



The City of
WORCESTER

Administration & Finance – Purchasing Division
Christopher J. Gagliastro, MCPPO – Purchasing Director
455 Main Street, Room 201, Worcester, MA 01608
P | 508-799-1220
purchasing@worcesterma.gov

June 1, 2022

To All Bidders:

Subject: **RFP #: CR-7824-W2, Cleaning Services – Various Buildings / DPF**

ADDENDUM NO. 1

To Whom It May Concern:

With reference to our proposal request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE ATTACHED GENERAL BID CLARIFICATIONS INCLUDING REVISED PRICE PROPOSAL PAGES**
 - **PROPOSERS ARE INSTRUCTED TO USE THE ATTACHED PRICE PROPOSAL PAGES WITH SUBMISSION**

Proposers are requested to acknowledge and/or include this addendum with submission. All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director

Addenda 1

Request for Proposals

CLEANING SERVICES at City Hall, Main Library, 25 Meade Street, Senior Center, DPWP Buildings, Technical Services Dept. and 2 Coppage Drive.

1. Under General Specifications, “**Equipment & Supplies**”, **DELETE** section in its entirety and **INSERT**,

“The selected vendor will be responsible for supplying their own equipment and cleaning supplies (disposables) necessary to perform all the required services included in this bid. All equipment and cleaning supplies to be used to fulfill the specifications of this contract are subject to approval by the City.

SUPPLIES

1. Cleaning proposer is responsible for providing **Operational Supplies** under the **base Scope of Cleaning & Equipment Services**.
2. Cleaning proposer is responsible for ordering and providing **Consumables Supplies** for reimbursement.
 - a. Public Facilities and the Cleaning proposer shall work cooperatively and transparently to monitor inventory and use of consumables supplies.

OPERATIONAL SUPPLIES AND CONSUMABLE SUPPLIES

Under this contract, **OPERATIONAL SUPPLIES** are non-reimbursable expenses and are defined as:

All equipment, materials, tools, accessories, and supplies, etc. that are required and used to facilitate and to fully perform the Scope of Cleaning Services identified herein.

Operational (work) Supplies are required and used to actually clean and fully perform the Scope of Cleaning Services and include but are not limited to: Equipment, tools, accessories, mops, trash barrels, vacuum cleaners, floor scrubbers, cleaning supplies, towels, dusters and cleaning solutions and chemicals, etc.

OPERATIONAL SUPPLIES to be used to fulfill the specifications of this contract are subject to approval by Public Facilities. Upon request, the proposer will be required to provide samples of Operational Supplies proposed to be used under this contract. All cleaning solutions must be low or no VOC. Green products are a requirement under this contract. If, in the opinion of the City, any items used in the performance of this contract fail to perform adequately, whether cleaning supplies or replacement products, the proposer will be required to use/supply a better/higher quality item in order to perform the work in a proper manner. The proposer will not be allowed to increase pricing due to any upgrades that the City may require the proposer to make.

Under this contract, **CONSUMABLE SUPPLIES** are reimbursable expenses and defined as: Consumable Supplies are supplies that are used and then usually discarded by the building occupants. These supplies cannot be reused, only used or consumed. These items include but are not limited to:

- Paper towels, tissue paper, hand soap, wax paper bags and trash can liners, etc.

CONSUMABLE SUPPLIES LISTING

A listing of estimated annual amount of specific Consumable Supplies is listed below. All Consumable Supply cost shall be at competitively priced at wholesale/commercial/trade/bulk discounted levels; plus 10% including supplier's discount. Original invoice from the supplier as back up on consumable supplies submitted on separate invoices will be required. See "MONTHLY INVOICING".

An **ESTIMATED amount of CONSUMABLES per week and per year** for each facility is located in **Appendix A – Estimated Consumables** (not intended as a comprehensive listing)

All products must be compatible for use with existing dispensers. Disposables shall be invoiced separately from cleaning services and shall be reimbursed monthly.

PRODUCTS	Count per
Liner 38x58 heavy Certo Black 3858150BRL	100/case
Liner 24x33 33 8mic Natural Certo 20 rolls of 50	1000 /pk
Toilet Tissue 2ply JRT Atlas Jumbo Jr. 800	12 /Pk
Handwash Anti-bacterial 700 ml GoJo ADX-7 Plum Foam 871201	4 /case
Paper Towel Roll Kraft 8" 350' RT350K Certo 2" Core	12/ case
Screen Urinal Wave WDS10HM	10/ case
Brown wax paper bags for feminine	100/ case
Toilet paper - 15 cases with 80 rolls per case - brand envision -	80 rolls/case
Toilet Seat Covers: Scott Personal Seats Sanitary Toilet Seat Covers, 15" x 18". Provide new dispensers at all facilities, other than where existing at City Hall.	125/pack and 3000/carton
Multi folder paper towel - 25 cases with 4000 sheets per case - brand envision	400 sheets/case
Jumbo toilet paper - 325 cases with 12 per case - brand millennium	12 rolls/ case
Medium trash liners - 25 cases with 250 per case - brand jaguar	20 unit/roll
Large trash liners - 40 cases with 150 per case - Brand jaguar	10 unit/ roll

The City will not be responsible for any supplies or equipment that is stored on City Property.”

2. **INSERT** APPENDIX A: Estimated Consumables.
3. Under General Specifications, “Employees”, **DELETE** section in its entirety and **INSERT**,
“Employees

The successful Proposer shall be responsible for establishing, developing, managing, and training a **selective “delegated core”** of Professional Maintenance and Cleaning operations personnel assigned “exclusively and on a regular basis” to each facility (facilities). Individuals will be evaluated by the Public Facility representative. Such team shall be comprised of qualified management and properly trained staff/employees on an on-going and regular on-site basis as assigned.

1. All assigned proposer’s staff will be subject to a security clearance review (CORI) for the duration of the contract period. Failure to meet the minimum security clearance criteria may result in the rejection of proposed individuals.
2. Contractor must be able to prove that all employees are legally documented workers upon the request of the city. Failure to provide such proof may allow the City to cancel the contract upon 30 days written notice.
3. Must be able to communicate in English effectively and timely/quickly with Public Facility representatives or occupants directly, or via an appropriate and alternative method acceptable and conditioned upon Public Facility approval.
4. All employees/personnel shall be required to be in uniform at all times while on-site. Uniforms/Identification shall include clearly visible identification of company name, identifiable company attire and/or employee identification (uniform, company attire with logo’s, etc.) The manner of complying with this requirement shall be approved by the Public Facility representative.
5. All employees onsite shall be required to be in uniform and have a visible identification name tag or clearly visible company name (both as approved by Public Facilities) and shall be worn at all times while onsite.
6. No smoking allowed on the premises.
7. **Cell phone use while working is prohibited.**
8. Vendor guarantees satisfactory cleaning services each business day. The same cleaners shall be assigned each day. When a regularly assigned cleaner is absent, the vendor shall provide a substitute cleaner that has met all the requirements contained herein.

There are no exceptions allowed to the time for services to be performed at each building. The vendor will be responsible to staff each shift appropriately to ensure all work is completed in the time frame allocated. Failure to do so WILL result in cancelation of the contract.

4. Under General Specifications, “Invoices”, **DELETE** section in its entirety and **INSERT**,
“MONTHLY INVOICING

The selected proposer will submit invoicing for all work performed on monthly invoices. Invoices must clearly indicate, in detail, the cleaning services performed for the respective month.

Invoices shall include base contract hours and any approved additional hours (requires pre-approval by Public Facilities in writing) as well as a separate invoice for approved "consumable supplies" used for the period. Consumables Supplies shall be invoiced at a rate of ten percent (10%) over proposer's net verified wholesale cost. Invoices shall reflect and/or include information that allows Public Facilities to determine the wholesale/bulk cost of each supply consumable item. Invoicing will also include weekly sign-in sheets in the facility and maintained by the facility representative. Invoices will be submitted the first full week of the month, following the month for which the work was performed.

The City of Worcester will pay all invoices within thirty (30) days of receipt of the invoice.

If prompt pay discount terms are available, they must be indicated on the invoice.

Submit both electronically (see email below) and via USPS hard copies, in a format acceptable and approved by the City of Worcester. Submit initial Invoice as a draft for formatting review/edit and approval. See Contact and address below:

A monthly accounting of inventory of all operational and consumables supplies, used and remaining shall be provided as a separate submittal together with the monthly invoicing.

NOTE: City of Worcester is Tax exempt from Federal and Massachusetts state taxes

It shall be the Proposer's responsibility PRIOR to submitting INVOICES to Public Facilities to verify that all receipts and invoices are void of tax charges accordingly.

The City of Worcester Tax exemption certificate will be furnished to the successful proposer.

Invoices must be sent monthly to the following address:

Department of Public Facilities
50 Officer Manny Familia Way
Attn.: Luis Castillo
Worcester, MA 01605

and

DPFACctsPayable@worcesterma.gov

5. At Heading," **Cleaning Services - City Hall**", "Weekly Duties" **DELETE**, "**(or monthly as noted)**".
6. At Heading," **Cleaning Services - City Hall, Weekly Duties**", #16, **DELETE**, "All woodwork, desks and wooden chairs, shall be polished once per month in both the third floor Levi Lincoln Room and the Ester Howland City Council Chamber and Room 310B."
7. At Heading," **Cleaning Services - City Hall**", **INSERT**, "**MONTHLY TASKS**: (Minimum 20% of work must be performed each week; 100% complete each month).
 1. All woodwork, desks and wooden chairs, shall be polished once per month in both the third floor Levi Lincoln Room and the Ester Howland City Council Chamber and Room 310B.

2. Damp wash air diffusers, grills, light fixture lenses and surrounding walls and ceilings.
8. At each of the following Headings, "**Cleaning Services - City Hall, Cleaning Services - Senior Center, Cleaning Services - Meade Street, Cleaning Services – Dept. of Public Works and Parks, and Cleaning Services – Technical Services**", **INSERT**,
"ANNUAL TASKS:
 1. Vacuum air diffusers, clean light fixture lenses and grills
 2. Develop schedule with Public Facilities Staff to extract/shampoo all carpets on a rotating basis so all carpet in the building is extracted once per year according to manufacturer's specifications.
 3. Develop schedule with Public Facilities Staff to strip, wax, and buff VCT flooring."
9. At Heading, "**Cleaning Services – Regional Emergency Communications**", insert,

"MONTHLY TASKS: (Minimum 20% of work must be performed each week; 100% complete each month).

1. Mezzanine upper level to be swept and damp mopped
2. Lobby windows to be cleaned inside and out

ANNUAL TASKS:

1. Vacuum air diffusers, clean light fixture lenses and grills
2. Develop schedule with Public Facilities Staff to extract/shampoo all carpets on a rotating basis so all carpet in the building is extracted once per year according to manufacturer's specifications."
10. At Heading, "**Cleaning Services – Technical Services**" insert at WEEKLY DUTIES, "**(Minimum 20% of work must be performed each week; 100% complete each month).**"
11. At Heading, **Request for Proposals – Cleaning Services** / Department of Public Facilities, II Background **INSERT**, "Product information for disposables must be submitted as part of the technical proposal."
12. At Heading, **Request for Proposals – Cleaning Services** / Department of Public Facilities, IV. Price Proposal Requirements, **INSERT**, "Two Price Proposal pages are located at end of these specifications 1) Cleaning Services and Equipment and 2) Disposable Supplies. Both Cleaning & Equipment, and Disposables price proposals must be completed and submitted as a grand total cost. Disposables will be reimbursed monthly by the City.

Both Price Proposals must be submitted separately from the Qualifications section of this RFP, in a sealed envelope as per proposal submission requirements."

13. **DELETE PRICE PROPOSAL PAGE**, and **INSERT, PRICE PROPOSAL A – CLEANING SERVICES** and **PRICE PROPOSAL B - DISPOSABLE SUPPLIES**; attached.

	APPENDIX A												
		WEEKLY PER UNIT USAGE											
	PRODUCT	City Hall	Main Library	Sr. Center	25 Meade St.	RECC	DPW & P All locations	Technical Services	Est. per unit Weekly total	Count per	Unit	(VERIFY) Estimated Yearly Total	Unit
1	Liner 38x58 heavy Certo Black 3858150BRL	6	10	72	30	10	10	6	144	100	/case	75	case/year
2	Liner 24x33 33 8mic Natural Certo 20 rolls of 50/case	120	70	50	100	85	120	50	595	50	bags/roll	31	cases/year
3	Toilet Tissue 2ply JRT Atlas Jumbo Jr. 800 ft. *	18	30	50	8	10	25	NA	141	12	rolls/package	611	package/year
4	Handwash Anti-bacterial 700 ml GoJo ADX-7 Plum Foam 871201	2.5	4	2	1	2	4	1	16.5	4	/case	215	case/year
5	Paper Towel Roll Kraft 8" 350' RT350K Certo 2" Core	NA	NA	12	8	NA	NA	NA	20	12	/case	87	case/year
6	Screen Urinal Wave WDS10HM	5	5	4	3	2	12	2	33	10	/case	172	case/year
7	Brown wax paper bags for feminine	100	100	50	50	50	100	40	490	100	/case	255	case/year
8	Toilet paper - 15 cases with 80 rolls per case - brand envision - (where single roll dispenser requires)									80	rolls/case		case/year
9	Toilet Seat Covers: Scott Personal Seats Sanitary Toilet Seat Covers, 15" x 18".	20	20	20	5	5	25	2	97	24	packs/carton	210	cartons/year
10	Multi folder paper towel - 25 cases with 250 towels/pack; brand envision	7	14	NA	NA	4	12	NA	37	16	packs/case	120	case/year

**PRICE PROPOSAL PAGE – TO BE SUBMITTED UNDER SEPARATE COVER AS PER PROPOSAL
SUBMISSION REQUIREMENTS**

PRICE PROPOSAL A - CLEANING SERVICES

**(Including, but not limited to, all staffing, transportation and equipment costs) – City
Hall, Main Library, Health & Inspectional Services (25 Meade St.), Senior Center, DPW &
Parks (all locations), R.E.C.C., Technical Services**

RFP #: CR-7824-W2

<u>Cleaning Location</u>	<u>Monthly Bid Price</u>	<u>Total Yearly Cleaning & Equip</u>
City Hall 455 Main Street, Worcester MA 01608	\$ _____	x 12 = \$ _____
Public Library 3 Salem Square Worcester, MA 01608	\$ _____	x 12 = \$ _____
Senior Center 128 Providence Street Worcester, MA 01604	\$ _____	x 12 = \$ _____
Health and Inspectional Services 25 Meade Street Worcester, MA 01610	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 1065 Millbury St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 18 E. Worcester St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 20 E. Worcester St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 76 E. Worcester St.	\$ _____	x 12 = \$ _____

Dept. of Public Works & Parks
29 Albany St.
Worcester, MA 01604

Regional Emergency Communications Center
2 Coppage Drive,
Worcester, MA 01602

Worcester Technical Services
1 Skyline Drive
Worcester, MA 01605

\$ _____ x 12 = \$ _____

= \$ _____ * **

****All price quotes must include all charges, fees, expenses, etc., related to the required services, including all labor, materials, equipment and supplies. “Disposable” supplies, as noted may be substituted with comparable products, as approved by Owner. Costs shall be broken out on each monthly invoice with backup documentation provided. No separate or additional costs will be paid by the City.**

**PRICE PROPOSAL PAGE – TO BE SUBMITTED UNDER SEPARATE COVER AS PER PROPOSAL
SUBMISSION REQUIREMENTS**

PRICE PROPOSAL B - DISPOSABLE SUPPLIES

**City Hall, Library, Health & Inspectional Services (25 Meade St.), Senior Center, DPW &
Parks (all locations), R.E.C.C., Technical Services**

RFP #: CR-7824-W2

<u>Cleaning Location</u>	<u>Monthly Bid Price</u>	<u>Total Bid Price</u>
City Hall 455 Main Street, Worcester MA 01608	\$ _____	x 12 = \$ _____
Public Library 3 Salem Square Worcester, MA 01608	\$ _____	x 12 = \$ _____
Senior Center 128 Providence Street Worcester, MA 01604	\$ _____	x 12 = \$ _____
Health and Inspectional Services 25 Meade Street Worcester, MA 01610	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 1065 Millbury St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 18 E. Worcester St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 20 E. Worcester St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 76 E. Worcester St. Worcester, MA 01604	\$ _____	x 12 = \$ _____
Dept. of Public Works & Parks 29 Albany St. Worcester, MA 01604	\$ _____	x 12 = \$ _____

Worcester Technical Services \$ _____ x 12 = \$ _____
1 Skyline Drive
Worcester, MA 01605

= \$ _____ * * *

****All price quotes must include all charges, fees, expenses, etc., related to the required services, including all labor, materials and equipment and supplies. “Disposable” supplies, as noted may be substituted with comparable products, as approved by Owner. Costs shall be broken out on each monthly invoice with backup documentation provided. No separate or additional costs will be paid by the City.**

COST A + COST B = \$ _____ * **