

## RFP 15-76

# Provide the Career Center of Lowell Cleaning Services Technical Specification

### SECTION I. NOTICE TO PROPOSERS

The Career Center of Lowell, Division of the Office of the City Manager (CCL) is a City of Lowell department and the designated local agency with the responsibility of administering the Workforce Investment Act (WIA), as well as various other state and federal job training and education grants within the Commonwealth of Massachusetts Northern Middlesex Service Delivery Area (City of Lowell and the Towns of Billerica, Chelmsford, Dracut, Dunstable, Tewksbury, Tyngsboro and Westford).

In publishing this Request for Proposals (RFP), the CCL is seeking proposals from qualified bidders to perform cleaning services at its facility located at 107 Merrimack Street, Lowell, MA (See Section II, Scope of Services).

This RFP does not commit the CCL to award a contract or pay any cost incurred in the preparation of a response to this request or to procure a contract for services.

The CCL reserves the right to accept or reject any or all proposals received as a result of this request.

The CCL reserves the right to modify the scope of services.

The CCL is an equal opportunity employer.

To be considered, all proposals must be submitted in the original with four copies.

Technical and Price proposals must be sealed and submitted separately and be addressed as follows (*failure to submit price & technical submissions in separate envelopes will render your proposal non-responsive and will result in your proposal not being considered or funding*):

**For the Technical Proposal:**

Lowell City Hall  
Purchasing Department  
375 Merrimack Street, Room 60  
Lowell, MA 01852  
Attn: Cleaning Services Technical Proposal

**For the Price Proposal:**

Lowell City Hall  
Purchasing Department  
375 Merrimack Street, Room 60  
Lowell, MA 01852  
Attn: Cleaning Services Price Proposal

## SECTION II. SCOPE OF SERVICES

The successful bidder will be required to provide cleaning services twenty-four thousand seven hundred six (24,706) square feet. The total square footage encompasses four floors and includes several offices, meeting rooms, cubicle work areas, a conference room, restrooms, hallways, two entrances, two lobby areas and front and rear stairwells. These services shall include, at a minimum, the following:

### A. Entrances, Lobbies and Hallways (All Floors)

#### Nightly (5 times per week)

- Empty all trash containers and remove collected waste from the building. Place recyclable trash in containers as indicated
- Clean and sanitize all drinking fountains.
- Spot clean walls, doors, frames, handles and switch plates.
- Thoroughly clean entry glass.
- Police exterior of main entrance and remove litter and debris.

#### Weekly (Once a week)

- Dust horizontal surfaces including wall moldings and wall hangings.
- Dust and damp clean surfaces of lobby furniture as required.
- Vacuum all carpeted floors including entry mats.
- Clean baseboards.

#### Monthly (Once a month)

- Remove stains from carpets

### B. Office Areas, Cubicle Work Areas, Meeting rooms, Classrooms and Conference Rooms (All Floors)

#### Nightly (5 times per week)

- Empty all trash containers and remove collected waste.
- Replace trash container liners as needed. Place recyclable trash in containers as indicated
- Dust mop non-carpeted floors
- Dust and clean all countertops and tables.

#### Weekly (Once a week)

- Wash non-carpeted floors
- Vacuum all carpeted floors.
- Dust horizontal surfaces including windowsills, wall moldings, tables and cabinets.
- Clean baseboards.

#### Monthly (Once a month)

- Remove stains from carpets

## **C. Restrooms**

### **Nightly (5 times per week)**

- Clean, sanitize and polish all vitreous fixtures including toilet bowls, urinals and sinks using a germicidal detergent solution.
- Clean and polish all chrome fittings and bright work including shelves, flush meters and dispensers.
- Clean and sanitize both sides of toilet seats with a germicidal solution.
- Clean and polish all mirrors and glass.
- Empty all trash containers and feminine hygiene receptacles and replace liners as needed.
- Refill all dispensers.
- Sweep all floors and wash with a disinfectant.
- Replace urinal cakes as needed.

### **Weekly (Once a week)**

- Clean all vents.
- Remove all cobwebs and dust from ceilings.

### **Monthly (Once a month)**

- Wash and sanitize all partitions and walls

## **D. Elevator**

### **Nightly (5 times per week)**

- Vacuum floor.
- Clean and polish stainless steel walls and doors.

## **E. Stairwells**

### **Nightly (5 times per week)**

- Vacuum carpeted stairs.
- Spot clean walls, doors and baseboards
- Dust all handrails.

### **Monthly (Once a month)**

- Wash concrete stairs (back hallways)
- Remove stains from carpet

## **F. Lunchroom**

### **Nightly (5 times per week)**

- Empty trash containers and replace liners as needed. Be aware of discarded food products that must be disposed of.
- Sweep and wash floors.
- Clean all tables and countertops.
- Clean the exterior of the kitchen appliances.

### **Monthly (Once a month)**

- Wash floors.
- Wash baseboards.

**G. The CCL shall provide paper towels, toilet paper and hand soap. The successful bidder shall provide all cleaning products and equipment needed to perform these tasks.**

## **H. Quality Control**

- The cleaning contractor shall provide the CCL with phone and pager numbers to guarantee 24-hour availability.
- The cleaning contractor's employees must wear identifying badges and/or uniforms.
- The cleaning contractor shall maintain a daily logbook for attendance and communication purposes.
- The cleaning contractor's staff must be able to communicate with CCL personnel regarding daily duties and unusual and emergency type situations.

## **I. Hours**

- The cleaning contractor's staff will perform these duties between the hours of 4:00 PM and 12:00 midnight Monday through Friday. Weekends may be allowed at the discretion of the CCL.

## **SECTION III. PROPOSAL EVALUATION AND AWARD**

- Proposals will be evaluated and the contract awarded in compliance with applicable statutes of the city of Lowell and the Commonwealth of Massachusetts.
- The CCL, acting on the authority of the Office of the City Manager, reserves the right to accept or reject any or all proposals, to waive any immaterial informalities therein, and to advertise for new proposals where the acceptance, waiver, or re-advertisement would be in the best interests of the CCL.
- The CCL's objective is to obtain the services most advantageous to its needs at the lowest cost.
- The steps in the proposal evaluation and reward process are as follows:

1. Proposals will first be reviewed to determine if they have met the **minimum qualifying criteria**. **Only those proposals meeting the minimum qualifying criteria will be considered for review**. The minimum qualifying criteria are as follows:

- Certification of Non-Collusion
- Licensing Requirements/Experience Certification
- Insurance Certification
- Compliance with Municipal, State and Federal Laws
- Criminal Offender Record Information

**Failure to provide the minimum qualifying criteria (Attachment C) will result in your proposal not being considered for review**

2. Those proposers meeting the minimum qualifying criteria will have their technical proposals reviewed. Price proposals will remain sealed until such time as the review and selection process has been completed.

Proposals will be given a rating that falls into one of the following 4 categories:

- Highly Advantageous
- Advantageous
- Not Advantageous
- Unacceptable

Proposals with an overall rating of Unacceptable will not be considered. Proposals receiving an Unacceptable rating in any one area will not be considered. Proposals with an overall rating of Not Advantageous will only be considered if there are no proposals receiving a score of Advantageous or Highly Advantageous. The criteria that will be rated are detailed in Attachment A.

3. Those proposals with an overall rating of Highly Advantageous or Advantageous will be considered.

4. References will be checked. Unfavorable references could result in proposals rating being adjusted and potentially not being funded.

5. Final selection will then be determined.

6. A contract will be awarded to the successful bidder. Contract terms and conditions shall be consistent with requirements set forth in this solicitation regarding the Scope of Services and negotiated price. After the CCL and the successful bidder have signed a contract, a purchase order will be issued. The CCL will reimburse the contractor on a monthly basis.

## SECTION IV. INSTRUCTIONS

### A. General

**(i) Technical/Price Proposal Separation** - Bidders must submit two separate proposals, a Technical Proposal, and a Price Proposal.

**(ii) Possible Discrepancies in Specifications** - Any inadvertent errors, omissions or discrepancies in the applicable specifications should be brought to the attention of the Purchasing Agent who shall then send written instructions to all bidders in order to effect the correction and clarification of the Project Documents. Failure of any bidder to receive any such addendum shall NOT relieve the bidder from any obligation under his bid as submitted.

**(iii) Contractor's Responsibility for Specifications** - Any measurements, calculations or estimates included herein are believed to be correct, but each bidder should conduct a thorough examination of the project himself, since no allowance will be made because of any inaccuracy that inadvertently appears within the context of the Bid Documents. The failure of any bidder to acquaint himself with conditions as they actually exist shall not relieve him from any obligations and responsibilities inherent within Bid Documents.

**(iv) Signatures on the Bid Forms** - If a bid is submitted by an individual, the full name and post address of this person shall be designated.

If a bid is submitted by a firm, partnership or corporation, it shall be signed by the person having the legal authority to execute such a document in behalf of the bidder, the individual signing the bid form shall then indicate his title or position in addition to the Full name and address of the firm, partnership or corporation

**(v) Waiver Of Informalities, Deviations, Mistakes, And Matters Of Form** - The Career Center reserves the right to waive any informalities, deviations, mistakes, and matters of form rather than substance of the bid documents, which can be waived or corrected without prejudice to the Bidder. No officer or agent of the City is authorized to waive this reservation.

**(vi) Other:**

- Any clarification of specifications requested by bidders must be in writing addressed to the Purchasing Agent and received no later than ten (10) working days prior to the bid opening in order to be acknowledged
- All prices to be firm.
- Proposals shall be type-written or written in ink. Erasures on bids will not be considered.

## B. Technical Proposal

**VERY IMPORTANT – PROPOSERS MUST NOT SUBMIT ANY PRICE INFORMATION ANYWHERE IN THE TECHNICAL PROPOSAL. FAILURE TO COMPLY WITH THIS REQUIREMENT WILL RESULT IN DISQUALIFICATION.**

1. **Cover Sheet** - Complete the Technical Proposal Cover Sheet (Attachment B)
2. **Minimum Qualifying Criteria** – Complete the Minimum Qualifying Criteria (Attachment C). Failure to do so will result in your proposal not being considered for funding. To ensure you have done so, complete and submit the Minimum Qualifying Criteria Checklist (Attachment D)
3. **Comparative Evaluation Criteria**

Please address the following items in the space provided. You may attach additional space if you wish. **DO NOT** leave any item blank. Incomplete information will negatively affect your proposal rating.

- I. Describe your firm’s qualifications, background and experience in providing the type of services sought. Indicate the types of facilities to which you have provided these types of services (i.e. large office buildings, small offices, homes). Indicate the number of years you have been operating.

**II.** Submit a work plan that describes how your organization would meet the Scope of Services. Include quality control and communication procedures. Indicate the number of staff providing the services. List your company's key personnel. List the personnel who would be cleaning the facility.

**III.** Provide a detailed listing of any cleaning vehicles, equipment, and products that you would use to clean the facility. Include a Materials Safety Data Sheet (MSDS). Failure to include an MSDS could result in your proposal receiving an unacceptable rating.

**IV.** List a minimum of 3 and a maximum of 5 organizations and/or businesses for which you have provided similar services. Failure to provide at least 3 references will result in an unacceptable rating.

Company Name

Address

Telephone

Contact Person

### **C. Price Proposal**

- 1. Cover Sheet** – Complete the Price Proposal Cover Sheet (Attachment E)
- 2. Total Price** – Indicate your total annual cost for providing the services requested  
\$ \_\_\_\_\_
- 3. Narrative** – In the space below, provide any additional information that you think is necessary to further explain and/or clarify your Price Proposal.

**COMPARATIVE EVALUATION CRITERIA**

**1. BACKGROUND / EXPERIENCE/QUALIFICATIONS**

**HIGHLY ADVANTAGEOUS:**

- Extensive background and experience providing cleaning services to large office buildings

**ADVANTAGEOUS:**

- Extensive background and experience providing cleaning services to smaller offices and/or residences

**NOT ADVANTAGEOUS**

- Little experience providing cleaning services

**UNACCEPTABLE**

- No experience providing cleaning services

**2. WORK PLAN**

**HIGHLY ADVANTAGEOUS:**

- Detailed work plan that describes in detail how the requirements listed in the Scope of Services will be met. Staffing, quality control and communication procedures addressed. Staff names listed as requested

**ADVANTAGEOUS:**

- Work plan description included that addresses how Scope of Services will be met. Staff names listed as requested

**NOT ADVANTAGEOUS:**

- Work plan with insufficient detail. Staff not listed.

**UNACCEPTABLE:**

- Work plan not addressed

**3. CLEANING MATERIALS/EQUIPMENT**

**HIGHLY ADVANTAGEOUS:**

- Detailed listing of all cleaning vehicles/products/equipment provided. MSDS included

**ADVANTAGEOUS:**

- Listing of all cleaning vehicles/products/equipment provided. MSDS included.

**NOT ADVANTAGEOUS:**

- Listing of all cleaning vehicles/products/equipment provided. MSDS not provided

**UNACCEPTABLE:**

- No Cleaning vehicles/products/equipment provided.

**COMPARATIVE EVALUATION CRITERIA**

**4. REFERENCES**

HIGHLY ADVANTAGEOUS:

- Four or Five references provided

ADVANTAGEOUS

- Three references provided

NOT ADVANTAGEOUS

- Less than three references provided

UNACCEPTABLE

- No references provided

**Attachment B (Page 1 of 1)**

**TECHNICAL PROPOSAL COVER SHEET**

AGENCY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ (Title)

**CERTIFICATION:**

I hereby certify that the information provided in this application is accurate and that I am duly authorized/empowered to sign contracts on behalf of this Agency:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Please type of print name)

\_\_\_\_\_  
(Position/Title)

\_\_\_\_\_  
(Date)

(Attachment C page 1 of 2)  
**ADDITIONAL MINIMUM QUALIFYING CRITERIA**

**VERY IMPORTANT – PROPOSALS THAT DO NOT MEET THE MINIMUM QUALIFYING CRITERIA LISTED BELOW WILL NOT BE CONSIDERED. PROPOSERS SHOULD COMPLETE THE MINIMUM QUALIFYING CRITERIA CHECK LIST (Attachment D) TO ENSURE THAT THEY HAVE MET THE MINIMUM QUALIFYING CRITERIA.**

**A. Licensing Requirements/Experience Certification**

The undersigned certifies under penalties of perjury that it has all the necessary licenses to perform the services being sought, and that it has been engaged in a business similar to that described in the specifications for a period of at least three (3) years.

\_\_\_\_\_  
(Name of Person Signing Bid or Proposal)

\_\_\_\_\_  
(Name of Agency/Business)

**B. Insurance Certification**

The undersigned certifies under penalties of perjury that it carries liability insurance in excess of one million (\$1,000,000) dollars, Worker’s Compensation and automobile insurance.

\_\_\_\_\_  
(Name of Person Signing Bid or Proposal)

\_\_\_\_\_  
(Name of Agency/Business)

**C. Compliance with Municipal, State and Federal Laws**

The undersigned certifies that it is cognizant of and agrees to abide by all appropriate municipal, state and federal laws and regulations.

\_\_\_\_\_  
(Name of Person Signing Bid or Proposal)

\_\_\_\_\_  
(Name of Agency/Business)

**D. Criminal Offender Record Information (CORI)**

The undersigned certifies under penalties of perjury that the personnel listed in this proposal, as well as any other personnel who would enter the premises of the Career Center of Lowell to perform the services requested has undergone and passed a Criminal Offender Record Information (CORI) check

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(Name of Person Signing Bid or Proposal)

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(Name of Agency/Business)

**Attachment D (page 1 of 1)**

**Minimum Qualifying Criteria Checklist**

- \_\_\_\_\_ Conflict of Interest Certification
- \_\_\_\_\_ Acknowledgement of Addenda
- \_\_\_\_\_ Affidavit of Non-Collusion
- \_\_\_\_\_ Taxes Paid
- \_\_\_\_\_ Certificate of Authority
- \_\_\_\_\_ Licensing Requirements/Experience Certifications
- \_\_\_\_\_ Insurance Certification
- \_\_\_\_\_ Compliance with Municipal, State and Federal Law
- \_\_\_\_\_ CORI Certification
- \_\_\_\_\_ Technical and Price Proposals sealed and submitted separately
- \_\_\_\_\_ No cost or price information provided in the Technical Proposal

**PRICE PROPOSAL COVER SHEET**

AGENCY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ (Title)

TOTAL PRICE: \_\_\_\_\_

**CERTIFICATION:**

I hereby certify that the information provided in this application is accurate and that I am duly authorized/empowered to sign contracts on behalf of this Agency:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Please type /print name)

\_\_\_\_\_  
(Position/Title)

\_\_\_\_\_  
(Date)