



2241 LANGHORNE ROAD – LYNCHBURG VA 24501 - OFFICE (434) 847-8050, FAX (434) 455-3431

RFP # 16943

I. Objective

Horizon Behavioral Health (HORIZON) is seeking a quality cleaning service to provide janitorial services at a cost-effective rate for certain locations. The intent is to award all locations listed to the same cleaning service, however, if budgetary or other circumstances dictate that it is in the best interest of HORIZON to issue separate awards, we reserve the right to do so.

II. Timeline

A. Proposal Issuance Date

See attachment 1.

B. Site visit

Site visits are not mandatory, but are recommended. If you wish to visit the referenced sites, please make arrangements to attend one of the following scheduled tours by contacting Purchasing@horizonbh.org and placing "RFP 16943" in the subject line. See attachment 1 for dates.

Tours will begin at the FAGAN (Administration) building located at 2241 Langhorne Rd. Lynchburg VA 24501 and proceed to other sites.

C. Questions, Deadlines, & Contact information.

All questions concerning this RFP will be submitted in written form. Preferred medium is email to Purchasing@HorizonBH.org. Likewise, any addendums to the RFP will be in writing and posted to the purchasing/procurement area of www.HorizonBH.org. All electronic communications must include "RFP 16943" in the subject line.

D. Proposal Deadline

See attachment 1 for proposal deadline.

Proposals may be received through the following methods: Federal Express, USPS, UPS, Hand delivered or emailed to Purchasing@HorizonBH.org as a PDF. If proposals are delivered physically, please deliver to administration offices located at 2241 Langhorne Rd. (Fagan Building) Lynchburg, VA 24501. In all cases, the delivery must be clearly marked "RFP 16943"

E. Period of Contract

Initial contract is to be for three years, with the possibility of 2 annual renewals at the discretion of HORIZON. To be considered for renewal, a written renewal request from the vendor, with any changes (if any), including compensation, must be presented within 90 days of the contract renewal period.

III. Background

Horizon Behavioral Health is a tax-exempt political subdivision of the Commonwealth of Virginia. It has facilities in the surrounding area to provide services for mental health, mental retardation, substance abuse, and prevention.

IV. Requirements

A. Senior Supervisor Availability

The successful contractor will provide a senior supervisory phone number for regular communications and emergency/atypical contact. Horizon will provide a similar single point of contact.

B. Certificate of Insurance

The successful vendor will present current Certificates of Insurance showing Horizon Behavioral Health as additional insured. Insured amounts will be no less than 1 million dollars in general liability, and Workers Compensation in the statutory amount. Certificates are to be provided upon announcement of Intent to Award.

C. Confidentiality Agreements

At Horizon Behavioral Health we are determined to abide by the Privacy Act criteria and require that our vendors do as well. The successful vendor will be required to stress to the employees under their hire that seeking and revealing any personal information encountered during their normal duties is means for immediate dismissal and legal action. To emphasis this directive, it is required that every employee who is granted access to any Horizon facility sign a confidentiality agreement. *(provided by HBH)* These are to be submitted to Purchasing@HorizonBH.org identifying the area of work for each employee.

D. Employee Screening/Background Check

The successful vendor will be required to perform initial assignment criminal background checks. Further, the successful vendor will be required to monitor any subsequent employee criminal activity. Horizon may audit the records at any time. Employees who have committed barrier offenses are not permitted on Horizon's property.

E. Work Descriptions and Locations

Cleaning services will be required at two types of Horizon facilities. Because the nature of the environment differs, vendors may consider bidding on the two statements of work individually or in their entirety. The statements of work can be found in Attachment 2 and Attachment 3.

V. Reference Documents

Vendors, and all parties associated with the custodial process are responsible for being knowledgeable and aware of all local, state, and federal regulations and procedures concerning chemical use protection and disposal. Safety data sheets and any protective clothing or PPE needed while using the cleaning chemicals will be the responsibility of the vendor.

VI. Proposal Preparation and Submission Requirements

A. Brief Description of:

1. Firm's History
2. Owners
3. Qualifications and experience and general approach providing similar services
4. Type of training provided for new hires
5. Current number of employees / number of employees anticipated for this contract

B. Specific questions to be addressed - Clearly address each of the following questions.

1. What administrative/engineering solutions do you use to ensure that work is reliably performed and completed in a manner consistent with the agreed upon expectations.
2. Discuss any administrative/engineering solutions that you employ to ensure that the more difficult/less enjoyable cleaning tasks are performed reliably.
3. After having read the discussion in attachment 3 regarding the work environment on the lower floor of the Fenwick location, discuss what precautions that you would employ to provide for the safety and security of our clients and staff.

C. References – Please provide 3 references – at least one of more than 2 years engagement.

D. Quoting method – Quotes are to be a flat rate, all inclusive, and monthly in nature. Offeror may choose to quote in response to attachment 2 only, in response to attachment 3 only, or may choose to quote in response to both attachments.

E. Additional Instructions

1. All offerings must be accompanied by an original RFP and be adequately organized.
2. Offerors must be willing to meet in person if requested for a 30 – 60-minute meeting clarifying items on a proposal. This can be done virtually.
3. Offerings will be unsealed, so there will not be a public opening scheduled.

VII. Contract Award and Development

A. The Competitive Negotiation Method of selection will be used to determine the most qualified offeror among those submitting proposals. Proposals will be evaluated in accordance with the "Proposal Evaluation Criteria" in the RFP. Negotiations will be conducted, beginning with the vendor ranked first. If a contract can be negotiated at a price considered fair and reasonable, the award shall be made to that vendor.

B. The content of the RFP and the successful offeror's proposal will become an integral part of the contract but may be modified by the provisions of the contract. All additional negotiations agreements will become part of the final contract document.

VIII. Proposal Evaluation Criteria

A. Proposals will be evaluated based on the following criteria:

1. Experience in the commercial custodial field/general longevity of company
2. General Plan for project completion
3. Whether there is enough staff to manage and oversee daily duties
4. References
5. Cost

B. Weighted Criteria

1. All Evaluation criteria will be weighted as equal. A value will be assessed between 0-10, with Zero being the lowest, and ten being the highest. Assessors will consist of Director of Maintenance, Procurement, and 5 additional people at the discretion of HORIZON BH.

IX. General Terms and Conditions

A. Offerors who respond to this RFP may be required to, either in person or virtually, answer questions from the evaluation committee in reference to the RFP response.

B. No employee of Horizon Behavioral Health may benefit from this transaction while in the employ of HBH or one year after separation.

C. HBH reserves the right to accept or reject any or all proposals.

D. HBH reserves the right to request supporting documents concerning claims made on an offeror's response to the RFP. Refusal to cooperate and provide documentation of any claim will result in a rejection of offeror. Any support documentation should be provided to HBH within 72 hours (3 business days). Documents should be provided to Purchasing department via email in PDF format.

E. All proposals submitted under this RFP will be the property of the HBH Board and will not be returned. Should there be any part of the proposal that is considered proprietary, the vendor is permitted to submit one complete offer for consideration, and a redacted copy for public view if requested.

F. HBH Board will not be responsible for any expenses incurred by a potential offeror in preparation and submission of a bid.

G. Proposals received after due date and time will not be considered. It is the responsibility of the offeror to make sure the response received by that time frame. For an unsealed RFP, Horizon BH is allowing email bids to Purchasing@HorizonBH.org. The time stamp on the email will be considered the submission time and date.

H. It is understood and agreed between the two parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

I. By submitting a bid, the offeror covenants and agrees that it has satisfied itself, from its own investigation of conditions to be met, and that it fully understands the obligation and that it will not make any claim for or have the right of cancellation or relief from the contract because of any misunderstanding or lack of information.

J. Payment will be made upon 30 days' receipt of accurate and complete monthly statement.

K. By signature on this solicitation, bidder certifies compliance with the Federal Immigration Reform and Control Act of 1986 in reference to hiring illegal aliens.

L. By a written notice to the contractor, scope of work may change. (Increase or decrease in work) Contractor shall comply, and if compensation adjustment is needed, an equitable addendum will be made.

M. The contractor and all associates will adhere to the conditions of the confidentiality agreements during and after the term of the contract.

N. Horizon reserves the right to conduct any inspection it may assume advisable to assure supplies and services conform to the specifications.

O. In case of failure to deliver services in accordance with the contract terms and conditions, Horizon BH, after 3 verbal and 1 written notice, may procure services from another vendor. Horizon will hold defaulting contractor responsible for any additional purchase and administrative costs. In the event of an egregious act of violence or violation of policy, contractor has 24 hours to submit a "Corrective Action Letter" to the Purchasing department for review.

P. A contract will not be sub-contracted to another contractor for any reason.

Q. By submitting their proposal, all offerors affirm their understanding of all illegal procurement activities including Fraud, Collusion, Kickbacks, or any other act of unethical business practice limiting competition and creating preferential treatment.

R. The agency reserves the right to cancel any subsequent (renewal) contract agreement by giving the contractor 30-day notice. The contractor will still be expected to perform up to agreed standards until the cancellation date.

S. By submitting their proposal, all bidders and offerors certify to HBH Board of Virginia that they will conform to the provisions of the Federal Civil Right Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, and the Virginians with Disabilities act, The Americans with Disabilities Act, as well as the Public Procurement Act and the Lynchburg Procurement Ordinance.

T. By submitting their bid, all bidders and offerors acknowledge the mission of Horizon Behavioral Health and will commit to a drug free workplace. All employees will be well informed as to our policy of no actions concerning any controlled substance will be permitted, and if on agency property will be grounds for immediate law enforcement action and dismissal. Contractor will have to submit a letter of Corrective Action.”

IN COMPLIANCE WITH THIS REQUEST FOR PROPOSAL AND TO ALL OF THE CONDITIONS IMPOSED HEREIN, THE UNDERSIGNED OFFERS AND AGREES TO FURNISH THE SERVICES IN ACCORDANCE WITH THE ATTACHED SIGNED BID.

Company Name and address

Telephone #: _____

Date: _____

Printed Name of Signatory

Signature

Title

RFP 16943 – Attachment 1
Schedule

September 24, 2026	RFP issued
October 6, 2026, 10:00 AM	First facility tour if needed
October 14, 2026, 3:00 PM	Second facility tour if needed
October 23, 2026	Deadline for questions to be submitted
October 30, 2026, 5:00 PM	Responses due
By November 30, 2026	Notice of intent to award
January 1, 2027	Start of contract

RFP 16943 - Attachment 2

Administrative and Wellness Center Buildings

Address	SF	MR	K	OF	BA	Notes
120 W Commerce St, Amherst	11,200	1	2	38	6	
1409 Ole Dominion Blvd, Bedford	11,200	1	2	38	6	No cleaning in the Genoa leased space
2215 Langhorne Rd, Lynchburg	61,000	7	8	165	26	Some carpeted floors
2225 Langhorne Rd, Lynchburg	2,600	0	1	5	2	Mostly carped floors
2235 Landover Place, Lynchburg	20,100	3	1	86	8	No cleaning in the Genoa leased space
2241 Langhorne Rd, Lynchburg	10,000	1	1	27	3	
2305 Lansdown Place, Lynchburg	1,100	0	1	3	1	
226 Union Blvd, Appomattox	3,800	1	1	12	2	
3018 Forest Hills Circle, Lynchburg	600	0	1	4	1	Basement only
37 Village Highway, Rustburg	8,000	1	1	20	6	

SF = approximate square feet, MR = approximate number of meeting rooms, K = approximate number of break area/noncommercial kitchenettes, OF = approximate number of offices, BA = approximate number of bathrooms

- These buildings have no residential services and operate during normal business days, 8:00 am – 5:00 pm.
- Unless noted, floors are mostly if not entirely hard surface floors
- Routine/daily require service include, but are not limited to
 - Emptying trash
 - Clean floors
 - Wipe down surfaces as needed
 - Clean fixtures as needed
 - Clean entrance mats
 - Clean glass as needed
 - Gather trash that may have accumulated in flower beds, parking lots, and on sidewalks
 - Empty exterior ash collections bins
 - Replenish consumables
 - Dust as needed
 - Report any observed need for maintenance
 - Be available for unexpected needs, such as bed bug response (vacuuming, steaming), unexpected spills or incidents.
 - This list cannot possibly anticipate every cleaning need. Building should be clean and appropriately sanitary.
- As needed
 - Deep cleaning
 - Floor scrubbing
 - Floor waxing
 - Window washing
 - This list cannot possibly anticipate every cleaning need.

RFP 16943 - Attachment 3

Crisis Care Center

Address	SF	MR	K	OF	BA	Notes
1204 Fenwick, Lynchburg	52,000	3	3	129	31	Commercial kitchen is cleaned by Horizon staff. The leased space upstairs will be cleaned by the tenant.

SF = approximate square feet, MR = approximate number of meeting rooms, K = approximate number of break area/noncommercial kitchenettes, OF = approximate number of offices/bedrooms, BA = approximate number of bathrooms

- The lower half of the building contains residential services and is operated 24 hours every day including holidays. Cleaning will occur in the presence of staff and clients. Engagement with clients is to be minimized. Precautions must be exercised to maintain the security of the building and to prevent client access to tools and materials. Cleaning services will be needed each day. The upper half of the building is secured from the lower half of the building and is administrative, operating on normal business days between 8:00 am and 5:00 pm. Cleaning in the upper half of the building will be needed for business days.
- Floors are entirely hard surface floors.
- Routine/daily require service include but are not limited to:
 - Emptying trash (no needles)
 - Clean floors
 - Wipe down surfaces as needed.
 - Clean fixtures as needed.
 - Clean entrance mats
 - Clean glass as needed.
 - Gather trash that may have accumulated in flower beds, parking lots, and on sidewalks.
 - Empty exterior ash collections bins
 - Replenish consumables.
 - Dust as needed
 - Report any observed need for maintenance.
 - Be available for unexpected needs, such as bed bug response (vacuuming, steaming), unexpected spills or incidents.
 - When patients are discharged, their room will need to be cleaned.
 - This list cannot possibly anticipate every cleaning need. Building should be clean and appropriately sanitary.
- As needed
 - Deep cleaning
 - Floor scrubbing
 - Floor waxing
 - This list cannot possibly anticipate every cleaning need.

