

2026 Custodial Request for Proposals

The National Museum of Toys and Miniatures is requesting proposals for professional, high quality, environmentally friendly janitorial services to maintain the building's public and non-public spaces to museum standards. Following this bid process, the Museum desires to enter into a two-year contract with the possibility of renewal at the end of the contract period. The Museum also desires that the initial pricing hold for the entirety of the first two years of the contract. During the term of the contract, the Museum may ask for bids for specialized additional cleaning services, but will not be obligated to use the services of the primary custodial company.

Vendors are required to submit written proposals that present the vendor's qualifications and understanding of the work to be performed. The vendor's proposal should be prepared simply and economically and should provide all the information it considers pertinent to its qualifications for the specifications listed herein. Emphasis should be placed on completeness of services offered and clarity of content.

The proposal must be submitted to The National Museum of Toys and Miniatures, in writing, no later than 4 p.m., Friday, July 10, via email to soniasmith@toyandminiaturemuseum.org or directly to the Museum at the following address:

The National Museum of Toys and Miniatures
Attn: Sonia Smith, Strategic Administrative Coordinator
5235 Oak Street
Kansas City, MO 64112

MUSEUM OVERVIEW

Mission: The National Museum of Toys and Miniatures educates, inspires, and delights adults and children through the Museum's collection and preservation of toys and miniatures.

The National Museum of Toys and Miniatures opened in 1982 as the Toy and Miniature Museum of Kansas City, featuring the collections of Mary Harris Francis and Barbara Marshall. Operating in the 1911 Tureman Mansion on the corner of 52nd Street and Oak, on the University of Missouri-Kansas City campus, the 7,000 square foot museum had two full-time staff members.

Over the next thirty years—with expansions in 1985 and 2004—the Museum grew to 33,000 square feet. During that same period, the collection increased to over 72,000 objects. In 2012, the Museum embarked on its first public capital campaign to support building and exhibit improvements.

On August 1, 2015, the Museum reopened at The National Museum of Toys and Miniatures with the world's largest fine-scale miniature collection and one of the nation's largest antique toy collections on public display. The Museum currently employs one part-time and 15 full-time employees, several student workers, research fellows, and many volunteers.

GENERAL BUILDING FACTS

Square footage: 33,000

Number of floors: 3

Number of stairwells: 5

Passenger elevator: 1

Number of entry mats: 2

Number of restrooms: 5 public

Recycling and trash: 60-gallon bins serviced by UMKC

Laundry: non-commercial washer and dryer onsite

See Appendix A: Sitemap.

SCOPE OF WORK AND DELIVERABLES

- Preferred service is six (6) days a week: Sun, Tues, Wed, Thurs, Fri, and Sat. Service may begin after 5 p.m. All individuals need to be out of the building by 12 a.m., unless other arrangements have been made in advance. Occasionally there is a need to delay service start time due to Museum events. Advanced notice will be provided.
- Periodic deep cleaning of common area carpets and floors included in the nightly price.
- Vendor will provide a quarterly deep cleaning of the Tureman Educational Center.
- Vendor must maintain SDS compliance, monitoring, and organization.
- Vendor orders restroom and break room paper products (toilet paper, paper towels for dispensers, hand soap and sanitizer, urinal supplies, etc.) and bills Museum on a regular basis.
- Vendor provides cleaning supplies and equipment. Vendor will avoid using harsh chemical products and instead use more earth-friendly options. Vendor will avoid using deodorizers and scented products that could cause damage to sensitive items in the Museum's collections.
- Maintain building security and safety, including, but not limited to, arming and disarming the security system. Vendor will be provided with swipe cards, an alarm code, and keys

to open internal doors necessary for the cleaning of the building as outlined in the specifications. Vendor is responsible for security of the items provided, and their return.

- *See Appendix B: 2026 Janitorial Specifications.*

NON-NEGOTIABLES

These items are non-negotiable:

- Background checks must be performed on all employees.
- No subcontractors.
- Vendor agrees to provide a regular, consistent staff of employees to perform services and that the number of employees provided is sufficient to complete the agreed upon services.

SUBMISSION INSTRUCTIONS

To be considered complete, a proposal must contain the following:

- Proposal form and signature page—the proposal form must be completed and signed by an individual authorized to bind the vendor. All proposals submitted without such proposal form may be deemed non-responsive.

See Appendix C: Proposal Form and Signature Page

- Proposal period—Prices in the submitted proposal shall remain firm for up to 90 days after the proposal deadline so that the Museum may have adequate time to determine if any proposal will be accepted.
- Proposal and award—It is the intent of the Museum to evaluate proposals for final selection, giving weight to: price 40%, relevant experience 30%, references 20%, environmental practices 10%. The Museum reserves the right to accept or reject any or all proposals received and to waive any irregularities therein.
- Term and renewal—The initial term of the contract shall be for a period of two (2) years unless earlier terminated. The contract may be terminated by either party with a 90-day written notice. The contract may be terminated by either party with or without cause in less than 90 days by mutual agreement or in the event of substantial failure to perform in accordance with the terms set forth in the contract. At the end of the initial contract, the Museum and the vendor may decide to renew the contract for up to four (4) additional one-year periods. Either party may indicate intention not to renew with written notice given at least 60 days prior to the renewal date. At the Museum's sole discretion, the contract may be further extended on mutually agreed terms.
- Basis of payment—Payment will be made to the contractor within 15 days of the receipt of the contractor's monthly invoice in good order and after approval of the appropriate

Museum staff. The invoice for normal services shall indicate the dates for which services are billed and the amount due. If there are multiple services on an invoice, those services shall be detailed on the invoice by type and amount. Any invoices for supplies shall include a detailed list showing what was ordered, and prices.

- The Museum's expectation is to negotiate a contract with the selected firm that includes basic contractual clauses including, but not limited to, the following minimum insurance and bonding requirements:
 - **Commercial General Liability:** \$1,000,000 per occurrence / \$2,000,000 aggregate
 - **Workers' Compensation:** As required by the State of Missouri
 - **Employers' Liability:** \$500,000 per occurrence
 - **Commercial Crime / Janitorial Services Bond:** \$100,000 per occurrence, covering employee theft and dishonesty.
 - The National Museum of Toys and Miniatures shall be named as an additional insured on the vendor's Commercial General Liability policy. The vendor shall provide certificates of insurance upon contract execution and prior to commencement of services. The contract shall also include indemnification clauses holding the Museum harmless from acts or omissions of the vendor and its employees.

CONTRACTOR SURVEY

Please answer all questions completely. If necessary, attach additional sheets.

1. What is the total square footage of the buildings cleaned by your firm in the greater Kansas City metro area?
2. What percentage of your work is performed by full -time employees? Part-time employees?
3. How many full-time employees does your company employ in the greater Kansas City metro area? Part-time employees?
4. Are your employees background checked? What does the background check cover?
5. Please list any industry organizations, affiliations, and/or certificates?
6. Provide an organizational chart of your company.
7. Please provide a breakdown of your company's service charges.
8. Please describe your recruiting, hiring, training, and new account start up processes.
9. Please provide three (3) professional references for companies located in the greater Kansas City metro area including name, building square footage, and contact information (name, email address, and phone number) and period of contract. The Museum reserves the right to contact references other than, and/or in addition to, those furnished by the vendor.

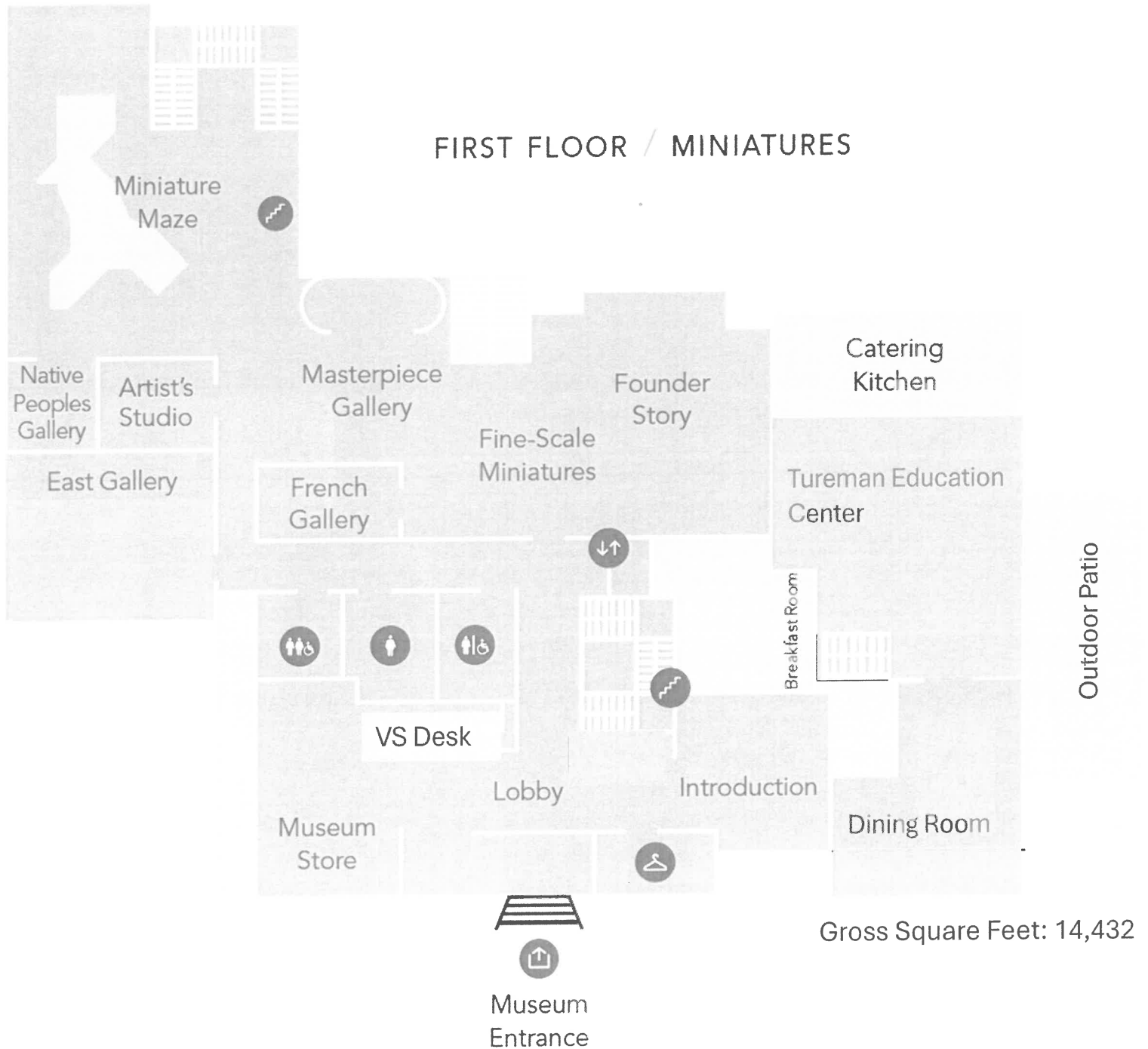
PRE-BID MEETING

A pre-bid meeting for all parties interested in bidding on the job will take place **Tuesday, June 30, beginning at 3:00 p.m.** The purpose of this meeting is to provide an opportunity to visually inspect the Museum facility to be cleaned according to the terms of the contract and the opportunity to communicate with Museum staff prior to the submission of a bid proposal.

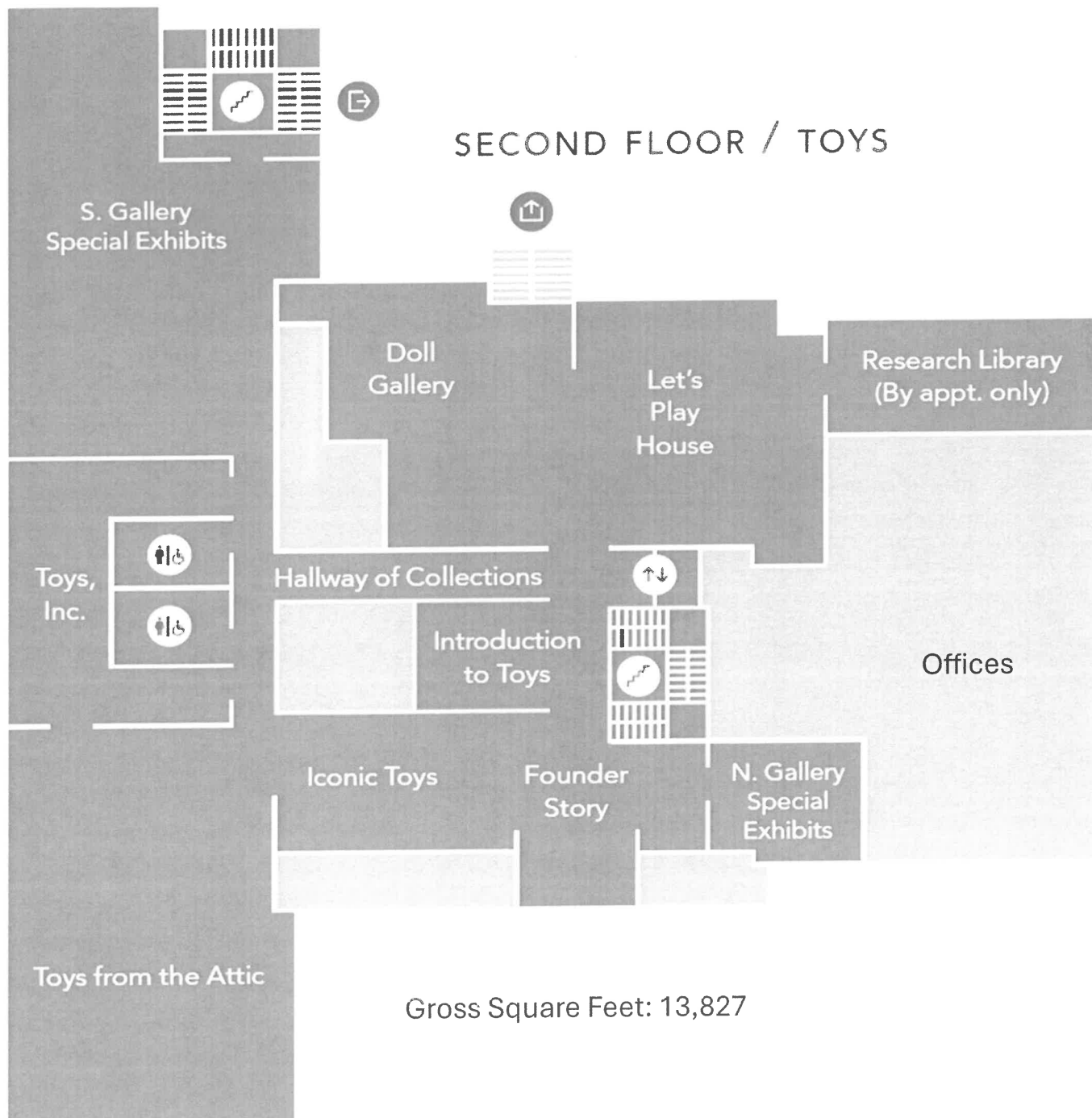
While not required, it is strongly recommended that any party interested in bidding, and plans to attend the pre-bid meeting, indicate their intention to do so by emailing Sonia Smith, Strategic Administrative Coordinator, at soniasmith@toyandminiaturemuseum.org.

APPENDIX A: SITE MAP (First Floor)

FIRST FLOOR / MINIATURES



APPENDIX A: SITE MAP (Second Floor)



APPENDIX B: JANITORIAL SPECIFICATIONS

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Area Requirements	Special Requirements/Notes	Sun	Tue	Wed	Thu	Fri	Sat	Weekly	Monthly	Quarterly	Annually
Office Areas/non-public spaces and stairwells	First and second floors (No access to basement offices)										
Dust vent covers and light fixtures									X		
Detail and vacuum corners and edges									X		
Dust high and low, clean baseboards									X		
Turn off lights									X		
Galleries/Public Spaces	Exhibit cases are cleaned by Museum staff and are outside the scope of services of contract										
Empty trash/replace liners		X	X	X	X	X	X				
Dust/clean furniture		X	X	X	X	X	X				
Dust horizontal surfaces, wall hanging, ledges within reach	Excluding exhibit cases (See above.)	X	X	X	X	X	X				
Maintain debris-free entries		X	X	X	X	X	X				
Vacuum carpeted areas/floor mats		X	X	X	X	X	X				
Dustmop and dampmop hard floors with appropriate method for each surface (without	Experience with maintaining 1911 hardwood floors and woodwork is required.	X	X	X	X	X	X				
Sweep and mop stairs as needed		X	X	X	X	X	X				
Wipe down doorknobs and signs as needed		X	X	X	X	X	X				
Clean walls, doors, doorframes, switches		X	X	X	X	X	X				
Detail and vacuum corners and edges		X	X	X	X	X	X				
Dust high and low, clean baseboards		X	X	X	X	X	X				
Turn off lights		X	X	X	X	X	X				
Kitchens/Breakroom											
Empty trash/replace liners (Trash should never be left in catering kitchen overnight.)	There is a large recycling bin behind the building, along with trash bins. Do not put trash in the outside recycling bin.	X	X	X	X	X	X				
Clean/disinfect counters and sinks		X	X	X	X	X	X				
Sweep and mops floors		X	X	X	X	X	X				
Clean tables and chairs		X	X	X	X	X	X				
Wipe exterior of cabinets, appliances, and inside of microwave ovens		X	X	X	X	X	X				
Dust horizontal surfaces, wall hanging, ledges within reach		X	X	X	X	X	X				
Clean and refill paper towel dispensers		X	X	X	X	X	X				
Dust vent covers and light fixtures		X	X	X	X	X	X				
Clean walls, doors, doorframes, switches		X	X	X	X	X	X				
Detail and vacuum corners and edges		X	X	X	X	X	X				
Dust high and low, clean baseboards		X	X	X	X	X	X				
Turn off lights		X	X	X	X	X	X				

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