

UNIVERSITY OF MASSACHUSETTS AMHERST

REQUEST FOR BID

HOUSING OPERATIONS
NORTH APARTMENTS CLEANING PROJECT



RFB No. AA08-RH-2707

**University of Massachusetts
Housing Operations
-
Request for Proposal
North Apartments Cleaning Project**

Housing Operations, a division of Housing and Residence Life at the University of Massachusetts Amherst, seeks bids from qualified contractors for a one-time cleaning project at North Apartments. Bids shall cover the cost for cleaning three buildings with the fourth as an add-alternate.

North Apartment Complex consists of 215 apartments in four buildings (48 to 56 apartments per building), each with four single bedrooms along with a shared kitchen, two full baths, and a living room. All bedroom spaces are furnished with solid oak bedroom furniture (bed, desk, bureau and wardrobe), a plastic desk chair, and mattress. Apartment walls are sheetrock with VCT flooring. Bathrooms have ceramic tile walls and floors.

Bidders will be responsible for providing their own equipment, however the University will provide all cleaning supplies and chemicals. All buildings will be accessible for work beginning Tuesday, May 27, 2008.

1. General Conditions

In addition to accepting the requirements of the attached documents, the successful bidding contractor shall:

- A. Be presumed to have visited the work sites and be aware of all conditions of work;
- B. Provide all necessary elements and complete all work required to do a workmanlike job conducted with proper speed in accordance with the attached documents;
- C. Accept inspection by a representative of Housing Services and make good any rejected work at the Contractor's expense;
- D. Provide acceptable protection of work, property and public;
- E. Fully indemnify and save harmless the University, its officers and employees for his wrongful or negligent acts or those of his employees from all claims relating to labor performed and materials furnished;
- F. Provide evidence of Contractor's Liability Insurance and Worker's Compensation Insurance prior to commencement of work;
- G. Pay the employees of the maintenance/cleaning contractor the prescribed rates of wages as determined by the Secretary of Labor in accordance with the provisions of M.G.L. Chapter 149, Section 27H.

2. Award of the Contract

- A. The University reserves the right to award this contract in a manner that is deemed in the best interest of the University.
- B. The award will be made to the Bidder who, in the opinion of the selection committee, offers the best package based on a point system. The evaluation will include, but not be limited to, the following (in rank order of importance to the University):

1. Pricing (evaluation of price structure will be weighted to reflect rank importance as shown on Bid Response page i)
2. Experience doing similar work
3. References
4. Extraordinary cleaning multiplier rate
5. Conformance with the specification

3. Implementation Schedule

RFB Release Date to Vendors	March 31, 2008
Questions Due from Vendors	April 8, 2008 at 5:00 p.m.
Answers/Official Addendum Released	April 10, 2008
Deadline for Submission of Bids	April 17, 2008 at 2:00 p.m.
Completion of Bid Analysis and announcement Of Successful Bidder	April 21, 2008

4. Questions/Contact Person

Questions pertaining to this RFB must be submitted in writing and received at the address below no later than 5:00 P.M. on Tuesday, April 1, 2008. No telephone calls will be entertained.

Rosemary Hassay
Purchasing Manager
Procurement Department
407 Goodell Building
University of Massachusetts
Amherst, MA 01003
rhassay@admin.umass.edu
Fax (413) 545-1643
Ref: RFB No AA08-RH-2707

The University's response to written questions by Official Addendum will be mailed no later than Thursday April 10, 2008. The UNIVERSITY will extend the due date if such information significantly amends this RFB or makes compliance with the original proposed due date impractical.

5. Bid Opening Date

Bidder shall deliver its bid to the following address by **2:00 p.m. on Thursday, April 17, 2008** at which time the bids will be opened and publicly read:

**University of Massachusetts
Procurement Department
407 Goodell Bldg. – 140 Hicks Way
Attention: RFB No. AA08-RH-2707
Amherst, MA 01003**

It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late bids will not be considered, and will be placed, unopened, in the bid file.

6. Scope of Work

A. Timeline

The successful vendor will be given access to the buildings beginning on May 27, 2008. The University will notify the successful vendor if Building D (the add-alternate building) will be part of the schedule no later than June 6, 2008. All work and inspections must be completed by the end of business on as per the following schedule:

Building C	Thursday, June 5, 2008
Building A	Friday, June 20, 2008
Building B	Monday, June 30, 2008
Building D (add-alternate)	Monday, June 30, 2008

B. Hours of Operation

Housing Operations staff work from 7:00 a.m. to 2:45 p.m. Monday through Friday. Bidders are expected to work during these hours. For Building C, accommodations will be made to allow for overtime and Saturday work. If Bidders require different or additional hours for the remaining buildings, please specify those needs.

C. Work to Be Performed

Each apartment will be cleaned following the task schedule as follows:

Kitchen

- Clean refrigerator inside and out
- Vacuum back of refrigerator
- Clean stove and hood inside and out
- Clean microwave inside and out
- Clean cabinets inside and out
- Clean light switches and light fixtures
- Clean counters and sink
- Clean cabinet drawers inside and out
- Pull appliances and sweep floors
- Mop floors
- Wash all walls
- Clean island bar stools
- Clean trash and recycling bins
- Clean both sides of pantry door
- Wipe down pantry shelves
- Clean air vents

Student Rooms

- Remove all trash
- Scrape and clean all trash and recycling containers
- Clean Mattresses, bed frames and chairs
- Dust/Clean all wood furniture inside and out
- Wash windows, screens, and sills
- Clean vertical blinds
- Remove posters, pictures, stars, etc. from walls, doors and ceiling
- Wash walls, remove graffiti and stains from walls, shelves and switch plate
- Clean tops of smoke detectors and light shades

- Clean mirrors, radiators, doors and doorframes
- Sweep, wet mop floors and wipe baseboards
- Clean air vents
- Clean doors and doorframes

Bathrooms

- Clean shower curtains
- Scrub and disinfect shower basin and tiles
- Scrub and disinfect toilet
- Scrub and disinfect sink
- Clean towel bar, paper holder
- Clean shelves and mirror
- Clean light switches and light fixture
- Wash sinks, counters and cabinets
- Clean doors and doorframes
- Remove graffiti and stains from walls
- Sweep and wet mop floor
- Clean air vents

Living Room

- Wash window, sill and screens
- Clean vertical blinds
- Wash all walls
- Clean air vents/coil covers
- Clean light switch cover
- Sweep and wet mop floors
- Clean/wash all tables
- Clean/Vacuum all upholstery on upholstered furniture

Foyer

- Wash both sides of door
- Wash exterior of utility room doors
- Sweep and wet mop floors
- Wash all walls
- Wash light fixtures
- Clean air vents

General

- Clean cobwebs from all areas
- Remove trash to University-provided containers located on each first floor trash room

In our experience, apartment turnover typically takes 8 to 16 hours, depending on condition.

Housing Operations staff will clean all public hallways, common areas, elevators and lobby spaces.

D. Description of Spaces

All four (4) North buildings are apartment-style living. Each building contains 48 to 56 apartments, consisting of four single bedrooms, two full bathrooms (shower stall, no tub), kitchen and living room.

There are 8 to 10 ADA-compliant units per building (37 total). These units have slightly different kitchen configurations and one wheelchair-accessible bathroom. Of the four bedrooms, two are slightly larger to accommodate wheelchairs.

A typical North floor plan is attached hereto and marked "A".

- Bedrooms are generally 9' x 11' and typically contain one of each of the following: twin bed, mattress, desk with 4 drawers, desktop bookcase, plastic desk chair, 3-drawer dresser and wardrobe with 2 drawers. ADA-compliant rooms are slightly larger. Bedrooms have large windows with an awning-type opening in one of the lower panes. There are vertical blinds in all bedrooms. Walls are sheetrock with VCT flooring.
- Each bathroom contains a toilet, sink and one shower (no tubs). ADA-compliant units have one bathroom with a wheelchair accessible shower. Walls and floor are ceramic tile.
- Living rooms typically contain one sofa, one coffee table two upholstered chairs and an end table and measure approximately 11'4" x 11x6". Living rooms have a window that measures 89"w x 105"h with vertical blinds.
- Kitchens measure 11'4" x 7'10" and contain a stove, refrigerator and microwave. Countertops are Corian with stainless steel sinks. There are approximately 6 upper cabinets and 3 base cabinets, and three drawers. ADA-compliant units have no base cabinets, but more upper cabinets. Each kitchen has two plastic/chrome stools. ADA-compliant units have a small table with two chairs. Each kitchen has a pantry closet behind a closed door.

Please see Attachment A, Building A Floor Plan, which is representative of all four North buildings.

7. Extraordinary Cleaning

If the successful bidder feels that an apartment appears to require extraordinary cleaning, the Senior Operations Manager, or her designee, should be contacted prior to commencement of cleaning. If, after her own assessment, the Senior Operations Manager deems that extraordinary measures are required to bring the apartment to the standard, an extraordinary cleaning multiplier shall be applied to the standard cleaning rate for that room style. This multiplier shall be stated as Response 2 on the Bid Response Sheet.

8. University Building and Security

- A. The Contractor is responsible for exercising all necessary care to avoid damage to University property.
- B. Keys may be signed out to the Contractor at the Northeast/Sylvan Area Office located in Johnson House. Keys must be returned at the end of each workday.
- C. There will be a recore charge for any keys that are lost or misplaced by the vendor. Found keys should always be returned to the Northeast/Sylvan Area Office staff. Recore charges may still apply.

9. Inspection

After cleaning, the suites will be inspected by the Senior Operations Manager, or her designee. If all cleaning criteria are not met, the Contractor may be asked to return to an apartment and address any outstanding issues.

10. Liquidated Damages

The successful Contractor shall be assessed liquidated damages for any and all units not completed by 2:45 p.m. on the due dates as listed in Section 3A. Liquidated damages will be calculated at one-and-one-half (1.5) times the unit price of the cleaning rate for the space(s) unfinished as outlined by the Contractor as Item 1 on the Bid Response Sheet and deducted from the Contractor's final invoice.

11. Lost & Found

If in the course of cleaning an apartment the Contractor finds personal belongings that may have belonged to resident students, the Contractor has a duty to turn over any and all items to the Northeast/Sylvan Area Office. The Operations staff is required to keep all such items in a lost and found for a designated period of time.

12. Cleaning Equipment, Chemicals and Supplies

A. Equipment

As part of their bid response, all bidders shall specify the make, model, and age of all electronic or motorized cleaning equipment to be used in the performance of this contract, including but not limited to: vacuum cleaners, floor strippers, floor buffers, carpet shampooers, and the like.

B. Chemicals and Supplies

All chemicals and cleaning solutions shall be provided by the University. The following is a listing of the typical cleaners used. MSDS sheets are available upon request.

- Morning Mist--Disinfectant
- Lancer--All Purpose Cleaner
- White Lightning--Creme Cleanser
- Speedball--Degreaser
- Look--Glass Cleaner
- A-Ben-A-Qui--Graffiti Remover
- Accolade--Floor Finish

C. Supplies

The Contractor will be responsible for providing their own supplies, including but not limited to: sponges, vacuum cleaner bags, trash bags, and the like.

D. The Contractor is responsible for proper disposal of chemical cleaning waste, including but not limited to cleaning solutions and containers.

13. Parking

Parking of Contractor and its employees' automobiles shall be the responsibility of the vehicle owner and is done at the risk of the vehicle owner. The University will not reimburse the Contractor and/or its employees for this expense. Parking is available for a fee within the parking garage operated by the University or at various parking lots by specific arrangement and payment of appropriate fees to the University's Parking Office. The current cost of a Contractor's parking permit ranges from \$7.00 per day per vehicle to \$800.00 per year per vehicle. These prices are subject to change.

14. Identification

It shall be the responsibility of the Contractor to provide a badge to be worn by all employees of the Contractor at all times while working within the apartments. The badge shall display the employee's photograph, employee's name and the Contractor's company name.

Contractor employees should also wear a uniform shirt or t-shirt that readily identifies them as being associated with the Contractor.

15. Workmanship

- A. Experienced and fully qualified personnel shall perform all work. The Contractor shall demonstrate that s/he has successfully undertaken projects of similar scope within the past two (2) years and will provide three (3) references to support that fact.
- B. The Contractor shall provide all necessary elements and complete all work in a workmanlike manner, conducted with proper speed and supervision in accordance with these documents.

16. Protection of Lives and Health

- A. The Contractor shall comply with all laws, ordinances, rules, orders and regulations; National, State or local laws, rules, orders, regulations, and codes, in the work under this contract.
- B. The Contractor shall comply with all Federal, State, and local laws, ordinances, rules, orders, regulations, and codes regarding transporting, handling, removal, and disposal of all regulated materials required for the work covered under this Contract and shall be responsible for all associated fees and /or charges.
- C. The Contractor shall take all precautions for preventing injuries to persons and property in or about the work site. The Contractor shall not permit smoking by employees in any State building. The Contractor shall not allow the use of intoxicating beverages upon or about the work site. The Contractor shall not allow the use of non-prescription controlled substance drugs upon or about the work site.
- D. The Contractor will be responsible to the University for the acts and omissions of all persons directly or indirectly employed by him in connection with the work.
- E. The Contractor shall assume the defense of, indemnify, and save harmless the University, its officers and employees, from all claims relating to labor performed or furnished; of injuries to any person or corporation received or sustained by or from the Contractor, his employees, and/or subcontractors and employees, in doing the work, or in consequence of any improper materials, implements or labor used or employed therein; and to any act, omission or neglect of the Contractor and his employees therein engaged.
- F. Should the University deem that the Contractor is not abiding by the provisions of this section or that a serious unsafe condition exists which threatens the health, lives, safety or property of the University community, an immediate suspension of operations may be ordered until such unsafe acts or conditions are corrected.
- G. The Contractor's failure to comply with any of the requirements of this section shall be cause for immediate termination of the contract.

17. Contractor's Liability Insurance

The Contractor shall have and maintain Contractor's Liability Insurance in amounts appropriate to the buildings being serviced, and the successful bidder will be required to provide a Certificate of Insurance as proof of coverage.

Bodily Injury
\$500,000 per person
\$1,000,000 per incident

Property Damage
\$500,000 per person
\$1,000,000 aggregate

18. Worker's Compensation Insurance

The Contractor shall provide Worker's Compensation coverage in accordance with the provisions of Chapter 152 of the Massachusetts General Laws, and the successful bidder will be required to provide a Certificate of Insurance as proof of coverage.

19. Prevailing Wage

The Contractor shall pay the prescribed wage rates as determined by the Deputy Director, Department of Labor and Workforce Development, Division of Occupational Safety, in accordance with the provisions of Massachusetts General Laws, Chapter 149, Section 27H.

20. Termination

The University of Massachusetts reserves the right to terminate this contract if the successful bidder fails to comply with the provisions of the contract. The University of Massachusetts reserves the right to terminate any and all parts of this contract specification due to lack of or reduction in financial appropriations that fund this contract.

21. General

- A. All responses to this bid shall be made on the Bid Response Sheet, Attachment B, or an exact facsimile thereof.
- B. The successful bidder will be required to enter into a **Contract for Services (Long Form)**, a copy of which is attached to this specification for informational purposes. This is the document upon which this contract will be executed.
- C. If the Contractor has a contract or document that is required, it shall be included with the Contractor's bid response packet. The University will not consider outside contracts that are presented after the bid opening date.
- D. It will be the Contractor's responsibility to submit billing in a timely fashion, on a monthly basis, after work is performed so that payment may be made promptly. Invoices are to be submitted to Alice Kielbowicz, Bookkeeper, Housing Services, 213 Berkshire House, University of Massachusetts, Amherst, MA 01003-0630.
- E. The University reserves the right to reject any Bid Proposal that is not in full compliance with the Contract Specifications and to reject any or all bids in whole or in part; to waive technicalities; to make awards in a manner deemed in the best interest of the University; and to correct any award erroneously made as a result of a clerical error on the part of the University.

22. Variances

Variances should be noted on the Bid Response Sheet, or on a separate page attached securely thereto. If a variance from a specification is not clearly noted, the University will assume that the Bidder can and shall meet that specification.

BID RESPONSE SHEET

All bidders shall return a completed bid response sheet in order to be considered. All sections must be completed either on this form, or an exact facsimile.

1. Pricing

Please provide the price to clean each of the following types of apartments or common spaces:

North Apartments	# of spaces	Price per Space	<i>Extended Price</i>
Bedrooms Building A = 224 Building B = 220 Building C = 224 Building D = 192	860		
Bathrooms Building A = 112 Building B = 110 Building C = 112 Building D = 96	430		
Kitchens Building A = 56 Building B = 55 Building C = 56 Building D = 48	215		
Living Rooms Building A = 56 Building B = 55 Building C = 56 Building D = 48	215		
Foyer/Hallway Building A = 56 Building B = 55 Building C = 56 Building D = 48	215		
		TOTAL	

2. Extraordinary Cleaning Multiplier

In the event that both the Contractor and the Operations Manager (or her designee) agree that a space requires extraordinary cleaning, please provide the multiplier that shall be applied to the space rate (as provided in Response 1) to calculate the rate for the space type in question.

For example, if the Contractor's proposed unit prices are to be fifteen (15) percent higher than the unit price as noted in Bid Response Section 1 (Pricing), then the Extraordinary Cleaning Multiplier shall read "one point one five zero (amount in words)" or "1.150 (figures to three decimal places)." Based on a sample unit price of \$50, the Contractor would be paid \$57.50 ($\$50 \times 1.150 = \57.50)

Multiplier Rate = _____

3. Experience

The Bidder shall indicate their experience and number of years in business as a custodial service contractor. Attach additional sheets if necessary.

4. References

Please list three (3) references, with the name of the contact person and telephone number, for whom you have provided custodial services of similar scope within the past two (2) years. Attach additional sheets if necessary.

5. Variances

The Bidder shall note any exceptions to the program as outlined above. If a variance from a specification is not clearly noted, the University will assume that the Bidder can and shall meet that specification. Attach additional sheets if necessary.

6. Cleaning Equipment, Chemicals and Supplies

Pursuant to Section 12, Bidders shall provide a list, on a separate sheet, of all cleaning equipment, and supplies to be used in the performance of this job.

7. Staff Supervision

What level of supervision will be provided by the Contractor for its staff? Is this supervision constant or periodic? Attach additional sheets if necessary.

8. Staff Training

Please describe the training the Contractor's staff receive both prior to the commencement of their employment and during the course of their tenure. Attach additional sheets if necessary.

9. Staff Identification

Are the Contractor's employees are uniformed and otherwise identified as company employees at all times?

_____ Yes _____ No

Submitted By:

Company Name: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Signature: _____

Print/Type Name: _____

Title: _____

Date: _____