



The City of
WORCESTER

Administration & Finance – Purchasing Division
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July 1, 2026

To All Bidders:

Subject: **RFP No. CR-8729-W7, Cleaning Services – Various Buildings / DPF**

ADDENDUM NO. 3

To Whom It May Concern:

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

- **PLEASE SEE ATTACHED PRE-PROPOSAL SIGN IN SHEET FROM THE SITE VISIT**
- **PLEASE SEE ATTACHED QUESTIONS RECEIVED AND RESPONSES FROM CITY**

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

1. RECC Consumables

The consumables schedule provides estimated weekly quantities for soap, paper towels, toilet paper, and small trash liners for the Regional Emergency Communications Center (RECC); however, we were unable to locate an estimated weekly quantity for large trash bags. Can the City provide the anticipated weekly usage amount?

Soap - About 2 cases per month (cases come with 2 refills).

Paper Towels - 2 cases per month

Toilet Paper - 2 cases per month (8 rolls per case)

Small Trash Liners – about 300 liners per a month

2. Department of Innovation & Technology Consumables

The consumables schedule indicates that the contractor is responsible for providing soap, paper towels, and toilet paper at the Department of Innovation & Technology facility; however, estimated usage quantities do not appear to be provided. Can the City provide estimated weekly usage amounts for these items?

Soap - About 2 cases per month (cases come with 2 refills).

Paper Towels - 2 cases per month

Toilet Paper - 2 cases per month (8 rolls per case)

3. Toilet Paper Product Assignment

The solicitation references both Atlas Jumbo Jr. tissue and Millennium Jumbo tissue products. Can the City identify which facilities utilize each product type?

29 Albany - Solaris Paper, Livi® Toilet Paper & Tissue Roll 4.06X3.66 IN 2PLY

White 1.77IN Core Diameter 500 Sheets/Roll 96 Rolls/Case.

18E, 20E, 3 Salem, 2 Coppage, City Hall - GP Pacific Blue Basic Toilet Paper &

Tissue Roll 3.5IN X1000FT 2PLY White Jumbo (JRT) High Capacity 1000

Sheets/Roll 8 Rolls/Case.

4. Trash Liner Specifications

The solicitation references both Certo liner products and Jaguar liner products. For pricing purposes, should proposers treat these as equivalent acceptable products, or are specific liner types assigned to specific facilities?

Yes, proposers should treat these as equivalent acceptable products.

5. Toilet Seat Covers

The solicitation identifies a toilet seat cover product specification but does not appear to provide estimated usage quantities. Can the City provide estimated consumption quantities or historical usage information?

City Hall, Library, about 1 case per month. Other buildings use less due to less foot traffic & public access.

6. Urinal Screens

The solicitation identifies a urinal screen product specification but does not appear to provide replacement frequency requirements. Can the City provide the expected replacement frequency and applicable facilities?

Urinal screens are replaced once per week at all city buildings.

7. Feminine Hygiene Disposal Bags

The solicitation identifies feminine hygiene disposal bags but does not appear to provide estimated usage quantities. Can the City provide estimated consumption quantities or historical usage information?

City Hall, Library, about 1 case per month. Other buildings use less due to less foot traffic & public access.

8. Are the cleaners on charge to set up the alarm and closed the City Hall building?

No, cleaners are not tasked with locking or alarming City Hall.

9. Some of the DPW buildings were not visited during the walkthrough, and those are the only buildings with the Strip/Wax requirement in the scope of work. Can we have a description or square footage of the VCT floors of those buildings? (We were only allowed to visit 18 E Worcester St building, but the scope includes 20 E. Worcester St, 29 Albany St, and 1065 Millbury St)

Strip/Wax will not be a requirement of this scope, including DPW Buildings.

10. All other buildings don't have any mention of Carpet cleaning or floor care (scrubbing, stripping/waxing) in the scope of work. However, during the visits, some of the maintenance employees of the buildings mentioned that this is done by the current provider. Is scrubbing (or stripping) and waxing, and carpet cleaning, part of the scope of work for any other buildings, apart from the DPW buildings?

Strip/Wax will not be a requirement of this scope.

11. Is cleaning service required on any federal holidays at the buildings included in this RFP? If so, please identify the applicable holidays, locations, and any specific service level requirements.

No.

12. Main Library Staffing

The RFP states that it takes four (4) people to fully meet the requirements of the scope of work. Is the stated staffing level intended only for the 6:00 AM–9:00 AM cleaning period, or does the City anticipate additional daytime staffing hours beyond that period to complete the full scope?

Yes, the intended staffing level is intended only for the 6am-9am period. No, the city does not anticipate additional hours to complete the full scope.

13. Main Library Saturday Restroom Cleaning

The Saturday restroom cleaning requirements are identified; however, no staffing level or estimated labor hours are provided. Does the City have an expected staffing level or estimated labor hours for this Saturday work?

The city would estimate two people could complete the Saturday work.

14. 25 Meade Street Schedule

The RFP states that all services must be performed between 6:00 AM and 10:00 AM; however, the task schedule includes basement cleaning activities from 8:30 AM to 10:30 AM. Please confirm whether services must conclude by 10:00 AM or whether work may continue until 10:30 AM as indicated in the schedule.

All cleaning activities must be completed by 10am. Delete any reference to 10:30 AM at this location.

15. City Hall Evening Shift

The City Hall section states that services are to be performed from 4:30 PM until close (time varies), while also indicating that four (4) people for four (4) hours are required to meet the evening cleaning requirements. For pricing purposes, should proposers assume a standard 4:30 PM–8:30 PM shift, or is additional time regularly required?

Yes, proposers should assume a standard 4:30 PM–8:30 PM shift.

16. Main Library Winter Cleaning Requirements

The RFP increases certain floor cleaning frequencies from weekly to daily during the November–March period. Should proposers assume that the stated staffing level of

four (4) people remains sufficient during this period, or is additional staffing anticipated?

Yes.

17. Annual Floor Care

Several locations reference strip, wax, buff, and other annual floor maintenance activities. Please confirm whether these services are included within the fixed contract pricing and identify the expected frequency at each facility.

Strip, wax, buff, and other annual floor maintenance activities are not included within the fixed contract pricing.

18. Carpet Extraction

Please confirm whether periodic carpet extraction is required under this contract. If so, please identify the applicable facilities and required frequencies.

Carpet extraction is not required under this contract.

19. Emergency Response Requirement

The RFP requires a response time of less than one hour. Does this requirement refer to onsite arrival within one hour, or acknowledgment and dispatch within one hour?

This requirement refers to acknowledgment and dispatch within one hour.

20. Staffing Levels Referenced in the RFP

For the facilities where staffing levels are identified within the solicitation, are those staffing levels reflective of the current contractor's staffing, City estimates, or minimum expected staffing levels?

Staffing levels are reflective of the current contractor's staffing.

CLEANING SERVICES - PRE-BID WALK-THROUGH

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CLEANING SERVICES – PRE-BID WALK-THROUGH

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