



# The City of **WORCESTER**

Administration & Finance – Purchasing Division  
Christopher J. Gagliastro, MCPPO – Purchasing Director  
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[www.worcesterma.gov](http://www.worcesterma.gov)

**Christopher J. Gagliastro, MCPPO**  
**Purchasing Agent**

**RFP NO.: CR-7824-W2**  
**ISSUANCE DATE: 5/16/22**

**BUYER: Christopher J. Gagliastro**

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
REQUEST FOR PROPOSALS  
NOTICE TO PROPOSERS**

**RFP TITLE: Cleaning Services – Various Buildings / DPE**

***REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION***

**General Conditions**

All proposals are subject to the terms, conditions and specifications herein set forth:

- 1. Scope: Provide cleaning services as per the attached requirements & specifications of the Department of Public Facilities for a period of one year from approximately July 1, 2022 through June 30, 2023. This contract may be renewed for two additional one-year periods, at the sole discretion of the City. The option to renew shall be determined by the City near the end of the contract term. Please refer to pricing pages for renewal options.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.
3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: all apply
4. A performance bond in the amount of N/A will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the proposal security accompanying this proposal shall become the property of the City as liquidated damages.

**Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division and are to be in duplicate. No changes will be considered or any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.**

**Any inquiries related to technical or contractual matters must be submitted in writing to:**

**Christopher J. Gagliastro  
Purchasing Director  
City of Worcester, City Hall  
455 Main Street, Room 201  
Worcester, MA 01608  
[gagliastroc@worcesterma.gov](mailto:gagliastroc@worcesterma.gov)**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
  - a) The word "City" means The City of Worcester, Massachusetts.
  - b) The word "Proposer" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
  - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
  - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B, and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 180 days from the deadline for its submission. The City will decide upon acceptance within 180 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color,

religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all of the proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal, and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP, and may incorporate the terms of this RFP and of the proposal selected.
15. The award of the contract is subject to the approval of the OPEB Board of Trustees.
16. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
17. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
18. A vendor conference will be held as follows: 6/1/22, 9:00 AM at Worc Senior Center, 128 Providence Street. Other building locations may be toured thereafter at discretion of City.
19. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
20. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation in the following types and amounts:
  - A) PUBLIC LIABILITY INSURANCE - Contractor to supply the City of Worcester with certificates of insurance covering public liability in an amount not less than \$1,000,000.00 to any one person, and not less than \$ 1,000,000.00 on account of one accident.

B) PROPERTY DAMAGE INSURANCE - Contractor to supply the City with certificates of insurance covering property damage in an amount not less than \$1,000,000.00 for damages on account of any one accident, and not less than \$2,000,000.00 on account of all accidents.

C) COMPENSATION INSURANCE - The Contractor shall furnish the City with certificates showing that all its employees connected with the management operations are protected under worker's compensation insurance policies.

21. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
22. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.
23. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
24. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
25. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
26. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
27. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
28. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.

29. Expenditures by the City and authorization to spend for particular purposes are made on a fiscal year basis. The City's fiscal year is the twelve month period ending June 30 of each year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.
30. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
31. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.
32. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, set-offs, or counter-claims which would have been available to the City against the vendor in the absence of such assignment.
33. None of the services to be provided by the vendor pursuant to the contract shall be subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.
34. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
35. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor,

and/or its subcontractors, performs as expected and promised by the Vendor.

36. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.
37. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
38. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

## **SUBMISSION OF PROPOSALS**

39. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the evaluation requirements before considering costs. **Therefore, no reference to pricing may be made in the proposal of evaluation considerations. Failure to keep pricing confidential may result in rejection of proposal.**

A sealed package containing **the original, 3 copies and 1 PDF copy on USB drive** of the proposal **must** be labeled as follows:

**Purchasing Agent, City of Worcester**

**Cleaning Services – Various Buildings / DPE – Technical Proposal**

**455 Main Street, Room 201  
Worcester, MA 01608**

**Re: RFP No. CR-7824-W2**

A sealed package containing **the original copy** of the proposal **must** be labeled as follows:

**Purchasing Agent, City of Worcester**

**Cleaning Services - Various Buildings / EAM – Price Proposal**

**455 Main Street, Room 201  
Worcester, MA 01608**

**Re: RFP No. CR-7824-W1**

***Price proposal submission information is located at end of the technical specifications.***

**Proposals must be delivered no later than Wednesday, June 8, 2022 at 10:00 AM LOCAL TIME.** Late submissions will be rejected, regardless of circumstances. The City of Worcester is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

## **RFP EVALUATION**

40. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
41. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by the use of four rating categories as set forth by M.G.L. Chapter 30B:

- 1) HIGHLY ADVANTAGEOUS - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) ADVANTAGEOUS - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) NOT ADVANTAGEOUS - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) UNACCEPTABLE - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

42. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the cost proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and cost proposals received.



GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Consultant; and in case of firms give names of the individual members)

Name	Address	Zip Code
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_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If a Proprietorship

Name of Owner \_\_\_\_\_

Business Address \_\_\_\_\_

Zip Code \_\_\_\_\_ Telephone No. \_\_\_\_\_

Email \_\_\_\_\_

Home Address \_\_\_\_\_

Zip Code \_\_\_\_\_ Telephone No. \_\_\_\_\_

(2) If a Partnership, Full names and addresses of all partners

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
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_____	_____	_____
_____	_____	_____
_____	_____	_____
Business Address _____	Zip Code _____	
Tel. No. _____		

(3) If a Corporation

Full Legal Name: \_\_\_\_\_

State of Incorporation: \_\_\_\_\_ Qualified in Massachusetts? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Email: \_\_\_\_\_

Telephone No. \_\_\_\_\_

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Telephone No. \_\_\_\_\_

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company \_\_\_\_\_

State of Incorporation \_\_\_\_\_ Admitted in Massachusetts ? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Telephone No. \_\_\_\_\_

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder \_\_\_\_\_

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER \_\_\_\_\_

TITLE \_\_\_\_\_

DATE \_\_\_\_\_

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

\_\_\_\_\_  
Name of Person Signing Bid

\_\_\_\_\_  
Signature of Person Signing Bid

\_\_\_\_\_  
Company

**No award will be made without vendor certification of the above**

**CLEANING SERVICES at City Hall, Main Library, 25 Meade Street, Senior Center, DPWP  
Buildings, Technical Services Dept., and 2 Coppage Drive  
RFP #: CR-7824-W2**

### **General Specifications**

The City of Worcester, Department of Public Facilities is seeking a company to provide cleaning services for multiple buildings under the jurisdiction of various departments including: City Hall, the Public Library, Senior Center, 25 Meade St., various Department of Public Works & Parks buildings, the Technical Services Dept. and 2 Coppage Drive. The successful proposer will be responsible for supplying all labor, materials and equipment necessary to satisfy the requirements of the RFP. All other items necessary for the satisfactory performance of this contract shall be the responsibility of the proposer and shall be included in the proposal price.

Before submitting a proposal, each vendor must make a careful study of all specifications and proposal/contract requirements and fully assure themselves as to the quality and quantity of the services required by this RFP. All facilities must be included in the proposal.

The City shall at all times and, upon reasonable notice, have the right to audit all books, papers and records of the vendor relative to the maintenance of these city facilities.

The vendor management representative will be required to contact weekly the Chief of the Department of Public Facilities, or their representative, for the purposes of keeping all parties informed of any on-going or new issues that may need to be addressed.

The City may request additional work to be done and will request a proposal to do so through a representative of the Company. The City reserves the right to add or delete activities, personnel, and or times of shifts from these specifications as circumstances warrant during the contract period and upon negotiation with the selected vendor in accordance with MGL c. 30B.

Vendor must be available for on-call emergency service at each facility, if needed. Response time must be less than one hour.

Vendor will be required to meet monthly, at a minimum, and as needed with the Chief of the Department of Public Facilities, or their representative,

Vacuum cleaners shall be provided by the vendor including filters and bags.

### **Termination Clause**

If at any time the City determines that the services of the Vendor are no longer needed, for any reason, even for convenience, then the City will have the option to terminate this contract immediately upon written notice to the Vendor. The Vendor will be paid for all work completed up to the point of termination of the contract.

If at any time the Vendor fails to fulfill or comply with any of the requirements of this contract, such as shoddy workmanship, following improper procedures, using or supplying sub-standard equipment, using improperly trained employees, using inadequate numbers of employees to maintain proper service, not adhering to the work schedule, failing to carry out/perform the required duties as stated, etc., the City, at its option, may terminate this contract immediately upon written notice to the Vendor.

### **Equipment & Supplies**

The selected vendor will be responsible for supplying their own equipment and cleaning supplies 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. The bidder will be required to provide documentation confirming the components and safety of all supplies, and when requested, supply samples of all cleaning equipment and supplies to be used under this contract. All cleaning solutions must be low or no VOC. 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 Vendor will be required to use/supply a better/higher quality item in order to perform the work in a proper manner. The Vendor will not be allowed to increase pricing due to any upgrades that the City may require the Vendor to make.

An estimated amount of consumables per week for each facility is located below.

**City Hall:** 2.5 gallons of soap/week, 7 packs of multi-fold towels, 18 rolls of TP, 120 small trash can liners, and 6 large trash bags each week. No city trash bags are required for this building

**Library:** 4 gallons of soap/week, 14 packs of multi-fold towels/week, 30 rolls of TP/week, 70 small trash can liners, and 10 big black bags a week. No city trash bags are required for this building

**Senior Center:** 2 gallons of soap/week, 12 hand towel rolls shall coordinate with standard size of existing dispensers, 50 nine inch tissue dispenser rolls, 50 small trash can liners, and 72 thirty gallon heavy duty trash bags each week. No city trash bags are required for this building

**25 Meade Street:** 1 gallon of soap/week, 8 hand towel rolls (shall coordinate with standard size of existing dispensers), 8 nine inch tissue dispenser rolls, 100 small trash can liners, and 30 thirty gallon heavy duty trash bags each week. No city trash bags are required for this building.

**Regional Emergency Communications (RECC):** 1-2 gallons of soap/week, 4 packs of multi-fold towels, 10 rolls of TP, 85 small trash can liners, and 10 city (30-gal yellow) trash bags/week.

**DPW Facilities:** 3-4 gallons of soap/week, 12 packs of multi-fold towels, 25 rolls of TP, 120 small trash can liners, and 10 large trash bags each week. No city trash bags are required for this building.

**Technical Services:** 1 gallon of soap, 50 small trash can liners and 6 large trash bags each week. The Technical Services Department will supply its own pull paper towels and toilet paper only. Vendor is responsible for supplying all other cleaning products and equipment, including vacuum cleaner and bags.

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

### **Employees**

All assigned vendor 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.

Vendor 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 thirty (30) days written notice.

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.**

No smoking is allowed on any of the premises. **Cell phone use while working is prohibited.**

### **Invoices**

All 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

[DPFActsPayable@worcesterma.gov](mailto:DPFActsPayable@worcesterma.gov)

Invoices will be submitted the first full week of the month following the month for which the work was performed. The City will pay all invoices within thirty (30) days of receipt. If discount terms are available, they must be indicated on the invoice.

## **CLEANING SERVICES ~ CITY HALL**

The Worcester City Hall is located at 455 Main Street and is approximately 85,000 square feet on four floors, with 11 restrooms, 4 public and 7 staff. Please note this building's unique responsibilities, as noted below.

The vendor will have access to a supply room to store their supplies and equipment.

*Based on experience, it takes four (4) people four (4) hours to fully meet the evening cleaning requirements of the below Scope of Work, and two (2) people for the morning restroom cleaning hours.*

All services must be performed Monday - Friday over two shifts between 10:30am and 12pm and 4:30pm – close (time varies). All cleaning staff must remain on site during their entire scheduled shift in order to address emergency cleanups.

*Cleaning schedules cannot be changed without the written permission from the Dept. of Public Facilities.*

*Secure building at night.* One person must remain on site to close and alarm building after evening meetings. Cleaners shall be flexible in their schedule in order to not disrupt meetings or programs.

*Secure Chairs on rear Worcester Common: 40 tables and 160 chairs. Run cable through legs of chairs and through Monday thru Friday at 7pm from April 1<sup>st</sup> through November 1<sup>st</sup>.*

The Contractor/vendor will be responsible for cleaning services of the currently occupied areas within City Hall in accordance with the specifications. Occupied areas include the following:

**Basement-** approximately 6,000 square feet, (Note total includes the Cable Services Offices)

**First Floor-** approximately 18,891 square feet,

**Second Floor-** approximately 18,447 square feet,

**Third Floor-** approximately 19,314 square feet and

**Fourth Floor-** approximately 18,723 square feet.

## **Cleaning Schedule:**

**10:30am – 12:00pm** cleaning tasks to be performed in the following spaces (Minimum 1 person)

**1<sup>st</sup> and 2<sup>nd</sup> floor restrooms:** Inspect all restrooms for cleanliness. Wipe down fixtures as required, pickup items off floor, empty trash if required, or any other item not in order. Restock supplies as needed. In depth cleaning of restrooms shall take place during the evening shift.

**10:30am – 12:00pm** cleaning tasks to be performed in the following spaces (Minimum 1 person)

**3<sup>rd</sup> and 4<sup>th</sup> floor restrooms:** Inspect all restrooms for cleanliness. Wipe down fixtures that as required pickup items off floor, empty trash if required, or any other item not in order. Restock supplies as needed. In depth cleaning of restrooms shall take place during the evening shift.

**4:30pm – 8:30pm** Daily Cleaning tasks shall be performed in the following spaces (Minimum 1 person)

**1<sup>st</sup> and 2<sup>nd</sup> floor -** Dust, clean restrooms, recycle and trash, glass doors at all three entrances, etc.

**4:30pm – 8:30pm** Daily Cleaning tasks shall be performed in the following spaces (Minimum 1 person)

**3<sup>rd</sup> and 4<sup>th</sup> floor:** Restrooms, dusting, clean bathrooms, empty recycle and trash, etc.

**4:30pm – 8:30pm** Cleaning tasks as noted shall be performed in the following spaces (Minimum 1 person)

Secure building after last meeting. Verify all doors are locked and if no other occupants are in the building, as noted on the garage door white board, set intrusion alarm. Secure both parking garage gates, generally between 8pm - 10pm Monday thru Thursday. Sweep and wet mop main and side staircases and common areas. Throughout the building, all floors, clean up spills, vacuum on a rolling schedule, and perform all other Weekly Duties (20% each day M-F). (Minimum 1 person)

## **DAILY DUTIES**

### **Monday - Friday**

1. Clean all building entrances and lobbies, interior and exterior: sweep, vacuum, clean all glass doors,
1. door hardware, and surrounding glass areas at all building entrances up to 7'-6" high. Remove "debris" such as leaves, sand, cigarette butts, trash, etc.
2. Clean glass at common areas, lobbies, and entrance doors, including service windows.
3. Clean and disinfect all service window countertops.
4. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacle liners, which contain food waste. If no food waste is present, empty the receptacle and leave the lining in place. Recycling baskets should not use plastic liners. Clean receptacles as needed. Trash and recycling must be disposed of in the



facility receptacles located in the basement. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Trash or recycling left outside of offices, (boxes, cartons, etc.) must be collected and disposed of each day. Clean receptacles as needed.

5. Trash receptacles located outside, near exterior doors shall be emptied daily. Clean receptacles as needed.
6. Empty and Clean ashtrays (outside) at garage door and gate
7. Building wide: Dry mop all impervious surface floors including under tables and chairs.
8. Vacuum all carpet-walk-off mats on first floor and in each elevator cab. (note: carpet-walk-off mats are supplied by other city hall vendor and exchanged monthly).
9. Rest Rooms: clean and disinfect all porcelain fixtures, and underside including their exposed piping. Clean mirrors, partitions, door handles. Deodorize, wet mop and clean floors. Wash walls next to urinals in public men's restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
10. Clean and polish all water coolers.
11. Vacuum elevators and wipe down wall panels, brass handrails and trim with hot water or neutral, gentle cleaner, etc. as needed inside both elevators including area carpet mats. Do not clean elevator door or controls with any chemicals.
12. Clean and polish drinking fountains (2), water coolers, (Clean office water cooler water catchment trays (total of 12) clean out trays) throughout building, sinks (4 total – 4th floor, 2 at 2nd floor and 1 on 1st floor) and kitchenettes 1st at 4th floor.
13. Clean breakroom – wipe down tables and chairs and vending machines, at 4th floor.
14. Contractor/vendor will be required to lock up City Hall once they have completed their work and the building is empty. In the event that the cleaning services are complete for the night, but a public meeting is still going on, the Contractor/vendor will be required to wait until the meeting is over prior to locking the building. Assume meetings three nights per week to 10pm. Weekly duties can be performed at this time.

**Weekly Duties (or monthly as noted): (Minimum 20% of work must be performed each day Monday -Friday; 100% complete each week).**

1. Steam clean all restroom ceramic floors and walls, and porcelain fixtures.
2. Vacuum carpet at grand stairway and clean handrail - twice per week
3. Vacuum all carpeted areas building wide including, but not limited to conference rooms, offices, and common areas.
4. Spot clean spills on carpets and upholstered furniture – as needed
5. Sweep/dry mop and wet mop clean all resilient or impervious surface floors including under tables and chairs.
6. Clean and disinfect all public area, break room and conference room tables and chair hard surfaces, counters and work surfaces (some dusted, others liquid cleaner).
7. Dust all accessible surfaces including but not limited to: vents, tops of low bookcases, tops of all filing cabinets display cases, wall trim at entrances, hallways, stairwells, desk fronts, window sills, and 2nd floor column capitals, countertops, tabletops, woodwork, horizontal surfaces including fixtures, all blinds, radiators and all other open surface areas that can be readily dusted without moving or disturbing anything; unless noted to be cleaned daily.
8. At the grand stair dust and clean as need black railing at 3rd floor, including dusting 10" marble ledge.
9. Dust brass handrails only with clean cloth; no chemicals shall be used.
10. Elevator doors both interior and exterior at all floors, shall be wiped down with a hot cloth. No chemical shall be used.

11. Clean and sanitize all glass sidelights and all office visual glass panels, and all modular furniture Plexiglas panels (at Treasurers Office, Auditing, HHS, and Assessing and Clerk's office).
12. Dry mop and then wet mop the entire main stairwell (from 1st floor to the third floor) and side staircases from Basement to 4th floor.
13. Clean all glass doors and door hardware.
14. 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.
15. Each Friday, the City Council Chambers aka Esther Howland Room and the Alderman Chambers aka Levi Lincoln Room and Room 310B are to be vacuumed/swept and dusted. When vacuuming, all chairs must be removed and stacked to the side of the room so that the room can be thoroughly cleaned. All chairs must be neatly replaced and aligned when vacuuming is complete.

## **CLEANING SERVICES ~ WORCESTER PUBLIC LIBRARY**

The Worcester Public Library is located at 3 Salem Square and is approximately 150,000 square feet on four floors, with 12 restrooms, 8 public and 4 staff. The vendor will have access to a small supply room to store their supplies and equipment.

**All public areas, including restrooms, must be cleaned, wet mopped, and vacuumed between 6:00 A.M. and 9 A.M, Monday through Friday. All other cleaning can be done during regular library working hours per an agreed upon schedule.**

*Cleaning schedules cannot be changed without the written permission of the Department of Public Facilities.*

*Based on experience, it takes four (4) people to fully meet the requirements of the below Scope of Work.*

### **ONLY PUBLIC AREAS**

#### **Monday - Friday: Daily Tasks**

1. Restrooms – clean and disinfect all surfaces including but not limited to: porcelain fixtures, and underside including their exposed piping, countertops, mirrors, partitions, door handles, and baby change stations. Deodorize, wet mop and clean floors. Wash walls next to urinals in public men’s restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
2. Vacuum 1<sup>st</sup> Floor and 2<sup>nd</sup> Floor public areas and 3<sup>rd</sup> floor Children’s Room daily including under tables, chairs and down book aisles; all other floors as needed or minimum once per week.
3. Sweep/dry mop and wet mop public areas, including three (3) public staircases and two public elevators. **Once per week April thru October. Once per day November thru March (winter months).**
4. Vacuum Upholstered Furniture and Cushions in Children’s Room.
5. Empty Wastebaskets
  - a. Empty all waste & recycling containers and change all liners in public areas (including in offices?)
  - b. Clean receptacles as needed.
  - c. Vendor is responsible for emptying all trash & recyclables into appropriate Library dumpster / receptacle
6. Clean all tabletops and computer station tables (not keyboard or mouse) in public and common seating areas.
7. Clean and polish all water coolers.
8. 4th floor staff lounge kitchen/vending area - Clean and disinfect all tables and chair hard surfaces, stainless steel sinks. Dry & wet mop floor.

**Weekly Tasks (Minimum 20% of work must be performed each day M-F; 100% complete each week).**

1. Wash Glass in South Main entry and North Main entry way doors
2. Vacuum 1<sup>st</sup> Floor public areas and 3<sup>rd</sup> floor Children's Room daily including under tables, chairs and down book aisles; all other floors as needed or minimum once per week.
3. Sweep and wet mop clean all resilient or hard surface floors.
  - a. Public areas which include the three (3) public staircases and two public elevators  
**Once per week April thru October. Once per day November thru March (winter months).**
4. Steam clean all restroom ceramic tile floors and walls, and porcelain fixtures.
5. Vacuum Upholstered Furniture and Cushions in 4th floor reception area seating and staff areas
6. South Lobby/Main Entry: Clean glass enclosing automated book return machine.
7. Dust in public area tops of low bookcases, display cases, curtain walls, and window sills and all other open surface areas that can be readily dusted without moving or disturbing anything
8. Wash railings in three (3) public stairs (6,7,8)

## **CLEANING SERVICES ~ WORCESTER SENIOR CENTER**

This facility is located at 128 Providence Street and has an estimated square footage of 18,000. There are three floors, 57 rooms and 14 toilet rooms. Cleaners shall coordinate with Public Facilities staff and be flexible in their schedule in order to not disrupt programs. This building is occupied by the public daily for a variety of programs, primarily related with supporting the City's senior population. As such, care must be taken during cleaning to insure the safety of this vulnerable population, who may have visual, balance, or auditory impairments.

The vendor will have access to a supply room to store their supplies and equipment.

All cleaning staff must remain on site during their entire scheduled shift in order to address emergency cleanups.

*Based on experience, it takes 2 people 4 hours to fully meet the requirements of the below Scope of Work.*

All services must be performed by two cleaners between 12:00pm and 4:00pm Monday - Friday.

### **Cleaning Schedule: (12pm to 4pm UPDATE**

12:00pm – 1:30pm cleaning tasks to be performed in the following spaces (Minimum 1 person)

2<sup>nd</sup> floor Office Building: Restrooms, Common Areas, Computer Room, Break Room, Meeting Rooms and Conference Rooms. See attached plan.

12:00pm – 1:30pm cleaning tasks to be performed in the following spaces (Minimum 1 person)

3<sup>rd</sup> floor Office Building: Restrooms, Common Areas, Break Room. See attached plan.

1:30pm – 2:30pm cleaning tasks to be performed in the following spaces (Minimum 2 people)

1st floor: Restrooms, Common Areas, Library, Pool Room, Meeting and Conference Rooms

2:30pm – 4:00pm cleaning tasks to be performed in the following spaces (Minimum 2 people)

1<sup>st</sup> floor: Diner, Lunch Rooms. See attached plan.

3:00pm – 4:00pm cleaning tasks to be performed in the following spaces (Minimum 2 people)

1<sup>st</sup> floor: Kitchen (no sooner than 3pm). See attached plan.

Cleaning schedules shall not be changed without the written permission from the Dept. of Public Facilities.

### **Monday – Friday: Daily Tasks**

1. Clean all building entrances interior and exterior including bus stop area at front entrance (sweep, vacuum, clean

- glass) including removal of all “debris” such as leaves, sand, cigarette butts, trash, etc.
2. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners containing food waste, as they are emptied. Recycling baskets should not use plastic liners. Clean receptacles as needed. Trash must be disposed of in the facility dumpster. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Clean receptacles as needed.
  3. Building wide: Dry mop all floors including under tables and chairs.
  4. Rest Rooms: clean and disinfect all porcelain fixtures, and underside including their exposed piping. Clean mirrors, partitions, door handles. Deodorize, wet mop and clean floors. Wash walls next to urinals in public men’s restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
  5. Kitchen: Dry mop & wet mop clean/disinfect all floors. Clean door, door hardware and glass.
  6. Diner, Lunch Room & Coffee Area: Clean all tables, chairs, and counters, door, door hardware. Dry mop and wet mop clean/disinfect all floors.
  7. Clean and disinfect all table and chair hard surfaces; daily at a minimum or after each event use in meeting or conference rooms.
  8. Clean and polish all water coolers.

**Weekly Duties: (Minimum 20% of work must be performed each day M-F; 100% complete each week).**

1. Steam clean all restroom ceramic floors and walls, and porcelain fixtures.
2. Vacuum carpet at grand stairway and clean handrail - twice per week
3. Vacuum all carpeted areas
4. Spot clean spills on carpets and upholstered furniture – as needed
5. Clean and disinfect all table and chair hard vertical and horizontal surfaces.
6. Clean all glass doors, door hardware, and surrounding glass areas at all building entrances up to 7’-6”
7. Sweep and wet mop clean all resilient or impervious surface floors.
8. Clean all public area, break room and conference room tables, counters and work surfaces (some dusted, others liquid cleaner).
9. Dry mop all linoleum and hard surface floors including under tables and chairs.
10. Vacuum carpeted floors at all public areas including elevators, entrances and stairwells.
11. Dust all public area tops of low bookcases, and display cases, wall trim at entrances, hallways, stairwells, and desk fronts, and window sills.

## **CLEANING SERVICES - 25 MEADE ST.**

This facility is located at 25 Meade Street and has an estimated square footage of 33,000. There are 3 floors, approximately 30 rooms and 7 toilet rooms; see attached plan.

The vendor will have access to a supply room to store their supplies and equipment.

*Based on experience, it takes two (2) people four (4) hours to fully meet the requirements of the below Scope of Work.*

In support of building occupant functions, it is important that the following cleaning schedule is adhered to.

Cleaning schedules shall not be changed without the written permission from the Dept. of Public Facilities.

All services must be performed by two cleaners between 6:00am - 10:00 am, Monday through Friday.

All cleaning staff must remain on site during their entire scheduled shift in order to address emergency cleanups.

### **Cleaning Tasks & Schedule**

1. 6:30am - 7:30 am cleaning tasks the following spaces (minimum 1 person)  
1<sup>st</sup> floor vacuum, sweep, dry mop ONLY office areas
2. 6:30am - 7:30 am cleaning tasks the following spaces (minimum 1 person)  
2<sup>nd</sup> floor vacuum, sweep, dry mop ONLY office areas
3. 7:30am – 8:30am cleaning tasks the following spaces (minimum 1 person)  
1<sup>st</sup> floor vacuum, sweep & dry mop common areas, including elevators; restrooms; recycle & trash.
4. 7:30am – 8:30am cleaning tasks the following spaces (minimum 1 person)  
2<sup>nd</sup> floor vacuum, sweep & dry mop common areas; restrooms; recycle & trash.
5. 8:30am – 10:30am cleaning tasks to be performed in the following spaces (minimum 2 persons)  
Basement Level vacuum, sweep, dry mop, common areas, offices, including elevators; breakroom; restrooms; recycle & trash.

### **Monday – Friday: Daily Tasks**

1. Clean all building entrances, interior and exterior, including front entrance (sweep, vacuum, clean glass) including removal of all “debris” such as leaves, sand, cigarette butts, trash, etc.
2. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all

trash receptacles liners containing food waste, as they are emptied. Recycling baskets should not use plastic liners. Clean receptacles as needed. Trash & recycling must be disposed of in the facility's 90 gallon containers, located in the basement. Replace all liners containing food waste in trash receptacles, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Clean receptacles as needed.

3. Rest Rooms: clean and disinfect all porcelain fixtures, and underside including their exposed piping, countertops, mirrors, partitions, door handles, mirrors, and partitions. Dry mop, deodorize, & wet mop to clean floors. Wash walls next to urinals in public men's restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
4. Clean all public area, break room and conference room tables, service areas, countertops and work surfaces (some dusted, others liquid cleaner).
5. Dry mop all linoleum and hard surface floors including under tables and chairs.
6. Vacuum carpeted floors at all public areas including elevators, entrances and stairwells.
7. Clean and polish all water coolers.

**WEEKLY DUTIES: (Minimum 20% of work must be performed each day Monday - Friday; 100% complete each week).**

1. Steam clean all restroom ceramic tile floors and walls, and porcelain fixtures.
2. Clean stairwell handrails and door handles - twice per week
3. Vacuum all carpeted areas
4. Spot clean spills on carpets and upholstered furniture and cushions – as needed
5. Clean and disinfect all table and chair hard surfaces.
6. Clean all glass doors, door hardware, and surrounding glass areas at all building entrances up to 7'-6"
7. Sweep and wet mop clean all resilient or impervious surface floors.
8. Dust all public and staff area tops of low bookcases, fireplace mantles, and display cases, woodwork in entrances, hallways, stairwells, and desk fronts, wooden chairs, window sills.



## CLEANING SERVICES ~ DEPARTMENT OF PUBLIC WORKS & PARKS

There are five (5) DPW&P facilities located at 18 E. Worcester Street, 20 East Worcester Street, 76 E. Worcester St., 29 Albany Street, 1065 Millbury Street and have an estimated total square footage of 32,000. There are multiple floors, rooms and toilet rooms as noted below.

All services must be performed between 1:00 PM and 5:00 P.M. Monday through Friday

*Cleaning schedules cannot be changed without the written permission from the Department of Public Facilities.*

*Based on experience, it takes three (4) people to fully meet the requirements of the below Scope of Work.*

All services must be performed between 1:00pm and 5:00pm, Monday through Friday. There are no exceptions allowed to the time for services to be performed. 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.

The Vendor will be responsible for cleaning of the currently occupied areas within the five (5) DPW & Parks buildings, 18 East Worcester Street, 20 East Worcester Street, 76 E. Worcester St., 29 Albany Street, and 1065 Millbury Street in accordance with the specifications.

**18 East Worcester Street, (four floors, Approximately 5,000 Sq. Ft.)** - **First floor** has two (2) lavatories, one (1) urinal, two (2) sinks, two (2) mirrors, one (1) kitchenette, and fourteen (14) trash baskets no recycling baskets. **Second floor** has two (2) lavatories, one (1) urinal, two (2) sinks, two (2) mirrors, one (1) water fountain, one (1) Kitchenette w/ sink, and eleven (11) trash baskets, no recycling baskets. **Third floor** has two (2) lavatories, no (0) urinals, three (3) sinks, two (2) mirrors, one (1) kitchenette w/ sink, and eight (8) trash baskets seven (7) recycling baskets. **Fourth floor** has two (2) lavatories, one (1) urinal, three (3) sinks, two (2) mirrors, one (1) kitchenette w/ sink, and nine (9) trash baskets three (3) recycling baskets. There are approximately 80 employees

**20 East Worcester Street, (basement & three floor, Approximately 21,000 Sq. Ft.)** – **Basement** has two (2) lavatories, four (4) urinals, three (3) sinks, two (2) showers, one (1) mirrors, one (1) kitchenette, and four (4) trash baskets, no (0) recycling baskets. **First floor** has three (3) lavatories, two (2) urinal, four (4) sinks, four (4) mirrors, one (1) water fountain, one (1) kitchenette, and nine (9) trash baskets three (3) recycling baskets. **Second floor** has six (6) lavatories, one (1) urinal, nine (9) sinks, two (2) mirrors, one (1) water fountain, one (1) kitchenette w/ two (2) sinks and one (1) kitchenette w/ sink, and twenty nine (29) trash baskets, twenty six (26) recycling baskets. **Third floor** has five (5) lavatories, four (4) urinal, five (5) sinks, seven (7) mirrors, one (1) kitchenette, two (2) water fountains, and thirty one (32) trash baskets, fifteen (16) recycling baskets. There are approximately 120 employees.

**76 East Worcester Street**, one (1) floor, (approximately 3,800 Sq. ft.) One (1) open office area with seven (7) workstations, one (1) large and one (1) small office, Conference Room, Break Room with one (1) sink, two (2) restrooms with ten (10) porcelain fixtures two (2) mirrors.

**29 Albany Street, one (1) Floor (Approximately 1,600 Sq. Ft.) – First floor** has five (5) lavatories, two (2) urinal, four (4) sinks, four (4) mirrors, one shower room four stalls, one (1) kitchenette, one (1) water fountain, and fifteen (15) trash baskets, fifteen (15) recycling baskets. There are approximately 65 employees.

**1065 Millbury Street, one (1) Floor (Approximately 1,040 Sq. Ft.) – First floor** has two (2) lavatories, no (0) urinal, two (2) sinks, two (2) mirrors, one (1) kitchenette w/ sink, and seven (7) trash baskets, no (0) recycling baskets. No carpets. There are approximately 15 employees.

### **Monday – Friday: DAILY TASKS**

1. Clean all building entrances, interior and exterior, including front entrance (sweep, vacuum, clean glass) including removal of all “debris” such as leaves, sand, cigarette butts, trash, etc.
2. All offices, conference rooms, restrooms, and common areas must be cleaned daily.
3. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners containing food waste, as they are emptied. Recycling baskets should not use plastic liners. Clean receptacles as needed. Trash & recycling must be disposed of in the facility’s 90 gallon containers, located in the basement. Replace all liners containing food waste in trash receptacles, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Clean receptacles as needed.
4. Rest Rooms: clean and disinfect all porcelain fixtures, and underside including their exposed piping, countertops, mirrors, partitions, door handles, mirrors, and partitions. Dry mop, deodorize, & wet mop to clean floors. Wash walls next to urinals in public men’s restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
5. Clean and disinfect showers at 29 Albany Street.
6. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Trash left outside of offices, (boxes, cartons, etc.) must be disposed of each day. All trash and recyclables must be brought to and put into respective dumpsters by the Vendor.
7. Clean counters, tables and chairs in kitchen and polish sink. Clean appliance handles and surfaces.
8. Clean all public area, break room and conference room tables, service areas, countertops and work surfaces (some dusted, others liquid cleaner).
9. Dry mop and wet mop clean all stairwells
10. Vacuum carpeted floors at all public areas including elevators, entrances and stairwells.
11. Clean and polish all water coolers.
12. Dry mop all linoleum and hard surface floors including under tables and chairs.

### **TWICE PER WEEK TASKS**

1. Vacuum carpets and floors
2. Clean stairwell handrails and door handles - twice per week

### **ONCE PER WEEK TASKS (Minimum 20% of work must be performed each day Monday - Friday; 100% complete each week).**

1. Clean and sanitize all glass sidelights and all office visual glass panels, and all modular furniture Plexiglas panels
2. Dust: All baseboards windowsills, countertops, tabletops, top of refrigerator, horizontal surfaces including fixtures, all blinds, radiators and all other open surface areas that can be readily dusted without moving or disturbing anything.

3. Wash all interior windows and glass doors that can be reached easily.
4. Wipe down all woodwork
5. Steam clean all restroom ceramic tile floors and walls, and porcelain fixtures.
6. Spot clean carpets as necessary
7. Sweep and wet mop clean all resilient or impervious surface floors.

## **CLEANING SERVICES – REGIONAL EMERGENCY COMMUNICATIONS CENTER**

The Regional Emergency Communications Center (RECC) is located at 2 Coppage Drive; see attached plan for reference. This is a secure facility supporting emergency services to the City of Worcester. As such, all cleaning duties must be coordinated closely with onsite staff, and must adhere to the designated Tasks and associated schedule.

All services must be performed **twice daily**, within the following designated time periods: 7am-10am & 7pm-10pm, 7 days a week. No exceptions allowed to the time to perform the cleaning services.

*Based on experience, it takes one(1) person for each shift to fully meet the requirements of the below Scope of*

The Vendor will be responsible for cleaning all areas within the RECC located at 2 Coppage Drive in accordance with the specifications. Approximate space is 12,000 square feet.

Included within the above 12,000 square feet are three (3) toilet rooms, (2) two showers, one lobby/reception area, two (2) conference rooms, eight (8) enclosed offices, one copier room, one kitchen/break room, one Communications Center, one Emergency Operations Center, one Telco room, one briefing closet, one briefing room, one locker room, one sprinkler room, storage room, and mezzanine storage room (2,400 sq. ft.), one custodial closet. *The current total employee count is 62.*

### **1<sup>ST</sup> DAILY TASKS: 7am-10am (minimum 1 person) Sunday - Saturday**

1. Clean all building entrances, interior and exterior, including front entrance (sweep, vacuum, clean glass) including removal of all “debris” such as leaves, sand, cigarette butts, trash, etc.
2. Dry mop all linoleum and hard surface floors including under tables and chairs.
3. All offices, conference rooms and common areas must be cleaned daily to include:
  - i. Trash receptacles in all offices, communications center and kitchen area must be emptied daily and include recycling.
  - ii. New trash liners must be replaced daily.
  - iii. Emergency Communications Center to be vacuumed daily.
4. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Trash left outside of offices, (boxes, cartons, etc.) must be disposed of each day. All trash and recyclables must be brought to and put into respective dumpsters by the Vendor. Clean receptacles as needed.
5. Clean counters, stove, tables and chairs in kitchen and polish sink and refrigerator.

### **2<sup>nd</sup> DAILY TASKS: 7pm-10pm (minimum 1 person) Sunday - Saturday**

1. All common area floors to be dry mopped/swept
2. Any mopping that is necessary to keep areas tidy
3. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Trash left outside of offices, (boxes, cartons, etc.) must be disposed of each day. All trash and recyclables must be brought to and put into respective dumpsters by the Vendor.

4. All Rest Rooms must be cleaned, deodorized and sanitized. Clean and disinfect all porcelain fixtures, and underside including their exposed piping, countertops, mirrors, partitions, door handles, mirrors, and partitions. Dry mop, deodorize, & wet mop to clean floors. Wash walls next to urinals in public men's restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.

**TWICE PER WEEK DUTIES:**

1. Clean door handles - twice per week
2. Spot clean carpets as necessary.
3. Vacuum offices, EOC, briefing room & conference rooms \*  
\* **From November to March all offices and carpeted areas need to be vacuumed daily, otherwise as noted above.**

**ONCE PER WEEK DUTIES:**

1. Steam clean all restroom ceramic tile floors and walls, and porcelain fixtures.
2. Clean and sanitize all modular furniture
3. Dust: All windowsills, countertops, tabletops, top of refrigerator, horizontal surfaces including fixtures, all blinds, and all other open surface areas that can be readily dusted without moving or disturbing anything.
4. Clean all windows and glass doors
5. Clean conference room & briefing room tables and counters
6. Wipe down all woodwork
7. Cleaned Lobby windows inside and out to 7'-6" high.
8. Mezzanine upper level to be swept and damp mopped
9. Sweep and wet mop clean all resilient or impervious surface floors.

## **CLEANING SERVICES – TECHNICAL SERVICES DEPARTMENT**

### **All services must be performed between 2:00pm and 4:00pm Monday through Friday**

The Vendor will be responsible for cleaning and maintenance of the currently occupied areas within the Technical Services Department located at 1 Skyline Drive, Building A in accordance with the specifications. Approximate space is 9,000 square feet located in the basement level.

Included within the above 9,000 square feet are four (4) toilet rooms, one lobby/reception area, two conference rooms, five enclosed offices, one mail/copier room, one kitchen/break room, one computer data center and one print room along with work areas with modular furniture and partitions.

### **Cell phone use while working is prohibited.**

The current total employee count in this location is 20.

***Based on experience, it takes one person for each shift to fully meet the requirements of the below Scope of Work.***

### **DAILY DUTIES:**

1. Dry mop all linoleum and hard surface floors including under tables and chairs.
2. All carpets in hallways and lobby area must be vacuum cleaned on a daily basis
3. All offices, conference rooms and common areas must be cleaned daily to include:
  - a. Clean glass doors.
  - b. Trash receptacles in all offices and kitchen area must be emptied daily and include recycling.
  - c. New trash liners must be replaced daily.
4. All Rest Rooms must be cleaned, deodorized and sanitized. Clean and disinfect all porcelain fixtures, and underside including their exposed piping, countertops, mirrors, partitions, door handles, mirrors, and partitions. Dry mop, deodorize, & wet mop to clean floors. Wash walls next to urinals in public men's restroom. Restock liners, toilet paper, toilet seat covers, and paper towels daily, soap as needed.
5. All trash receptacles must be emptied daily. Collect all trash and recycle throughout the building. Replace all trash receptacles liners, as they are emptied. Recycling baskets should not use plastic liners. Any overflowing trash, leaks or spills resulting from this activity must be cleaned immediately. Trash left outside of offices, (boxes, cartons, etc.) must be disposed of each day. All trash and recyclables must be brought to and put into respective dumpsters by the Vendor. Clean receptacles as needed.
5. Clean counters and tables in kitchen and polish sink.
6. Clean conference room tables, hard surface chairs, and counters

**TWICE PER WEEK DUTIES:**

1. Wash all uncarpeted floors, damp mop data center floor
2. All Rest Room walls and plumbing fixtures must be cleaned/sanitized.
3. Vacuum all carpets and rugs
4. Wipe down all woodwork
5. Spot clean carpets as necessary.

**ONCE PER WEEK DUTIES:**

1. Steam clean all restroom ceramic tile floors and walls, and porcelain fixtures.
2. Clean and sanitize all glass sidelights and all office visual glass panels, and all modular furniture Plexiglas panels
3. Dust all baseboards
4. Dust: All windowsills, countertops, tabletops, top of refrigerator, horizontal surfaces including fixtures, all blinds, radiators and all other open surface areas that can be readily dusted without moving or disturbing anything.
5. Wash all windows and glass doors both inside and outside that can be reached easily.
6. Sweep and wet mop clean all resilient or impervious surface floors.
7. Vacuum upholstered furniture in common areas and conference rooms.

## **Request for Proposals – Cleaning Services / EAM**

### **RFP Requirements & Evaluation Criteria**

#### **II. BACKGROUND**

The City is looking to consolidate the cleaning of several key buildings in the city's portfolio. In an effort to enhance the service under this contract, the City has decided to issue a request for proposals for this work. Proposal responses will be evaluated based on vendor's response to the minimum and comparative evaluation criteria. The most advantageous proposal based on both the technical and price proposals will be recommended for award. It is expected that the winning vendor will provide exemplary care for each building noted in the proposal such that when asked, both patrons and staff will report satisfactory or higher grades for the overall cleanliness of the building.

#### **III. SCOPE OF SERVICES**

See previous sections for Scope of Services.

#### **IV. PRICE PROPOSAL REQUIREMENTS**

The lowest priced proposal shall be the lowest total cost of all facilities combined.

***Price Proposal page is located at end of these specifications. Price proposal must be submitted in a separate sealed envelope as per proposal submission requirements.***



## **V. TECHNICAL PROPOSAL REQUIREMENTS**

***A complete technical proposal shall consist of the following:***

1. A completed and signed Proposal Signature Form.
2. The identity of the individual, partnership or corporation applying for contract award and credentials/experience of the staff who would actually perform the work, as well as their managers and the nature of the supervision.
3. A Plan of Services detailing how the proposer will accomplish the items listed under Section III, Scope of Services. The Plan must include a breakdown of the number of cleaning and management staff assigned to this contract, per location.
4. Any other information deemed relevant to the work.
5. A client reference list (minimum of 5 from within the last 5 years), with names, addresses, and telephone numbers, especially for clients for whom the vendor has performed similar services in the past.

*In addition to including all of the above, Vendors must meet the following minimum criteria by demonstrating in proposal submission: (please provide evidence of such with proposal submission)*

1. Demonstrated capacity and a minimum of three (3) years of experience or equivalent experience in providing:
  - a. expert cleaning services for large municipal or commercial facilities

## **VI. EVALUATION OF PROPOSALS**

### **A. Minimum Evaluation Criteria**

Any Proposer submitting a proposal must satisfy all of the minimum criteria noted below. Proposals shall include information demonstrating compliance with each of these criteria.

M-1 The technical proposal includes all of the items for a complete proposal.

M-2 The proposer meets the minimum qualifications as laid out above.

- ***Proposals that do not meet the minimum criteria will not be considered for further evaluation.***

### **B. Comparative Evaluation Criteria**

Proposals meeting the minimum criteria will be further evaluated based on the comparative criteria noted below. Proposals shall include a narrative and other information demonstrating the proposer's experience and knowledge with respect to these criteria.

#### **B-1 Qualifications of the Vendor**

The City is seeking a vendor that has extensive and significant qualifications as well as resources for the work described in the scope of services. Proposals shall include any and all information about the vendor's qualifications including employee information that demonstrates a high level of service experience working for similar entities.

**Highly Advantageous** - The vendor's filed staff has superior training, experience & qualifications and staffing appropriate to the work and their supervisory staff has more than 7 years of experience.

**Advantageous** - The vendor's filed staff has adequate training, experience & qualifications and staffing appropriate to the work and their supervisory staff has 3 – 7 years of experience sufficient to meet the minimum requirements.

**Not Advantageous** – The proposer does not have adequate training and less than 3 years of experience appropriate to the work described herein. The qualifications are limited and do not provide sufficient response to meet the minimum requirements.

## **B-2 Relevant Experience**

The City is seeking a vendor with significant experience working for organizations similar in size and scope to the City's.

**Highly Advantageous** - The vendor demonstrates more than 10 years of experience in providing services related to the City's requirements.

**Advantageous** - The vendor demonstrates between 5 and 10 years of experience in providing services related to the City's requirements.

**Not Advantageous** - The proposer has less than 5 years of experience in providing services related to the City's requirements.

## **B-3 Quantity & Quality of Field and Supervisory Staffing**

The staff assigned to this work shall be competent for all tasks needed. Staffing this contract with high quality employees and a sufficient number of employees is most important to a successful program.

**Highly Advantageous** – The proposed staffing levels exceed the recommended requirements of the SoW. The employees identified have more than 5 years of successful experience with the vendor.

**Advantageous** – The proposed staffing levels meet the requirements of the SoW. The employees identified have 1 – 5 years experience working with the vendor.

**Not Advantageous** – The proposed staffing levels do not meet the requirements of the SoW. The employees identified have 0 -1 years experience working with the vendor.

## **B-4 Plan of Services**

The Plan of Services is expected to provide a high level of cleaning at each facility.

**Highly Advantageous** – The plan of services provides a detailed and comprehensive program to significantly enhance the cleanliness of existing buildings. The vendor has provided a plan that is expected to improve the status quo.

**Advantageous** – The plan of services provides an adequate program to maintain the cleanliness of existing buildings. The vendor has provided a plan that is expected to maintain the status quo.

**Not Advantageous** – The plan of services is not clear and does not provide an adequate level of service

## **B-5 References**

Experience with other organizations similar to the City will be considered. References should be from similar customers to the City. The City may act as its own reference.

**Highly Advantageous** – Vendor provides more than 10 references from similar accounts from within the last 5 years. All references are highly favorable and each client would hire the vendor again.

**Advantageous** – Vendor provides 6 – 10 references from similar accounts within the last 5 years. References are favorable and most clients would hire the vendor again.

**Not Advantageous** – Vendor provides 5 references from similar accounts within the last 5 years. References are mostly favorable and it is not certain if clients would hire the vendor again.

The City reserves the right to request clarification and/or additional information in support of submissions and reserves the right to meet to discuss the submission at a mutually agreed upon location. Vendor shall comply with requests for further information from the City.

**PRICE PROPOSAL PAGE 1 OF 2 – TO BE SUBMITTED UNDER SEPARATE COVER AS PER PROPOSAL  
SUBMISSION REQUIREMENTS**

**Cleaning Services – City Hall, Library, Health & Inspectional Services, Senior Center, DPW  
& Parks, R.E.C.C., Technical Services / Department of Public Facilities**

**RFP #: CR-7824-W2**

<u><b>Cleaning Location</b></u>	<u><b>Monthly Bid Price</b></u>	<u><b>Total Bid Price</b></u>
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 (All locations) 18, 20 & 76 E. Worcester, 29 Albany, 1065 Millbury Worcester, MA 01604	\$_____ x 12 =	\$_____
Regional Emergency Communications Center 2 Coppage Drive, Worcester, MA 01602	\$_____ x 12 =	\$_____
City Hall 455 Main Street, Worcester MA 01608	\$_____ x 12 =	\$_____
Worcester Technical Services 1 Skyline Drive Worcester, MA 01605	\$_____ x 12 =	\$_____

**TOTAL ALL LOCATIONS      =      \$\_\_\_\_\_\***

**\*Award to be based on total price. Bidders must bid all locations.**

**\*\*All price quotes must include all charges, fees, expenses, etc., related to the required services, including all labor, materials and equipment and supplies. No separate or additional costs will be paid by the City.**

**PRICE PROPOSAL PAGE 2 OF 2 – DISCLOSURE OF CONTRACT RENEWAL  
TO BE SUBMITTED UNDER SEPARATE COVER AS PER PROPOSAL SUBMISSION REQUIREMENTS**

**DISCLOSURE OF CONTRACT RENEWAL**

This contract may be renewed for a second year and third year at the sole discretion of the City of Worcester, the option of which will be determined at the end of the first contract year.

In no event will increase exceed \_\_\_\_\_ % for the second contract year *(TO BE COMPLETED BY PROPOSER)*

In no event will increase exceed \_\_\_\_\_ % for the third contract year *(TO BE COMPLETED BY PROPOSER)*

\_\_\_\_\_  
Name Date

\_\_\_\_\_  
Title

IF VENDOR DOES NOT WISH TO BE CONSIDERED FOR A SECOND YEAR OPTION, PLEASE INDICATE BY CHECKING THIS BOX. [    ]

IF VENDOR DOES NOT WISH TO BE CONSIDERED FOR A THIRD YEAR OPTION, PLEASE INDICATE BY CHECKING THIS BOX. [    ]

**IMPORTANT**

It is understood and agreed, that a failure by the bidder to complete the above increase statement indicated the bidders intent to accept a second and third year option at zero (0) percent increase.

**All other terms and conditions to remain the same.**