooms, records management areas, and training facilities.
- **Restrooms & Locker Rooms:** All multi-stall and single-occupancy administrative and

dispatch staff restrooms, shower areas, and locker facilities.

- **Breakroom, Kitchenette & Quiet/Bunk Rooms:** Employee dining areas, food preparation surfaces, appliances, sink basins, and quiet rest rooms used by shift personnel.
- **Entrances, Lobbies, Corridors & Secure Vestibules:** Main public lobby, secure personnel corridors, airlocks, and ingress/egress doorways.
- *(Note: Primary Server/MDF Rooms and secure IT mechanical infrastructure rooms will only be cleaned on an as-needed basis under direct staff escort.)*

2. Routine Tasks (Per Cleaning Visit / 3x Weekly)

- **Restroom Sanitation:** Clean, sanitize, and disinfect all toilets, urinals, sinks, faucets, mirrors, countertops, and hardware; restock paper towels, toilet paper, soap, and hand sanitizer; mop and disinfect tile floors.
- **Floor Care:** Vacuum all carpeted areas and walk-off mats; sweep, dust-mop, and damp-mop all hard-surface floors using hospital-grade neutral disinfectant cleaner.
- **Surface Cleaning & Dusting:** Wipe down, disinfect, and polish conference tables, common desks, countertops, filing cabinets, window sills, light switches, and door handles.
- **Trash & Recyclables:** Empty all interior wastebaskets and recycling bins, replace liners, and deposit trash into on-site exterior dumpsters.
- **Kitchen / Breakroom Care:** Clean and sanitize countertops, sink basins, tables, and exterior surfaces of appliances (refrigerators, microwaves, coffee stations).
- **Glass & Entryways:** Clean and remove smudges/fingerprints from interior partition glass, entry doors, sidelights, and vestibule glass panels.

3. Dispatch Floor Protocol & Operational Constraints

- Cleaning within the active Dispatch Operations Floor must occur without disrupting ongoing call-taking and dispatch radio traffic.
- No liquid cleaning sprays may be applied directly onto computer displays, radio consoles, 911 phone hardware, or dispatch keyboards. Only anti-static microfiber wipes and electronics-approved cleaners may be used.
- Floor cleaning equipment used in dispatch and server rooms must be equipped with HEPA filtration to eliminate airborne dust and particulate matter.

4. Contractor-Furnished vs. Agency-Furnished Supplies

- **Contractor Provides:** All commercial-grade cleaning equipment (HEPA vacuums, mops, buckets, ladders, microfiber cloths) and EPA-registered hospital/commercial-grade disinfectants and detergents.
- **Agency Provides:** Consumable paper products (toilet tissue, paper towels), hand soaps, hand sanitizers, and heavy-duty trash liners (unless otherwise negotiated).

Section 3: Proposal Submission Requirements

Pursuant to Section 13 and contractual service requirements of the Ray County 911 Procurement Policy, proposals must include the following information:

- **Company Profile & Executive Summary:** Official business name, principal office address, primary point of contact (phone and email), corporate structure, and total years providing commercial janitorial/cleaning services.
- **Demonstrated Experience & Public Facilities:** Specific background providing janitorial

services to public sector entities, secure government facilities, healthcare facilities, or 24/7 emergency response centers.

- **Staffing Plan & Supervision:** Overview of assigned custodial staff, supervision hierarchy, quality-assurance inspection protocols, employee screening/vetting procedures, and substitute coverage policies.
- **Cleaning Chemicals & Equipment:** Description of proposed cleaning products, disinfectants (EPA registration), green cleaning practices (if applicable), and equipment maintenance standards.
- **Cost Proposal & Rate Structure:**
  - Fixed monthly flat rate for scheduled three-day-per-week cleaning services.
  - Itemized breakdown showing per-visit cost and annualized service cost.
  - Hourly rates or unit fees for periodic or specialty services requested outside regular scope (e.g., periodic carpet extraction, tile stripping/waxing, post-construction touchups).
- **References:** A minimum of three (3) professional client references for commercial or public sector accounts of similar size or operational sensitivity, including organization name, contact person, phone number, and brief description of services rendered.
- **Proof of Insurance:** Certificates of insurance demonstrating General Liability (minimum $1,000,000 per occurrence / $2,000,000 aggregate), Workers' Compensation (statutory limits), and Commercial Crime/Employee Dishonesty Bond.

Section 4: Mandatory Certifications & Security Compliance

Vendors must incorporate and certify compliance with the following statutory and policy requirements:

1. Warranty Against Contingent Fees

Pursuant to Section 7 and Section 13 of the Ray County 911 Procurement Policy, the contract must contain the following mandatory warranty:

> *"The service provider warrants that he/she has not employed or retained any company or person, other than a bona fide employee working solely for such firm or company, for the purpose to solicit or secure any agreement with the Ray County 911 or by providing any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award of this agreement."*

2. Conflict of Interest Verification

In compliance with Section 14 of the Procurement Policy and RSMo 105.450–105.496, the bidder must verify that no Ray County 911 Board member, officer, or employee holds a substantial financial interest in the contracting entity or has entered into unauthorized business dealings regarding this procurement.

3. Security Clearances & CJIS Compliance

Because cleaning services take place inside an active 24/7/365 consolidated emergency communications center housing CJIS/MULES records, all contractor personnel and supervisors assigned to the facility must successfully pass a comprehensive criminal fingerprint-based background check and background screening through the Missouri State Highway Patrol / FBI prior to being granted physical access to the building. Ray County 911 reserves the right to deny facility access to any individual based on background investigation results.

4. Local Proximity & Preference

Pursuant to the Ray County 911 Procurement Policy, consideration and preference will be extended to qualified, responsible bidders maintaining principal operations within the geographic boundaries of Ray County, Missouri, or adjoining jurisdictions.

Section 5: Evaluation Criteria & Selection Process

Proposals will be reviewed and scored by the Ray County 911 Board of Directors committee in accordance with Section 5 and Section 7 of the Procurement Policy using the following weighted criteria:

Evaluation Factor	Weight	Description
Cost Proposal & Rate Structure	**30%**	Competitiveness, clarity, and cost-effectiveness of the monthly retainer, per-visit pricing, and rates for specialty/as-needed cleaning services.
Operational Plan & Cleaning Methodology	**25%**	Thoroughness of the proposed cleaning plan, quality control procedures, chemical safety, equipment standards, and protocols for working around 24/7 mission-critical operations.
Experience & Qualifications	**20%**	Demonstrated past experience cleaning commercial, municipal, or secure public safety facilities; stability and reputation of the vendor.
Staffing, Supervision & Security Suitability	**15%**	Quality of supervisory oversight, employee vetting, contingency staffing coverage, and demonstrated ability to meet CJIS background clearance standards.
Client References & Past Performance	**10%**	Track record of reliability, client satisfaction, responsiveness, and

		contract performance verified across peer organizations.

Section 6: Instructions to Bidders & Procurement Timeline

- **RFP Release Date:** November 9, 2026
- **Optional Pre-Proposal Facility Walkthrough:** November 18, 2026, at 10:00 AM CST
- **Deadline for Inquiries / Questions:** November 23, 2026, at 5:00 PM CST
- **Proposal Submission Deadline:** November 27, 2026, at 10:00 AM CST
- *(Conforming to the standard 15-working-day / 3-week public notice requirement)*
- **Interviews / Facility Review (if requested):** November 30 – December 4, 2026
- **Board Consideration & Contract Award:** December 16, 2026
- **Target Contract Effective Date:** January 1, 2027

Submission Directions

Proposals must be submitted in a sealed envelope clearly labeled:
"SEALED PROPOSAL: Ray County 911 General Housekeeping & Interior Cleaning Services"

Deliver to:
Ray County 911
Attn: Housekeeping & Interior Cleaning Services Proposal
102 W. N. Main Street
Richmond, MO 64085
Phone: (816) 776-2200
Bidders must submit one (1) original hard copy and one (1) electronic copy (USB flash drive or secure PDF via email). Pursuant to Section 1 of the Ray County 911 Procurement Policy, proposals will not be opened publicly, and terms and pricing may be negotiated. Ray County 911 reserves the right to accept or reject any or all proposals, select a bidder other than the lowest cost, waive informalities or irregularities, negotiate terms with any bidder, and award the agreement that serves the best interests of the agency.