



The City of
WORCESTER

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June 27, 2023

To All Proposers:

Subject: **RFP #: CR-8034-W4, Cleaning Services – Various Buildings / DPF**

ADDENDUM NO. 2

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 FIND ATTACHED REVISED SPECIFICATIONS / SCOPE OF SERVICES.**
- **PROPOSERS ARE TO BASE ALL SUBMISSIONS ON THIS REVISED SET OF SPECIFICATIONS**

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

CLEANING SERVICES Various Buildings / DPF

(City Hall, Main Library, 25 Meade Street, Senior Center, DPWP Buildings, Transportation & Mobility, Department of Innovation & Technology, and 2 Coppage Drive)

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 main Public Library, Senior Center, 25 Meade St., various Department of Public Works & Parks buildings, Transportation & Mobility, the Department of Innovation & Technology., 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.

A pre-proposal conference will be held as noted below:

JUNE 20, 2023 (TUESDAY)

City Hall (455 Main Street)	@ 9:00 AM
Main Library (3 Salem Street)	@ 10:00 AM
ISD, DPH,WFD (25 Meade Street)	@ 11:00 AM
Worcester Senior Center (128 Providence Street)	@ 12:00 PM
RECC (2 Coppage Drive)	@ 1:15 PM

JUNE 21, 2023 (WEDNESDAY)

DPW (Start @ 20 East Worcester Street)	@ 9:00 AM
Transp. & Mobility (76 East Worcester Street)	@ 10:30 PM
Department of I & T (1 Officer Manny Familia Way)	@ 11:30 PM

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 representative will be required to contact the DPF Facility Operations Manager or designee for the purposes of keeping all parties informed of any on-going or new issues that may

need to be addressed at the sites. Standard communication shall be monthly (12 reports annually – one per month equally spaced) and in writing emailed to the DPF Facility Operations Manager. This is a report on the cleanliness of each site, tasks completed in the given month, and any areas of concern. This should not take the place of routine communication (phone, text, email, etc.) between the vendor and the city personnel but should augment and summarize all the work the vendor has done during the course of the month.

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 quarterly, at a minimum, and as needed with Facility Operations Manager or designee to discuss the status of each of the DPF sites (cleanliness, staffing, supplies, etc.).

The vendor will also be required to provide schedules of upcoming work in writing for all sites within this contract. These look ahead schedules must be provided at least 5 days in advance unless previously agreed upon by the city.

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 (disposables) necessary to perform all the required services included in this bid. Vacuum cleaners shall be provided by the vendor including filters and bags. 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 also responsible for ordering and providing **Consumables Supplies to be used at City Facilities**.
 - 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 COW, 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.

Cost for Operational Supplies to be included as part of the monthly maintenance fee for each facility. See price proposal A.

Under this contract, **CONSUMABLE SUPPLIES** are defined as:

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

Cost for Consumable supplies to be listed separately on monthly invoices. Price to be a fixed amount each month per the proposal price offered by the cleaning company. See price proposal B. No additional consumable expenses allowed.

Monthly invoices shall match contract pricing.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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

Main 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. No city trash bags are required for this building.

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 these buildings.

PRODUCT	Count per
Liner 38x58 heavy Certo Black 3858150BRL	cs/ 100
Liner 24x33 33 8mic Natural Certo 20 rolls of 50	pk/1000
Toilet Tissue 2ply JRT Atlas Jumbo Jr. 800	Pk/ 12
Handwash Anti-bacterial 700 ml GoJo ADX-7 Plum Foam 871201	cs/ 4
Paper Towel Roll Kraft 8" 350' RT350K Certo 2" Core	cs/ 12
Screen Urinal Wave WDS10HM	cs/ 10
Brown wax paper bags for feminine	cs/100
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/ cs
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

Transportation & Mobility: 1-2 gallons of soap/week, 4 packs of multi-fold towels, 10 rolls of TP, 50 small trash can liners, and 5 large trash bags each week. No city trash bags are required for these buildings.

Department of Innovation & Technology: 50 small trash can liners and 6 large trash bags each week. The Department of Innovation & Technology will supply its own soap, 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

Vendor is responsible for supplying all other cleaning products and equipment, including vacuum cleaner and bags.

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. **Playing music aloud while working is prohibited.**
9. 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 cancellation of the contract.

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 price for approved “consumable supplies”. 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 endeavor to 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, and listed on the price proposal.

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 Contacts and addresses below:



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 for DPF buildings must be sent monthly to:

Department of Public Facilities
Attn.: Damaris Acevedo
50 Officer Manny Familia Way
Worcester, MA 01605
and electronically submitted to
DPFAcctsPayable@worcesterma.gov

Invoices for DPW buildings must be sent monthly to:

Department of Public Works
Attn.: Sue Goodwin
20 East Worcester Street
Worcester, MA 01604
and electronically submitted to
GoodwinS@worcesterma.gov

Invoices for Transportation & Mobility building must be sent monthly to:

Transportation & Mobility Department

Attn.: Mary Turner

76 East Worcester Street

Worcester, MA 01604

and electronically submitted to

Turnerm@worcesterma.gov

Invoices for Technical Services buildings must be sent monthly to:

Department of Innovation & Technology

Attn.: Donna DeFazio

1 Officer Manny Familia Way (Building A)

Worcester, MA 01605

and electronically submitted to

DeFazioD@worcesterma.gov

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 9 restrooms, 4 public and 5 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 any and all 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 1st through November 1st.

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)

1st and 2nd 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)

3rd and 4th 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.

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

1st and 2nd 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)

3rd and 4th 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 THAT 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 TASKS

Monday - Friday

1. Clean all building entrances and lobbies, interior and exterior: sweep, vacuum, clean all glass doors, 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 floors.
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 TASKS: (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. 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.

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.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

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.
4. Thoroughly clean all bathrooms which includes but is not limited to scrubbing floors, tiled walls, fixtures, partitions, and all other scrubbable surfaces of the bathrooms. Wiping down non tiled walls, mirrors, windows, doors, and hardware.

CLEANING SERVICES ~ WORCESTER PUBLIC LIBRARY

The Worcester Public Main 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

DAILY TASKS

Monday - Friday:

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 1st Floor and 2nd floor public areas and 3rd 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 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.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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 1st floor public areas and 3rd 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)

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

2nd floor Office Building: Restrooms, Common Areas, Computer Room, Break Room, Meeting Rooms and Conference Rooms.

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

3rd floor Office Building: Restrooms, Common Areas, Break Room.

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)

1st floor: Diner, Lunch Rooms.

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

1st floor: Kitchen (no sooner than 3pm).

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

DAILY TASKS

Monday – Friday:

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, doors, 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 TASKS: (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.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

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.
4. Thoroughly clean all bathrooms which includes but is not limited to scrubbing floors, tiled walls, fixtures, partitions, and all other scrubbable surfaces of the bathrooms. Wiping down non tiled walls, mirrors, windows, doors, and hardware.

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.

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)
1st floor vacuum, sweep, dry mop ONLY office areas
2. 6:30am - 7:30 am cleaning tasks the following spaces (minimum 1 person)
2nd floor vacuum, sweep, dry mop ONLY office areas
3. 7:30am – 8:30am cleaning tasks the following spaces (minimum 1 person)
1st 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)
2nd 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.

DAILY TASKS

Monday – Friday:

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 TASKS: (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, windowsills.
9. Pick up trash in parking lots on both sides of the buildings as well as the parking lot across the street from the building.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

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 scrub rubber flooring and stair treads.
4. Thoroughly clean all bathrooms which includes but is not limited to scrubbing floors, tiled walls, fixtures, partitions, and all other scrubbable surfaces of the bathrooms. Wiping down non tiled walls, mirrors, windows, doors, and hardware.

CLEANING SERVICES ~ DEPARTMENT OF PUBLIC WORKS & PARKS

There are four (4) DPW&P facilities located at 18 E. Worcester Street, 20 East Worcester Street, 29 Albany Street, 1065 Millbury Street and have an estimated total square footage of 28,000. 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 Works.

Based on experience, it takes three (3) 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 (4) DPW & Parks buildings, 18 East Worcester Street, 20 East Worcester Street, 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.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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.

DAILY TASKS

Monday – Friday:

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.

WEEKLY 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

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

1. Vacuum air diffusers, clean light fixture lenses and grills
2. Develop schedule with DPW staff to extract/shampoo all carpets in THREE of the locations on a rotating basis so all carpet in the building is extracted TWICE per year according to manufacturer's specifications.
3. 29 ALBANY STREET - Develop schedule with DPW staff to extract/shampoo all carpets on a rotating basis so all carpets in the building are extracted 4 times per year according to manufacturer's specifications.
4. Develop schedule with DPW staff to strip, wax, and buff VCT flooring.

CLEANING SERVICES ~ TRANSPORTATION & MOBILITY BUILDING

There is (1) Transportation & Mobility facility located at 76 E. Worcester St. and has an estimated total square footage of 3,800. There are multiple 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 Transportation & Mobility Department.

Based on experience, it takes one (1) person 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 76 E. Worcester St., in accordance with the specifications.

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.

DAILY TASKS

Monday – Friday:

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.
1. 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.
2. 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.
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

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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. Clean counters, tables and chairs in kitchen and polish sink. Clean appliance handles and surfaces.
5. Clean all public area, break room and conference room tables, service areas, countertops and work surfaces (some dusted, others liquid cleaner).
6. Dry mop and wet mop clean all stairwells
7. Vacuum carpeted floors at all public areas including elevators, entrances and stairwells.
8. Clean and polish all water coolers.
9. 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.

WEEKLY 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.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

1. Vacuum air diffusers, clean light fixture lenses and grills
2. Develop schedule with Transportation & Mobility staff to extract/shampoo all carpets on a rotating basis so all carpet in the building is extracted TWICE per year according to manufacturer's specifications.
3. Develop schedule with Transportation & Mobility staff to strip, wax, and buff VCT flooring.

CLEANING SERVICES – REGIONAL EMERGENCY COMMUNICATIONS CENTER

The Regional Emergency Communications Center (RECC) is located at 2 Coppage Drive. 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 Work.

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.*

1ST 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.

2nd 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

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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 TASKS:

1. Clean door handles
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.**

WEEKLY TASKS:

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. Sweep and wet mop clean all resilient or impervious surface floors.

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. Cleaned Lobby windows inside and out to 7'-6" high.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

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. Thoroughly clean all bathrooms which includes but is not limited to scrubbing floors, tiled walls, fixtures, partitions, and all other scrubbable surfaces of the bathrooms. Wiping down non tiled walls, mirrors, windows, doors, and hardware.

CLEANING SERVICES – DEPARTMENT OF INNOVATION & TECHNOLOGY

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 Department of Innovation & Technology located at 1 Officer Manny Familia Way, 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 TASKS

Monday - Friday

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:
 - a. Clean glass doors and windows.
 - 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. Trash receptacles must be emptied daily. Replace all trash receptacles liners, as they

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

are emptied. 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 must be brought to and put into respective dumpsters by the Vendor. Clean receptacles as needed.

6. Full recycling receptacles must be emptied daily. Recycling container should not use plastic liners. Any leaks or spills resulting from this activity must be cleaned immediately. All recyclables must be brought to and put into respective dumpsters by the Vendor. Clean receptacles as needed.
7. Clean counters and tables in kitchen and polish sink.
8. Clean conference room tables, hard surface chairs, and counters.
9. Vacuum carpet in lobby.

TWICE PER WEEK TASKS:

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

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

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.
8. Vacuum all carpets and rugs in hallways and offices.

ANNUAL TASKS: (Minimum 10% of work must be performed each month; 100% complete each year).

1. Vacuum air diffusers, clean light fixture lenses and grills
2. Develop schedule with Department of Innovation & Technology 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 Department of Innovation & Technology staff to strip, wax, and buff VCT flooring.

Request for Proposals – Cleaning Services / Department of Public Facilities

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.

Product information for disposables must be submitted as part of the technical proposal.

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.

Two Price Proposal pages are located at end of these specifications, one for Cleaning Services and Equipment and another for Disposables. Both the Cleaning & Equipment, and Consumables price proposals must be completed and submitted as a grand total cost. Both Cleaning & Equipment, and Consumables will be paid at the rate bid through monthly invoicing. No additional increases allowed

Both Price Proposals must be submitted in a separate sealed envelope as per proposal submission requirements.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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 of similar size and scope to that of the City

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.***

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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.

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.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

**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), Department of Transportation & Mobility, R.E.C.C., Department of Innovation & Technology

<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 29 Albany St. Worcester, MA 01604	\$ _____	x 12 = \$ _____

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

Department of Transportation & Mobility \$ _____ x 12 = \$ _____
76 E. Worcester St.
Worcester, MA 01604

Regional Emergency Communications Center \$ _____ x 12 = \$ _____
2 Coppage Drive,
Worcester, MA 01602

Department of Innovation & Technology \$ _____ x 12 = \$ _____
1 Officer Manny Familia Way
Worcester, MA 01605

COST A: TOTAL YEARLY CLEANING & EQUIPMENT COSTS

= \$ _____ * **

* Total cost at all facilities.

**All price quotes must include all charges, fees, expenses, etc., related to the required services, including all labor, materials, equipment and supplies. "Consumable" supplies, as noted may be substituted with comparable products, as approved by Owner. See Price Proposal B for Consumable Pricing. No separate or additional costs will be paid by the City.

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

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

PRICE PROPOSAL B - CONSUMABLE SUPPLIES

**City Hall, Library, Health & Inspectional Services (25 Meade St.), Senior Center, DPW &
Parks (all locations), Department of Transportation & Mobility, R.E.C.C., Department of
Innovation & Technology**

<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 29 Albany St. Worcester, MA 01604	\$ _____ x 12 =	\$ _____
Department of Transportation & Mobility 76 E. Worcester St.	\$ _____ x 12 =	\$ _____

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23

Worcester, MA 01604

Regional Emergency Communications Center \$ _____ x 12 = \$ _____
2 Coppage Drive,
Worcester, MA 01602

Department of Innovation & Technology \$ _____ x 12 = \$ _____
1 Skyline Drive
Worcester, MA 01605

COST B: TOTAL YEARLY DISPOSABLE SUPPLIES COST AT 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. "Disposable" supplies, as noted may be substituted with comparable products, as approved by Owner. No separate or additional costs will be paid by the City.

GRAND TOTAL

CLEANING & EQUIPMENT and DISPOSABLE SUPPLIES at all locations

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

SPECIFICATIONS REVISED VIA ADDENDUM # 2 - 6/27/23
PRICE PROPOSAL continued

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 proposer to complete the above increase statement indicated the proposers intent to accept a second & third year option at zero (0) percent increase.

All other terms and conditions to remain the same.