



401 Thomas Run Road • Bel Air Maryland 21015
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RFP 17P-007 CUSTODIAL SERVICES

The Board of Trustees of Harford Community College invites sealed proposals for custodial services for the College's main campus and four (4) satellite sites. An initial one (1) year contract will be awarded with the option to renew for up to four (4) additional years upon satisfactory performance and at the sole discretion of the College.

Bidders are asked to acknowledge receipt of this solicitation to Beth Bertier, Procurement Assistant at bbertier@harford.edu.

A pre-proposal meeting and site visit is scheduled to be held in Edgewood Hall room E132 at 1:00 p.m. on Tuesday April 4, 2017. A **mandatory** site visit, guided by Dave Dunaway, Manager of Events and Housekeeping or his representative, is required except for the incumbent. One additional accompanied mandatory site visit is scheduled for 1:00 p.m. on Thursday, April 6, 2017; details provided on page 19.

Bidder must have a functioning office location within **approximately 60 miles** of the College campus.

An original plus two (2) copies of proposal submissions are due in the Procurement Office, located in the Hickory Center, Room 132, **not later than 12:00 noon on Wednesday, April 12, 2017.**

Questions must be directed to Kelly Ryan via email keryan@harford.edu. **The deadline for questions is 12:00 noon Friday, April 7, 2017.** Questions and answers will be issued shortly thereafter. Addenda, including questions and answers, will be posted on the College's website: www.harford.edu/purchasing/bidboard and on www.emarylandbuyspeed.com. It is the Bidder's responsibility to monitor these sites, download the addenda and acknowledge addenda on its bid form.

Proposals must be valid for a period of sixty (60) days following the closing date. Award is anticipated in May 2017.

The College reserves the right to accept or reject either all proposals after opening but before award, or any proposal, in whole or in part, when it is in the best interest of the College. For the same reason, the College reserves the right to waive any minor irregularity or technicality in a proposal, if in its sole judgment, it is in the best interest of the College.

Kelly J. Ryan CPPO
Director for Procurement

March 10, 2017

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Prospective bidders who have received this document or information from a source other than the Issuing Office should immediately go to the Harford Community College Purchasing bid board (www.harford.edu/purchasing/bidboard) to ensure that they have received the correct information, complete documents and any addendums. Failure to monitor the website may result in a non receipt of important information prior to the closing date which may result in the rejection of a bid/proposal.

General Information for Contractors

- A. Purpose: The overall purpose of this RFP is to provide information to contractors interested in submitting proposals to meet the requirements for contractual services described herein.
- B. Background: Harford Community College is a two-year public community college located 30 miles north of Baltimore and seven miles west of the U.S. Army Aberdeen Proving Ground. The College serves approximately 6,000 full- and part-time students and 500 full-time faculty and staff, supporting both instructional and administrative activities.
- C. Addenda: Refer to the cover page. Acknowledgment of receipt of same shall be noted on each proposal form.
- D. Acceptance; Before submitting proposals, contractors should acquaint themselves with all governing laws, ordinances, etc., and otherwise thoroughly familiarize themselves with all matters which may affect the contract. The act of submitting a proposal shall be considered as meaning that the Contractor has so familiarized himself; therefore, the College will grant no concession in response to any claim of misunderstanding or lack of information. The College reserves the right to accept or reject, in whole or in part, any and all proposals received in response to this RFP; to waive informalities or to negotiate, in any manner necessary, with all responsible Contractors to serve the best interests of the College
- E. Cancellation: The College may cancel this RFP, in whole or in part, at any time before the submission deadline.
- F. Preparation of Proposals: Proposals should be prepared simply and economically, providing a straight-forward, concise description of the services offered. The College will not be responsible for any proposal preparation or submission costs incurred by the Contractor.
- G. Form of Proposal: Proposals submitted must include all forms provided for the purpose and supplied with this RFP. Contractors taking exception to any part of this RFP should so indicate on the face of their proposals. Conditional or qualified proposals may be rejected in whole or in part.
- H. Non-Collusion Certificate: Each Contractor shall include with his proposal a fully executed affidavit of non-collusion, as furnished with the proposal documents.
- I. Public Information Act Notice: Contractors should give specific attention to identification of portions of their proposals deemed to be confidential, proprietary information, or trade secrets and provide justification of why, upon request, such materials should not be disclosed by the College under the Maryland Public Information Act, Article 16A, sections 1 through 5 of the Annotated Code of Maryland.
- J. Contractor Responsibilities: The College will enter into contractual agreement with the selected offering Contractor(s) only and the selected Contractor(s) shall be responsible for all products and services required by this RFP. Subcontractors, if any, must be identified and a complete description of their role relative to the proposal shall be included.
- K. General Contractual Conditions:
 - 1. Standard of Performance – Contractor agrees to perform the services specified with that standard of care, skill, and diligence normally provided by a professional organization in the performance of such services.

2. Invoicing, Payment and other Financial Considerations:
 - a. The Contractor shall be paid monthly in arrears.
 - b. The Contractor shall submit invoices in duplicate to the College, ATTN: Accounts Payable.
 - c. Invoices shall contain the following information:
 - .1 College assigned purchase order number
 - .2 Detailed listing of services provided
 - .3 Detailed listing of any overtime services provided paid at hourly rate specified in the Form of Proposal.
 - d. Payment: Payment terms are Net 30 days. The determining date for calculation of payment terms shall be the date a correct invoice is received by the College at the invoice address shown on the purchase order.
 - c. Funding out: If funds are not appropriated for continuance of contracted services to completion, the Contractor shall accept cancellation upon sixty (60) days prior written notice.
 - d. Liens: The Contractor shall, at all times, keep the College free and clear from all liens asserted by any person, firm or corporation for any reason whatsoever, arising from the furnishing of services (whether for services, work or labor performed, or materials or equipment furnished) by the Contractor pursuant to the terms of this RFP.
3. Personnel
 - a. General: Contractor agrees that, at all times, the employees of the Contractor furnishing or performing any of the services specified shall do so in a proper, workmanlike and dignified manner.
 - b. Non-discrimination in Employment: Contractor shall be an equal opportunity employer and shall conform to all Affirmative Action and other applicable requirements; accordingly, Contractor shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin or sex in any manner prohibited by law.
 - c. Non-hiring or employees: No employee of the College whose duties include matters relating to or affecting the subject matter of this RFP shall become, or be, an employee of the Contractor during the term of any contract awarded as result of this RFP.
4. Presence on College Premises:
 - a. Cooperation: Contractor agrees that all persons working for or on behalf of Contractor whose duties bring them on College premises shall obey all rules and regulations established by the College and shall comply with the reasonable directions of its officers.
 - b. Contractor shall cooperate and coordinate, at all times, with the College's Public Safety Department in enforcing regulations and in internal security and theft control. The College shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to, equipment, tools, materials, supplies, and other personal property of Contractor or its employees, subcontractors, or material.
 - c. Responsibility: Contractor shall be responsible for the acts of its employees and agents while on College premises. Accordingly, Contractor agrees to take all necessary measures to prevent injury and loss to persons or property located at the College.
 - d. Use of College Facilities: Contractor and its employees or agents shall have the right to use only those facilities of the College that are necessary to perform contracted services and shall have not right of access to any other facilities.

5. Hazard Communication Program
 - a. Contractor and its employees are required to exchange information with the College if they will be working in an area that uses or stores hazardous chemicals or if they will be bringing or using hazardous chemicals on the College campus.
 - b. Contractor and its employees shall be permitted to view the Chemical Information Lists and MSDS for all chemicals in the work area and shall be informed of the availability of the College's Hazard Communications Program.
 - c. This information exchange shall be conducted by the College's Environmental and Occupational Health Office and coordinated through the Manager of Events and Housekeeping.
 - d. If applicable, the Contractor and its employees shall provide verification of Hazard Communication Training by submitting a completed "Verification of Contracted Employee Training" form to the College's Environmental and Occupational Health Office.

6. Indemnification and Insurance: Contractor agrees to indemnify and hold harmless the College and its officers and employees from claims, damage, liability, injury, expense or loss including defense costs and attorney's fees, arising out of the Contractor's performance. Accordingly, the College shall notify the Contractor promptly, in writing, of any claim or action brought against the College in connection with the contracted service. On such notification, Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense.

Contractor shall maintain in force at all times during the term of this Proposal, with an insurance carrier acceptable to the College the following insurance:

- a. Worker's Compensation: \$1,000,000 per occurrence; \$500,000 per employee
- b. Employers liability: \$1,000,000
- c. Liability: Basic \$1,000,000 Umbrella: \$1,000,000 ea occurrence
\$3,000,000 aggregate
- d. Auto liability: \$1,000,000

These coverages and limits are to be considered minimum requirements and shall in no way limit liability or obligations of the Contractor. This insurance shall provide for notification to the College thirty (30) days prior to termination or restrictive amendment. Contractor shall furnish a Certificate of Insurance to the College as evidence of the required coverage, naming Harford Community College as additional insured.

7. Publicity: Contractor shall not in any way or in any form publicize or advertise in any manner the fact that it is providing services to the College without the express written approval of the College's Marketing and Public Relations Office, obtained in advance, for each item of advertising or publicity. However, nothing herein shall preclude the Contractor from listing the College on its routine client list for matters of references.

8. Modifications:
 - a. Changes: This RFP shall not be modified, altered or changed except by mutual agreement confirmed in writing by an authorized representative of each party. agreeing to the rate increment or revised service. No payment for extra or additional services shall be made unless such services have been authorized in advance in writing by the College's Procurement Office.

- b. Notices: Any notice required shall be in writing and may either be given by personal delivery or sent by certified mail, addressed as follows: if to Contractor, at the address set forth in the proposal; if to the College, to the attention of the Procurement Office at the address set forth in the heading of this RFP. The address to which this shall be made may be changed by either party from time to time by notice mailed as set forth above.
 - c. Entire agreement: The terms of this RFP constitute the entire agreement between the parties with respect to the matters covered and supersede all prior written or oral understandings or agreements. No variation or modification and no waiver of provisions shall be valid unless done so in writing, sent by certified mail to either party, and signed by an officer of the Contractor and a duly authorized representative of the College. Failure by the College to insist on strict compliance with any terms shall not result in a waiver or modification of such terms. This proposal shall be governed by the laws of the State of Maryland.
9. Force majeure: Contractor shall notify the College promptly of any material delay in performance of specified services and shall specify in writing to the Procurement Office the proposed revised performance date as soon as practicable after notice of delay. Contractor shall not be liable for delays in performance due to causes beyond its reasonable control, but it will be liable for delays due to its fault or negligence. In event of any excusable delay the date of performance shall be extended for a period equal to the time lost because of such delay on written approval of the Procurement Office. An equitable financial adjustment may be negotiated between parties for any period of nonperformance.
10. Termination:
- a. For Cause: In the event that either party shall fail to maintain or keep in force any of the terms and conditions of this RFP, the aggrieved party may notify the other party in writing via Certified Mail or such failure and demand that same be remedied within ten (10) days. Should the defaulting party fail to remedy same within said period, the other party shall then have the right to terminate by giving the other party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law or if a receiver or trustee of any of a party's property shall be appointed and such appointment shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days notice in writing of such termination.
 - b. For Convenience: Notwithstanding the foregoing, Contractor agrees that the College shall have the right to terminate for convenience at any time during the term upon giving the Contractor sixty (60) days prior notice in writing.
11. Assignment: Contractor shall not assign or subcontract, in whole or in part, rights or obligations under any contract arising from this RFP without prior written consent of the College. Any attempted assignment without said consent shall be void and of no effect.
12. Compliance with Laws: Seller agrees to comply, at no additional expense, with all applicable executive orders, Federal, State, County, regional and local laws, ordinances,

rules and regulations in effect as of the date of this agreement and as they may be amended from time to time, including by not limited to the equal employment opportunity clause set forth in 41 CFR 60-250.4 and U.S. laws regarding hiring practices to ensure a legal workforce.

13. W-9 Form: The awarded bidder will be required to submit a current *W-9 Request for Taxpayer Identification Number and Certification*. The form may be emailed to the Procurement Office at bbertier@harford.edu.

END GENERAL INFORMATION

Specifications

3.1 Scope

It is the intent of the College to contract with a reliable firm who shall provide labor, materials, equipment and supervision to clean and provide other duties as defined in this document for all Main Campus buildings and four (4) satellite sites, conforming to the cleanliness specifications stated herein. The Contractor's staff shall be professional in their work ethic and demonstrate a pride of ownership in their work.

3.2 Sites to be Serviced

Main Campus 401 Thomas Run Road Bel Air, MD 21015	Higher Education Center 1201 Technology Drive Aberdeen, MD 21001	Amoss Theater Harford Technical HS Bel Air MD 21015
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Wage Connection 975 Beards Hill Road Aberdeen, MD 21001	Towson University North East 510 Thomas Run Road Bel Air, Md. 21015
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NOTE: Total square footage of each building at the referenced sites is provided in herein.

3.3 Contract Period

The initial contract period will be one (1) year beginning July 1, 2017 with a renewal option for up to four (4) years, based on satisfactory performance and exercisable at the sole discretion of the College.

.1 The College shall provide written notice of its intent to exercise its renewal option at least thirty (30) days prior to the anniversary date of the contract.

3.4 Pre-Start Up Meeting

.1 The successful Contractor and his/her supervisory personnel shall be required to attend a start-up meeting at least one (1) week prior to contract start date. The meeting may include a walk-through of all sites.

3.5 Qualifications of Contractor

.1 The Contractor must have a proven record of at least five (5) years experience in providing commercial/industrial cleaning services for institutions of education, higher education and/or K-12.

.2 The Contractor must provide evidence of insurance, a certificate of insurance naming HCC as additional insured.

.3 The Contractor must have all appropriate licenses to perform commercial/industrial cleaning services in Harford County and the State of Maryland.

.4 Contractor must have a functioning office within approximately 60 miles from the campus

.5 Contractor that has, or is working towards, CIMS-GB or GS 42 certification, or equivalent, is considered desirable. Bidder shall address and delineate this item in its proposal.

3.6 Contractor and Contractor's Employees

.1 The Contractor shall use competent personnel and management.

.2 All employees shall be 18 years of age or older.

- .3 The Contractor shall perform background checks on all potential employees and to hire only employees that pass such background checks. The Contractor shall demonstrate this to the College upon request.
- .4 The Contractor shall submit at the Pre-Start Up meeting vital information for the site supervisor(s), and same information on all employees after start-up, to include the following as a minimum:
 - a. Name
 - b. Permanent address
 - c. Telephone number
 - d. Social Security Number
 - e. Copy of current driver's license or identification card
 - f. Results of background checks and any drug tests performed.
- .5 The Contractor shall provide the information listed in section 3.6.4 above for non-supervisory employees upon request by the College's representative.
- .6 The College shall have the right to reject potential employees who will perform under this contract and to demand dismissal or reassignment of formerly approved employees who are working under this contract.
- .7 Supervisory personnel shall be present at the Main Campus throughout the day shift Monday through Friday and the evening shifts Monday through Thursday and on Sunday and other times as appropriate.
 - a. Employee(s) that work other than at the Main Campus shall be adequately supervised.
 - b. Resumes of on-site supervisory/management personnel shall be provided to the College prior to the commencement of the contract.
 - c. On site supervisors will manage the execution and completion of work orders as provided by the Manager of Events Management and Housekeeping or his/her designee. Completed work orders will be turned in with initials and completion date.
- .8 The Contractor shall describe in its proposal how it retains good employees, minimizes turnover of personnel, or otherwise ensures continuity of quality services. The Contractor shall include an explanation of its wage structure, increases, benefits package and other incentives used to retain good employees.
- .9 The Contractor's employees shall wear uniforms that bear the company name or logo, and wear badges identifying them as employees of the Contractor, unless otherwise specified or agreed upon. At a minimum the uniform shall consist of a shirt and badge.
- .10 The Contractors' employees shall comply with the College's "no tobacco use" policy.
- .11 The Contractor shall follow all applicable federal, state and local environmental, health and safety regulations.
 - a. The Contractor shall provide proof of certification that all employees are in compliance with the OSHA hazard communication and blood-borne pathogens standards as it pertains to training, safety, and equipment requirements to the Manager of Events Management and Housekeeping.

- b. The Contractor shall provide Material Safety Data Sheets on all chemicals to the Manager for Events Management and Housekeeping or his/her designee.
- .12 The College has in place a Hazardous Communication Program and the Contractor shall be required to complete forms pertaining to this program.
 - .1 Contractor and its employees are required to exchange information with the College if they will be working in an area that uses or stores hazardous chemicals or if they will be bringing or using hazardous chemicals on the College campus.
 - .2 Contractor and its employees shall be permitted to view the Chemical Information Lists and the MSDS for all chemicals in the work area and shall be informed of the availability of the College's Hazard Communications Program.
 - .3 This information exchange shall be conducted and coordinated through the Manager for Events Management and Housekeeping.
 - .4 If applicable, the Contractor and its employees shall provide verification of Hazard Communication training by submitting a completed College "Verification of Contracted Employees Training" form to the College's Environmental and Occupational Health Office.
 - .13 Contractor must have a Full Time on-site dedicated Account Manager, with a minimum of 5 years' experience in a facility of similar size and scope. The account manager is a salaried position not billable to the College. The salary shall be included within the annual Lump sum fee.
 - .14 Contractor must provide a computer for Account Manager
 - .15 Contractor must provide six (6) sets of full uniforms for all FT staff and evening staff, and jackets for personnel that work outdoors and the site manager.
 - .16 Training and retraining of contractors staff is the sole responsibility of the contractor and at no cost to the college. At no time shall untrained or unskilled personnel be allowed to work at the College.
 - .17 All day time staff, the evening supervisor and at least one (1) of the Arena evening setup/cleaners must possess the ability to understand and converse in English. This requirement does not apply to the evening cleaning crew.
- 3.7 Cleaning Specifications
- .1 It is the intent that all buildings be maintained at a high standard of cleanliness.
 - .2 The term "Clean" means the removal from the premises of trash, dirt, lint, marks, stains, spots, odors, film, grease and as defined by Levels of Cleaning provided.
 - .3 The base proposal shall include a level 1½ (some areas level 1 and some areas level 2) as defined by industry standard, APPA standard.

NOTE: A detailed schedule of the cleaning services required is included with this RFP.

3.8 Work Schedule

- .1 The work schedule for the cleaning of all buildings at the Main Campus shall be 6:00 pm - 2:00 am Monday through Thursday. On Sunday the work schedule shall be 8:00 am – 4:00 pm in Havre de Grace, Bel Air, Aberdeen, Maryland, Fallston and Edgewood Halls, the Student Center, the Library, Hickory, Conowingo, Darlington, Belcamp and the Early Learning, Center/Adult Day Care Center, Hays Heighe House.

The normal shift on Sunday shall be 4:00 pm – midnight in Susquehanna, Chesapeake, Amoss Theater, Joppa Hall unless otherwise specified or agreed upon, with the further condition that the work shall not interrupt or interfere with College activities and that activities such as theater performances and arena events are covered.

The night cleaning crew shall be comprised of eighteen (18) housekeeping cleaners, three (3) project cleaners and one (1) working night supervisor. These staffing numbers do not include the two (2) night setup/cleaners dedicated to the Arena.

- .2 Contractor shall provide one full time employee for various high-use teaching areas at the Main Campus. Areas shall be cleaned on Friday's between 4 pm – midnight, unless otherwise directed by college. Work will include policing of buildings, cleaning of restrooms, minor set-ups and provide coverage for events.
- a. These areas include but are not limited to Bel Air Hall, Chesapeake Center, Edgewood Hall, Student Center, and Joppa Hall.
 - b. The Manager for Events and Housekeeping or his/her designee shall keep the weekend employees informed of the specific areas to be cleaned.
- .3 The Contractor shall provide one (1) full-time employee at the University Center for comprehensive cleaning, conference set-up, and other minor facility services. Minor facility services include moving furniture and performing other services that are within the capabilities of a typical commercial/industrial cleaning employee.
- a. The employee shall normally work 6:30 a.m. to 2:30 p.m. Monday through Friday.
 - b. The specific duties and daily supervision of the employee shall be provided by the Director of the University Center or his/her designee.
- .4 The Contractor shall further provide two (2) full-time employees at the Main Campus for conference/events set-ups and furniture and equipment moving. Furniture and equipment moving will be a maximum of 4 hours for the 2 employees when it takes place outside of events.
- a. One person shall normally work 7:00 a.m. to 3:00 p.m. Monday through Friday, and the other shall normally work 10:00 a.m. to 6:00 p.m. Monday through Friday, unless otherwise specified or agreed upon.
 - b. The Contractor shall provide additional employees as needed for set-ups during special events, with reasonable notice from the College, without overtime charge to the College. Reasonable notice by the College shall be a minimum of 48 hour advance notice.
 - c. The specific duties of the two employees shall be provided by the Manager for Events and Housekeeping or his/her designee. One of these

full time employees shall attend weekly meetings each Tuesday at 8 am to review the week's assignments.

- .5 The Contractor shall provide one (1) person for general grounds cleanup 6:00 a.m. to 2:00 p.m. Monday through Friday.
- .6 The Contractor shall provide one (1) full-time employee to work in the Student Center and Havre De Grace Hall Monday through Friday 7:00 a.m. to 3:00 p.m. unless otherwise specified or agreed upon. This employee will also clean the Copy Center in Hickory in the morning.
- .7 The Contractor shall provide one (1) full time employee to work in Joppa Hall, the Early Learning Center, Edgewood and Darlington Halls Monday through Friday 7:00 a.m. – 3 p.m. unless otherwise specified or agreed upon.
- .8 The Contractor shall provide one (1) full-time female employee to work in the Susquehanna, Chesapeake Center and Harford Sports Complex Monday through Friday 7:00 a.m. to 3:00 p.m. unless otherwise specified or agreed upon.
- .9 The Contractor shall provide one (1) employee 10 a.m. – 6 p.m. Monday through Friday in Bel Air, Aberdeen, Belcamp, Maryland Hall, Fallston Hall and the Library.
- .10 The contract shall provide two (2) setup/cleaners dedicated to work in the Arena. These employees shall work between the hours of 8 PM and 4 AM. Work days shall be as follows: one (1) employee will work Wednesday through Sunday and the second employee will work Thursday through Monday. These employees shall be required to perform the following types of work,
 - General housekeeping and restroom support as defined within this document to include cleaning of grandstands.
 - Laying of Arena floor coverings
 - Laying of wood Masonite panels on Arena floor to protect it
 - Extending and retracting grandstands in Arena
 - Movement of tables and chairs
 - Other activities as required
- .11 The contract shall provide one (1) full time employee to work at the Towson University building (TUNE). Employee shall work 8 AM to 4 PM Monday through Friday. Contract shall provide one part time employee to work 4 PM to 9 PM Monday through Thursday. The part time employee's work schedule will be based on ten (10) months with the months of June and July not being required
- .12 The contract shall provide one (1) part time employee to work at the WAGE Connection. Work days shall be Monday through Friday 6 PM to 10 PM.
- .13 The Contractor is expected to provide personnel, even in inclement weather, so that buildings will be ready for the next business day.
- .14 The Day Staff will deliver cleaning supplies and paper products to the University Center and the WAGE connection once a week. During same trip they will remove collected recycling from both areas and bring to main campus.

- .15 Contractor shall clean all exterior windows and all interior windows above 7 feet. This work shall take place annually between August 1 and August 15th.
- 3.9 Supplies, Equipment, and Storage
- .1 The Contractor shall provide all supplies except paper products, trash liners, hand cleanser, and waterless urinal chemical, (Blue Seal) and cartridges.
- a. The Contractor's personnel shall fill all dispensers.
- .2 The Contractor shall provide the following cleaning equipment, all equipment, including a gas powered leaf blower, necessary to accomplish the required cleaning services.
- Three (3) high speed burnishers
 - Two (2) buffers
 - Two (2) low speed buffers with solution tanks
 - One (1) automatic scrubber
 - Two (2) carpet extractors
 - Four (4) floor fans
- .3 Contractor shall furnish and use Green Seal certified chemicals.
- .4 The Contractor may store supplies, materials and equipment in custodial closets located in each building at the sites. All items shall be stored in an organized and clean manner and must be properly labeled. The College shall not be responsible for any Contractor-provided supplies, materials or equipment store on-site.
- .5 Contractor shall provide HEPA filtered vacuums and sustainable equipment.
- .6 Contractor shall provide trash barrels with wheels at all sites. These barrels will be used to transport and dispose of trash within the buildings. Employees may not carry bags of trash from one place to the other or set them down anywhere on carpet or floors unless barrels are used.
- 3.10 Vehicles
- .1 The Contractor shall provide all vehicles; no College vehicles are available for use by the Contractor. All contractor vehicles and equipment will be maintained and kept in safe and clean operational order. The college shall reserve the right to require specific repairs be made when the equipment or vehicles become unsightly or unsafe. The college will have the right to require unsafe or unsightly equipment and or vehicle be removed from the College property if repairs are not made.
- .2 Contractor shall provide a gas powered utility vehicle for the grounds position. This vehicle shall have a heated solid enclosed cab, front and rear lights, turn signals, a horn, and mirrors. Fueling of this vehicle indoors is prohibited.
- .3 Contractor shall provide a 16 ft box truck.
- 3.11 Communications
- .1 Contractor to provide eight (8) 2 way radios or cell phones for all day time staff. The evening supervisor shall carry a radio and a phone. If radios are selected they must be compatible with the College communication system and have the College's frequency

installed in them. If the contract is terminated the College will offer to purchase these radios back from contractor at fair market value. If contractor elects not to sell to College the contractor must have the College's radio frequency removed from radios.

Gross Square Footages of Buildings

Building	GSF	Comment(s)
<u>Main Campus</u>		
Aberdeen Hall	43,023	
Bel Air Hall	30,665	
Belcamp	2,337	
Chesapeake Center	32,266	
Darlington Hall	53,000	
Early Learning Center/Senior Center	10,194	
Edgewood Hall	40,000	
Fallston Hall	24,728	
Havre de Grace Hall	18,156	
Hay's Heighe House	6,000	
Hickory	14,000	
Joppa Hall	78,718	
Library	49,280	
Maryland Hall	10,303	
Conowingo	17,500	Only 4,500 GSF requires cleaning
Student Center	50,294	
Susquehanna Center/Arena	101,500	
<u>Near Main Campus</u>		
Amoss Theater	15,693	On west side of Thomas Run Road
Observatory	3,656	On west side of Thomas Run Road
Towson Center	55,000	On west side of Thomas Run Road
University Center	29,080	In Aberdeen off Route 22
WAGE Connection	12,785	In Aberdeen off Route 22

Harford Community College
Schedule of Cleaning Services
As of 03/01/17

ALL BUILDINGS - LEVEL 1.5 (blend of Level 1 and Level 2 frequencies)

ACTIVITY	LEVEL	FREQ	ACTIVITY	LEVEL	FREQ
Washrooms			Offices		
Clean & disinfect urinals	1	D	Empty trash containers	1	D
Clean & disinfect toilet bowls	1	D	Vacuum carpets	2	A/D
Clean wash bowls	1	D	Spot clean carpets	2	W or A/N
Clean mirrors	1	D	Spot clean walls, partitions, doors	2	W or A/N
Restock soap & toilet paper	1	D	Dust & clean furniture & flat surfaces	2	W
Sweep floors	1	D	Clean trash containers	2	M
Empty trash containers	1	D	Dust vents	1	M
Wet mop or scrub floors	1	D	Dust blinds	2	A
Clean partitions & doors	2	W or A/N	Upholstered furniture care	2	A or A/N
Spot clean walls & doors	2	W or A/N	Perform interim floor or carpet ca	1	Q
Dust open flat surfaces	2	W	Clean windows	2	A
Clean trash containers	2	W or A/N	Clean light fixtures	2	S
Dust vents	1	M	Perform restorative carpet care	1	A
Clean light fixtures	1	S or A/N			
Classrooms/Labs			Entranceways		
Sweep or dust mop floors	1	D	Dust flat surfaces	1	D
Vacuum carpet	2	A/D	Clean walk-off mats	1	D
Clean chalkboards & trays	1	D	Sweep or dust mop floors	1	D
Clean erasers	1	D	Vacuum or damp mop floors	1	D
Empty trash containers	1	D	Clean doors and windows	2	W or A/N
Empty pencil sharpeners	1	D	Spot clean walls & entrance doors	2	W or A/N
Dust and clean furniture & flat surfaces	2	W	Sweep outside ramp & landing	2	W
Spot clean walls & doors	1	W	Spray buff or burnish floors	1	W
Spray buff or burnish floors	2	M	Sweep or dust mop stairways	1	D
Damp mop floors	1	W	Spot clean or spot mop stairways	2	A/D
Spot clean or spot mop floors	2	A/D	Damp mop stairways	1	W
Dust vents	2	Q			
Perform interim floor or carpet ca	1	Q			
Clean trash containers	2	M or A/N			
Dust blinds	2	A			
Upholstered furniture care	2	A or A/N			
Clean light fixtures	2	Q			
Clean windows	2	A			
Strip & refinish floors	1	A			

Frequency

D=Daily

M=Monthly

A=Annually

Codes:

A/D=Alternate Days

Q=Quarterly

A/N= As Needed

W=Weekly

S=Semi-annually

Harford Community College
Schedule of Cleaning Services
 As of 03/01/17

SUSQUEHANNA CENTER - LEVEL 1.5 (blend of Level 1 and Level 2 frequencies)

ACTIVITY	LEVEL	FREQ	ACTIVITY	LEVEL	FREQ
Entranceway			Locker/Changing Rooms		
Dust and clean flat surfaces	1	D	Cleans lockers & benches	1	D
Clean walk off mats	1	D	Empty trash containers	1	D
Sweep or dust mop floors	1	D	Spot clean walls & doors	1	D
Vacuum or damp mop floors	1	D	Sweep or dust mop floors	1	D
Clean doors & windows	2	W or A/N	Wet mop or auto scrub floors	1	D
Spot clean walls & entrance doors	2	W or A/N	Clean water fountains	1	D
Sweep outside ramp & landing	2	W	Clean trash containers	1	W
Spray buff or burnish floors	1	W			
Gym			Shower rooms		
Dust mop floor	1	D	Clean drains	1	D
Spot mop floor	1	D	Clean Chrome	1	W
Damp mop floor	2	W	Clean & disinfect shower room	1	D
Fitness lab			Project Activities		
Sweep or dust mop floors	1	D	Dust vents	1	M
Vacuum or damp mop floors	1	D	Perform interim floor care	1	Q
Clean mirrors	2	W	Clean light fixtures	2	S or A/N
Wipe down fitness equipment	1	W	Clean walk-off mats	1	S
Perform interim carpet care	1	Q	Strip & refinish floors	1	A
Perform restorative carpet care	1	A			
Pool Area					
Empty trash containers	1	D			
Clean water fountains	1	D			
Sweep pool deck and bleachers	1	D			
Wet mop or auto scrub pool deck	1	D			

Frequency Codes:

D=Daily
 A/D=Alternate Days
 W=Weekly

M=Monthly
 Q=Quarterly
 S=Semi-annually

A=Annually
 A/N= As Needed

4.1 Contractors Performance

- .1 The Contractor shall provide a cell phone for the supervisors and operations manager, and designees, where he/she can be reached 24 hours a day and shall call back within 15 minutes of the originating call from the College.
- .2 The Contractor shall provide fully trained back up personnel in case of illness, emergency, or vacations.
- .3 The Contractor shall meet monthly with the Manager for Events and Housekeeping or his/her designee to discuss contract performance.
- .4 The Manager for Events and Housekeeping or his/her designee shall decide all questions which may arise as to quality and acceptability of any services provided under the contract. If, in the opinion of the Manager of Events and Housekeeping or his/her designee, the performance is/becomes unsatisfactory, the Contractor shall be notified immediately.
 - a. Upon notice of unsatisfactory services, the Contractor shall have twenty-four (24) hours to initiate corrective action in any specific instance of unsatisfactory services.
 - b. In the event the Contractor does not respond or has not initiated corrective action for unsatisfactory services within the twenty-four (24) hour timeframe after notification, the College shall deduct the total cost for the period of the unsatisfactory service from any balances due the Contractor.
- .5 Contractor shall attend quarterly business review meetings
- .6 Contractor shall attend monthly building Representative meetings.
- .7 Contractor shall have a 24/7 emergency on call staff.

4.2 Overtime charges

- .1 The College may request additional staffing from time to time to cover special events and or surges in normally serviced buildings. The College shall not pay overtime rates for such service as long as the College provides reasonable advance notice. Reasonable notice shall be a minimum of 48 hour advance notice.

4.3 Equipment and Property Damage

The Contractor shall be responsible for repair of any damage to the College's equipment and fixtures and restoration of any damage to the College's real property, beyond normal wear and tear, caused by the Contractor's cleaning activities. Repair and restoration shall be to the satisfaction of the College and shall be performed at no cost to the College.

4.4 Payment/Invoicing

- .1 The Contractor shall invoice monthly **in arrears**.
- .2 The Contractor shall submit invoices, in duplicate, to the College, ATTN: Accounts Payable, with a copy to the Manager for Events and Housekeeping.
 - a. Invoices shall contain the following information:
 - 1) College-assigned purchase order number.
 - 2) Detailed listing of services provided, including extra work (if any), to be paid at the hourly rate specified in the Form of Proposal provided in the RFP.

- 3) Detailed listing of non-regular services provided, subject to review and approval.

4.5 Proposal submissions shall consist of the following:

- .1 Profile of the bidder to include:
 - a. Relevant information about the firm's experience and capability to perform the services required, background and history of the company, size of the company including the number of employees, annual sales volume for each of past three (3) years and number of years in business.
 - b. Resumes of the proposed working supervisor showing his/her relevant experience and expertise.
 - c. Bidder must have a minimum of five (5) years experience providing the services similar to those covered in this RFP.
 - d. Bidder must have a functioning office location within approximately 60 miles of the College campus.
- .2 Responses to the following:
 - a. Paragraphs 3.5.5, 3.6.8, 5.1, 6.1 and 7.1.
- .3 Form of Proposal (provided) completed and signed.
- .4 References, on the form provided.
- .5 Non-Collusion Certificate provided.
- .6 General narrative responses to the RFP and its requirements and specifications.

4.6 Site Visit

- .1 One (1) additional site mandatory accompanied site visit is scheduled for **1:00 Thursday, April 6, 2017**. Bidders shall meet in the lobby of the Conowingo Center building

4.7 Shortlist and proposal review meeting

- .1 The College reserves the right to shortlist the bidder(s) based on price and evaluation of proposal response. The College intends to conduct a proposal review meeting with the short listed bidder(s). The College may call for best and final pricing, and/or negotiate with the short listed bidders in the best interest of the College. The College will address escalation after the first year with the short listed bidders.
- .2 These meetings will be held on April 18, 19, and 20, 2017. Bidders should hold these dates open for a possible interview.

4.8 Proposal

- .1 Bidders must submit its proposal in accordance with the work scope and schedule contained herein.

4.9 Evaluation criteria

- .1 Response to RFP and its specifications, requirements, and requests.
- .2 Demonstrated experience and references
- .3 Cost
- .4 Oral presentations (Short listed bidders only)

4.10 Company Profile / Experience

- .1 Bidders shall submit a company profile to include, at a minimum: the background and history of the company; size of the company including the number of employees; annual sales volume for each of the past three (3) years; and number of years in the business.

- .2 Submit three (3) references of similar scope, performed in the past five (5) years, in accordance with instructions on the form provided herein. At least one reference must be from an institution of Higher Education or K-12.
- .3 Bidders must have a minimum of five (5) years experience providing the services similar to those covered in this RFP.
- .4 Bidder must have a functioning office location within approximately **60 miles** of the College Campus.

5.1 Quality Assurance

Contractor shall have in place, and be able to demonstrate, a Quality Assurance Program including monthly verifiable inspections.

6.1 Employee Benefits

Bidders shall delineate clearly all benefits, including health care and vacation that are provided in the bidder’s proposal. The employee benefits offered by the bidder should be what the bidder recommends based on similar requirements in a similar market.

7.1 Classifications and Base Wages

The following classifications (or equivalent) and minimum wage rates shall apply to this contract, the bidder shall confirm that its proposal is based on these minimum wages and classifications:

<u>Day Staff Wages Main Campus</u>	<u>Wage Rate per Hour</u>	<u>Hrs per Day</u>	<u>Days per Week</u>
4 day Matrons / Porters	\$10.00	8	5
2 set up personnel	\$12.00	8	5
1 Grounds Keeper	\$10.00	8	5
 <u>Day Staff Wages University Center</u>			
1 Cleaner/light set ups	\$11.00	8	5
 <u>Towson University (TUNE)</u>			
1 Cleaner Daytime	\$10.00	8	5
1 Cleaner Part Time evening	\$10.00	5	4
 <u>Wage Connection</u>			
1 Cleaner Part Time evening	\$10.00	4	5
 <u>Dedicated Arena Staff</u>			
2 set up / cleaners	\$12.00	8	5
 <u>Night Staff Wages</u>			
	<u>Wage Rate per Hour</u>		
1 Supervisor	\$12.50	8	5
18 Cleaners	\$10.00	8	5
3 Project Cleaners	\$11.00	8	5
1 Cleaner Fridays only	\$11.00	8	1

LEVELS OF CLEANING

Custodial Staffing Guidelines for Educational Facilities, 1992 APPA, The Association of Higher Education Facilities Officers

- Level 1 – Orderly Spotlessness** Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleanings for that prime facility.
- Floors and base mouldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
 - All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
 - Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
 - Trash containers and pencil sharpeners are empty, clean and odor-free.
- Level 2 – Ordinary Tidiness** Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are acceptable.
- Floors and base mouldings shine and /or bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
 - All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
 - Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
 - Trash containers and pencil sharpeners are empty, clean and odor-free.
- Level 3—Casual Inattention** This level reflects the first budget cut or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.
- Floors are swept clean, but upon observation dust, dirt and stains, as well as build up of dirt, dust and/or floor finish in corners and along walls, can be seen.
 - There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base moulding.
 - All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
 - Lamps all work and fixtures are clean.
 - Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 4—Moderate Dinginess Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning”.

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Moulding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5—Unkempt Neglect This is the final and lowest level. The trucking industry would call this “just-in-time cleaning”. The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpet are dirty and have visible wear and/or pitting. Colors faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base moulding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Harford Community College
401 Thomas Run Road
Bel Air, Maryland 21015

FORM OF PROPOSAL

RFP 17P-007 CUSTODIAL SERVICES

All proposals should be properly executed on the form provided, sealed separately from the Technical Proposal, and delivered or mailed to the Procurement Office, located in the Hickory Center Room 132 at the address above. Proposals must be received in the Procurement Office **not later than 12:00 noon Wednesday, April 12, 2017.**

To be considered responsive, each proposal submitted must, at a minimum, include the following documents:

1. Proposal form, completed and signed;
2. Non-Collusion Certificate, completed and signed;
3. References, on the form provided;
4. Resumes of the working supervisor per paragraph 4.5b page 19;
4. Profile of firm per paragraph 4.10 page 19;
5. Responses to paragraphs 3.5.5, 3.6.8, 5.1, 6.1, and 7.1;
6. General narrative response to this RFP and its requirements and specifications.

In accordance with the information, terms and conditions, specifications and requirements for the captioned solicitation, including Addendum _____, _____, _____, and _____ I/we submit the following for evaluation:

PRICES:

1. Total monthly lump sum - Main Campus for services specified \$ _____/month

2. Hourly straight time billing rate for on-site custodial personnel at Main Campus for each of the following classifications (or equivalent)

Day Matron / Porter	\$ _____/hr
Set up Personnel	\$ _____/hr
Grounds Keeper	\$ _____/hr
Day Cleaners	\$ _____/hr
Night Cleaners	\$ _____/hr
Project Cleaners	\$ _____/hr
Cleaner Friday only	\$ _____/hr
Night Supervisor	\$ _____/hr

3. Overtime (OT) hourly rate for item 2 above

Day Matron/Porter	\$ _____/hr
Set up Personnel	\$ _____/hr
Grounds Keeper	\$ _____/hr
Day Cleaners	\$ _____/hr
Night Cleaners	\$ _____/hr
Project Cleaners	\$ _____/hr
Cleaner – Friday only	\$ _____/hr

- Night Supervisor \$ _____/hr
4. Monthly Lump sum - Towson University North East \$ _____/mo
 5. Monthly Lump sum - University Center \$ _____/mo
 6. Monthly Lump sum - Wage Connection \$ _____/mo
 7. Monthly Lump sum – Arena (2) ea dedicated staff \$ _____/mo
 8. Provide a detailed listing of proposed personnel positions, job assignments, staffing and schedules, as an attachment.
 9. Confirm attendance at one of the site visits _____ (Initial Here)
 10. EXECUTION: The undersigned, duly authorized to bind the name firm, agrees, upon receipt of written notice of acceptance of this proposal within sixty (60) calendar days after the deadline above, to proceed to execute the contract in accordance with the proposal as accepted and provide a certificate of insurance.

Signature	Firm Name
Typed/Printed Name	Street Address
Title	City, State, Zip
EMail	Telephone
Date	

If a corporation, place corporate seal beside signature above and state:

Name of President _____

Name of Secretary _____

Under what laws incorporated _____

Minority Business Certification – Please check one:

_____ MBE _____ WBE _____ Not Applicable

Procurement Office
Harford Community College
401 Thomas Run Road
Bel Air, Maryland 21015

Solicitation: **RFP 17P-007 CUSTODIAL SERVICES**

REFERENCES

Each firm must furnish at least three (3) references of recent (within five {5} years) prior service comparable in nature and scope to the requirements of the captioned solicitation, at least one reference must be from an institution of higher education or K-12.

1. Firm Name _____
Address _____

Telephone: _____ Fax _____
Contact _____
Email _____

2. Firm Name _____
Address _____

Telephone: _____ Fax _____
Contact _____
Email _____

3. Firm Name _____
Address _____

Telephone: _____ Fax _____
Contact _____
Email _____

PROPOSAL OF: _____
Firm Name

Procurement Department
Harford Community College
401 Thomas Run Road
Bel Air, Maryland 21015

NO PROPOSAL REPLY FORM

SOLICITATION: RFP 17P-007 CUSTODIAL SERVICES

To Whom It May Concern:

To assist us in obtaining good competition on our requests for proposals, we ask that each firm that has received a proposal package, but does not wish to respond, state their reason(s) below. This information will not preclude receipt of future solicitations unless you request removal from the Bidder's List by so indicating below.

Unfortunately, we must offer a "No Proposal" at this time because:

- ___ 1. We do not sell the items/services for which proposals are requested.
- ___ 2. The specifications are either unclear or too restrictive. (Please explain in the "Remarks" section)
- ___ 3. We do not feel we can be competitive. (Please explain in the "Remarks" section)
- ___ 4. We do not wish to participate in the proposal process.
- ___ 5. Other commitments preclude our participation at this time.
- ___ 6. We do not wish to submit a proposal under the terms and conditions of the Request for Proposal document. Our objections are:

- ___ 7. We do not wish to sell to Harford Community College. Our objections are:

- ___ 8. Other: _____

Remarks: _____

Firm Name _____
(Please Print)

Authorized Signature _____

- ___ We wish to remain on the Bidder's List.
- ___ We wish to be removed from the Bidder's List