

**GREENSBORO HOUSING AUTHORITY**

**REQUEST FOR PROPOSALS**

**FOR**

**JANITORIAL SERVICES**

**FOR**

**PUBLIC HOUSING COMMUNITY BUILDINGS**  
(CLAREMONT COURTS, SMITH HOMES and RAY WARREN HOMES)

**AND**

**ADMINISTRATION BUILDING**  
(CENTRAL OFFICE – COCC)

**JULY 2015**

GREENSBORO HOUSING AUTHORITY  
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For  
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and ADMINISTRATION BUILDING  
July 2015

**Introduction**

The Greensboro Housing Authority (GHA) issues this Request for Proposals (RFP) from qualified contractors to provide labor and equipment for janitorial services at three (3) GHA public housing community buildings and one (1) administration building (GHA Central Office). The contractor(s) or individual(s) doing so is automatically agreeing to abide by all terms and conditions listed herein and with the following attachments. GHA is currently operating under the HUD mandated asset management system. As part of the management system GHA has organized its public housing communities into regions. In order to comply with this new management system GHA is requesting proposals for these regions plus administrative properties. Breaking this RFP into smaller units not only furthers the requirements of asset management but it also affords small and minority businesses the opportunity to participate in GHA's procurement. Depending on the proposals received GHA intends to issue one contract for the contract period, **September 1, 2015 through August 31, 2016 (12 months) with two one-year extension options.**

**Scope of Services**

GHA is seeking janitorial services for three (3) public housing buildings and the Central Office. Please quote separately. The contractor shall be responsible to provide labor and equipment, and GHA will provide all cleaning and paper products to accomplish the following work.

**(NOTE: All Contractors information must be submitted on the "Janitorial Services Proposal Information Forms")**

**For Claremont Courts, Smith Homes, Ray Warren and the Central Office.**

1. The following tasks will be performed daily:

- Hard surface floors will be swept and/or mopped with dust-control treated mops or other effective tools, **and spray buffed as needed.** Floors are to be left clean and dust-free.
- Carpets will be vacuumed and spot-cleaned where necessary. Spills will be removed where needed.
- Kitchen areas will be damp-mopped.

- Restrooms will be swept, mopped, and rinsed with a disinfectant detergent.
- All fixtures, commodes, etc. are to be cleaned and sanitized. Sanitary napkin receptacles are to be cleaned and sanitized.
- Towel and tissue receptacles will be filled from GHA stock.
- Hand soap dispensers will be filled from GHA stock.
- Stall partitions and tile walls will be cleaned.
- All fittings and supply pipes will be kept clean.
- Mirrors will be cleaned.
- Spots, stains, and splashes will be removed from wall areas adjacent to hand basins, **and all stainless steel areas.**
- Floor drains will be kept clear and free from debris.
- Waste receptacles are to be emptied and waste placed into dumpster.
- All office furniture, including but not limited to desks, filing cabinets (including tops), bookcases, chairs, and tables, is to be dusted. Letter files, telephones, and other items are to be moved, dusted under, and returned to their original position.
- Windowsills, low ledges, picture frames, etc., are to be dusted.
- Tables and chairs in lounges and kitchens are to be damp-wiped.
- Entrance door glass/**hardware and doors to offices and restrooms are to be cleaned.**
- Smudges are to be removed from partition glass.
- Counter tops and exteriors of kitchen appliances are to be wiped clean.
- Drinking fountains are to be cleaned and sanitized.
- Janitorial closets will be kept neat, clean, and odor-free.
- A minimum of lighting is to be used while working. All lights are to be turned off when nightly cleaning is completed.
- Sweep outside front door and pick-up litter **and empty trash receptors** within five feet (5) of the door.
- Tables and chairs in lounges and kitchens are to be damp-wiped.

2. The following tasks are to be performed weekly:

- Tile floors and stairwells are to be damp mopped and spray buffed.
- Baseboards are to be cleaned.
- All Venetian blinds are to be dusted or cleaned.
- Doors to offices and restrooms are to be cleaned.
- Kick plates and light switches are to be kept clean.

3. The following tasks are to be performed quarterly:

- Tile floors are to be cleaned, buffed, and waxed. (Please notify Manager when task will be done)
- Wastebaskets are to be cleaned inside and out.
- Stoves and refrigerators will be cleaned inside and out. All old food items will be removed and placed in trash receptacles.
- All interior sides of windows will be cleaned.
- All air registers will be dusted.

4. The following services will be provided at GHA's request:

- Carpets will be shampooed as requested.
- Additional stripping, waxing, and buffing of floors will be performed as requested.

5. Janitorial personnel will be expected to conduct themselves in accordance with the following guidelines:

- No vehicles are to be parked in reserved spaces.
- Janitorial personnel will be considerate of GHA personnel working late in the building. No boisterous conduct will be tolerated.
- Janitorial personnel should not use office machines including, but not limited to, typewriters, copiers, adding machines, and computers.
- Janitorial personnel will not, under any circumstances, open an exterior door to permit a person or persons to enter or exit the building.
- Visitors or relatives will not be allowed in GHA facilities during assigned work hours except in the case of an emergency. **Relatives include children, children will not be allowed.**
- There will be no loitering on GHA premises. Once work is completed, janitorial personnel must leave the building.
- Articles found on the floors, such as pens, paper, etc., should not be considered trash but should be placed on the nearest desk or table.
- No eating, drinking, or smoking will be permitted on GHA premises except in designated areas.
- Outside doors shall be kept closed and locked to prevent intrusion from outside.
- Contractor and his/her employees – If the building alarm is disengaged securing or unsecuring the building; the contractor will be responsible for any charges incurred for false alarms.

6. Miscellaneous

- GHA will provide the contractor with keys to allow after-hours access to the building for cleaning.
- The contractor will supply GHA with a list of employees who will be providing janitorial services.
- The contractor shall leave a notice of any irregularities observed while cleaning including, but not limited to, doors found unlocked, lights left on, defective plumbing, inventory requirements, and restroom supplies needed, in the office of the Vacancy Supervisor.
- Each management office must be properly notified anytime the cleaning crew will not be at their site for cleaning.
- The contractor will supply GHA with janitors who speak and understand English well enough to communicate effectively with GHA staff.

**Weekly Evaluation – Note that the site manager using Attachment A “Janitorial Services Checklist” will evaluate the contractor’s quality and level of service weekly.**

**GHA Contacts and Locations included in this RFP**

The following are four (4) locations included in this RFP. All locations are located in Greensboro, NC. It shall be the responsibility of the Contractor to visit each referenced site to obtain the necessary site data and to verify all data relative to the existing site conditions necessary to prepare their proposal. GHA takes **NO** responsibility for the data needed and not included in the specifications as required for the submission of a realistic RFP. Annual pricing for the quotation work shall be submitted by site as provided in this RFP. No other combination of pricing will be accepted.

**Physical Location:**

<b>Property</b>	<b>Address</b>	<b>Total Cleanable Area</b>
<b>Claremont Courts</b>  Property Manager: Elaine Herbin 336-669-5950 eherbin@gha-nc.org	2702 Patio Place	9,514 sq. ft.
<b>Smith Homes</b>  Property Manager: Art Roebuck 336-669-5931 aroebuck@gha-nc.org	707 West Florida Street	7,965 sq. ft.
<b>Ray Warren Homes</b>  Property Manager: Ralph Poindexter 336-669-5884 rpoindexter@gha-nc.org	1306 East Lee Street	6,725 sq. ft.
<b>Central Office (Administration Building)</b>  John Brittain 336-303-3225 jbrittain@gha-nc.org	450 North Church Street	Total – 17,807 sq. ft. Lower Level - 5,854 sq. ft. First Floor - 8,103 sq. ft. Mezzanine - 3,850 sq. ft.

**Note:** Please contact the Property Manager for each community to schedule a site visit. To schedule a site visit for the Central Office please contact GHA’s IT and Financial Controls Manager, John Brittain.

## **Instructions and Notice for Proposals**

### 1. General

The instructions below provide guidance for the preparation and submission of proposals. Their purpose is to establish the requirements; format and content of proposals so that proposals are complete, contain all essential information and can be evaluated fairly. The following represents the extent of the instructions and conditions:

### 2. Inquires

Inquiries concerning the RFP should be submitted in writing to the issuing office:

Greensboro Housing Authority  
450 North Church Street  
Greensboro, North Carolina 27401  
Attention: John Brittain, IT and Financial Controls Manager  
Email: jbrittain@gha-nc.org

### 3. Submission

Proposals shall be submitted in **original** and **three (3) copies** to enable the Evaluation Committee to thoroughly evaluate the proposals and to arrive at a sound determination as to whether or not the contractor can meet the requirements set forth in this RFP. Proposals shall be submitted in sealed envelopes and marked "Janitorial Services Proposal". **All proposals shall be received no later than 2:00 p.m. local time on Friday, July 31, 2015**, and submitted to the address identified in paragraph 2.1 above. **Faxed or email proposals shall not be accepted.** Since proposals are submitted in confidence and may contain proprietary information, they are not opened publicly. After the closing date, all proposals received are opened and evaluated in confidence. Proposals and any changes to those proposals are shown only to PHA personnel who have been authorized by the Contracting Officer as having a legitimate interest in them on the condition that information in the proposals will not be released to anyone who has not been so authorized. Faxed or emailed proposals shall not be accepted. All proposals shall be valid for 90 days.

**All proposal information must be submitted on the attached "Janitorial Services Proposal Information Forms".**

### 4. Acknowledgment of Amendments

Contractors shall acknowledge in their proposals, receipt of amendment(s) to this RFP by signing the document on the acknowledgment line of the amendment. A contractor's failure to acknowledge an amendment may result in rejection of the offer.

### 5. Default by Contractor

In the event of default by the successful contractor, GHA may procure the services specified from other sources. The contractor agrees to reimburse GHA for any additional costs incurred as a result of such default.

6. Awards

GHA reserves the right to cancel this RFP or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interests of GHA. GHA further reserves the right to waive any minor informality's in any proposals received if it is in the public interest to do so. The decision as to who shall receive a contract award, or whether or not an award shall be made as a result of this RFP, shall be at the absolute, sole discretion of GHA.

GHA reserves the right to and make award to a single contractor or to make awards to multiple contractors.

7. Complete and Accurate Submission

A contractor's failure to provide accurate information in response to this RFP may disqualify the contractor from further participation in the janitorial services selection process.

A proposal may be corrected, modified, or withdrawn, provided that the correction, modification, or request for withdrawal is made by the contractor in writing and is received at the place prior to the date and time designated in the RFP for final receipt of proposals. After such date and time, the contractor may not change any provision of its proposal in a manner prejudicial to the interests of GHA and/or fair competition.

8. Retention

All proposals are the property of the Greensboro Housing Authority, shall be retained by GHA, and shall not be returned to the contractor.

9. Insurance

Within ten (10) days after the award of the contract and prior to the commencement of work, the Contractor shall furnish GHA with evidence showing that the following insurance is in force and will cover all operations of the contract:

- Worker's Compensation Insurance – in accordance with state law, for all employees working on the project.
- Contractors Liability in limits not less than \$100,000/\$300,000 bodily injury and \$100,000 property damage, or as required by law. This insurance should protect the Contractor against claims for personal injury, death, and damage to the property of others. This insurance shall cover the use of all equipment and vehicles on the work site.
- Automobile Liability in limits not less than \$100,000 bodily injury and \$50,000 property damage.

All insurance shall be carried with companies that are financially responsible. If such insurance is due to expire during the contract period, the Contractor shall not permit the coverage to lapse and shall furnish evidence of coverage to GHA.

10. Subcontractors

- Unless otherwise stated within the RFP documents, the successful contractor may not use any subcontractors to accomplish any portion of the services described within the RFP documents or the contract without the prior written permission of GHA.
- The subcontractor shall not enter into any sublet work assigned and contracted through the prime contractor. The prime contractor shall be responsible for the compliance by all subcontractors. A breach of this compliance may be grounds for termination of the contract and for debarment as a contractor and subcontractor.

11. References

At least three references, including company name, contract person, addresses and telephone number, and addresses of public housing authorities and/or similar organizations for whom has been performed within the past three years, must be submitted as part of the proposal. (Refer to Section V, Proposal Information Form, page 11).

12. Required Documents

1. Certified statement that neither the firm nor members of the firm are debarred, suspended or otherwise prohibited from professional practice by any federal, state, or local oversight, regulatory or law enforcement authority.
2. Statement that the firm is financially sound and has financial resources sufficient to successfully execute this prospective project in the time frame outlined.
3. Statement that the firm operates in full compliance with all applicable civil rights and nondiscrimination statutes, executive orders, rules and regulations.
4. Statement evidencing firm's knowledge of federal, state and local codes, especially as they relate to this project.
5. Affidavit of non-collusion.
6. HUD Forms 5369, 5369-B and 5369-C (attached).
7. HUD Forms 5370-C (attached)
8. Certification of intention to comply with Section 3 requirements
9. U. S. Department of Labor Wage and Hour Division Form (WH-347 – attached).



## **Evaluation Process and Criteria**

All proposals will be evaluated based on the evaluation criteria outlined below. The Evaluation Committee will review all proposals according to the evaluation factors and points and determine which proposals are competitive and which are noncompetitive. Those proposals determined to be competitive will be further evaluated and scored. Negotiations may be held with one or more proposer with negotiations resulting in a contract for services.

### **Evaluation Criteria**

1. Experience of proposer in all aspects of janitorial services on buildings of similar size and scope: 30 points
2. The contractor's capacity to handle this project in a timely manner: 25 points
3. Cost of Services: 25 points. The cost will not be the sole determinant for award of contract.
4. The proposer's understanding of the request for quality of service guarantee: 10 points
5. References: 10 points

## **Payment Procedure**

Greensboro Housing Authority has the following policy for payment on invoices. In order to be paid on schedule, the invoice must be received by GHA with all supporting documentation attached by 5:00 p.m. on the last working day of the month and will be paid on/or before the 15<sup>th</sup> day of the following month. Invoices received later than the due date will not be paid until the following scheduled payment date.

The GHA will procure the applicable goods or services by issuance of a contract.

**Greensboro Housing Authority  
Janitorial Services Proposal Information Form**

Information to be submitted to the Greensboro Housing Authority (GHA) by contractors for consideration for Janitorial Services RFP:

**I. Contractor Information:**

Contractor's Name: \_\_\_\_\_

(Note: If you have conducted business under any other name in the last five years, list that name also.)

\_\_\_\_\_

Address & Telephone: \_\_\_\_\_

\_\_\_\_\_

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

Representative: \_\_\_\_\_

**II. Experience with Project of Similar Size and Scope**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**III. Janitorial Equipment**

List of Equipment (make and model) to be dedicated to this contract:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Janitorial Manpower**

List of Manpower to be dedicated to this contract:

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**V. References:**

References: Below, list three references names, addresses and telephone numbers of parties for whom comparable work has been performed in the past three years. First time contractors are to include a list of a minimum of three current references.

1.

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3.

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**VI. Cost of Services:**

**Submit Total Annual Cost by Building – Contractor provides Labor and Equipment only.**

<b>Properties</b>	<b>Contract 9/01/2015 – 8/31/2016</b>	<b>Extension Option 9/01/2016 - 8/31/2017</b>	<b>Extension Option 9/01/2017 - 8/31/2018</b>
Claremont Courts			
Smith Homes			
Ray Warren Homes			
Central Office			

(Intentionally Left Blank)

**Attachment A**

**JANITORIAL SERVICES SCOPE OF WORK CHECKLIST**

Community \_\_\_\_\_

Period Ending \_\_\_\_\_

Contractor \_\_\_\_\_

**NOTE: Indicate Y for yes (work done) or N for no (work not done).**

<b>DAILY ITEMS</b>		<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
<b>Lobby/Lounge</b>						
1.	Sweep and/or mop hard surface floors with dust-control mops.					
2.	Waste receptacles are to be emptied and placed into dumpsters.					
3.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
4.	Entrance door glass is to be cleaned.					
5.	Drinking fountains are to be cleaned and sanitized.					
6.	Janitorial closets will be kept neat, clean and odor free.					
7.	Tables and chairs in lounges are to be damp-wiped.					
<b>Office</b>						
8.	All office furniture is to be dusted.					
9.	Sweep and/or mop hard surface floors with dust-control mops.					
10.	Vacuum and spot clean carpets where needed.					
11.	Waste receptacles are to be emptied and placed into dumpsters.					
12.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
<b>Restroom</b>						
13.	Sweep and mop with disinfectant detergent.					
14.	All fixtures, commodes, etc. are to be cleaned and sanitized.					
15.	Fill toilet tissue, towel, & soap dispensers as needed.					
16.	Tall partitions and tile walls will be cleaned.					
17.	All fittings and supply pipes will be kept clean.					
18.	Mirrors will be cleaned					
19.	Wall areas adjacent to hand basins will be cleaned.					
20.	Showers, if present, will be cleaned.					
21.	Floor drains will be kept clear and free from debris.					
22.	Waste receptacles are to be emptied and placed into dumpsters.					
<b>Kitchen</b>						
23.	Will be damp-mopped.					
24.	All fittings and supply pipes will be kept clean.					
25.	Floor drains will be kept clear and free from debris.					
26.	Waste receptacles are to be emptied and placed into dumpsters.					
27.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
28.	Tables and chairs in lounges and kitchens are to be damp-wiped.					
29.	Smudges are to be removed from partition glass.					
30.	Counter tops and exteriors of appliances are to be wiped.					
31.	Doors to offices and restrooms are to be cleaned.					
<b>Exterior</b>						
32.	Sweep outside front floor and pick up litter within five feet of door.					

<b>WEEKLY ITEMS</b>		<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>	<b>5<sup>th</sup></b>
<b>1.</b>	Tile floors and stairwells are to be damp mopped and spray buffed.					
<b>2.</b>	Baseboards are to be cleaned.					
<b>3.</b>	All Venetian blinds are to be dusted or cleaned.					
<b>4.</b>	Doors to offices and restrooms are to be cleaned.					
<b>5.</b>	Kick plates and light switches are to be kept clean.					
<b>QUARTERLY ITEMS</b>		<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>	
<b>1.</b>	Tile floors are to be cleaned, buffed and waxed.					
<b>2.</b>	Wastebaskets are to be cleaned inside and out.					
<b>3.</b>	Stoves and refrigerators will be cleaned inside and out. All food items will be thrown away.					
<b>4.</b>	All interior sides of windows will be cleaned.					
<b>5.</b>	All air registers will be dusted.					

\* Precautions will be taken to prevent harm to personnel and damage to property resulting from flying debris.

\*\* Contractor shall use fescue #31 for reseeding; if GHA chooses to use Bermuda or another mixture, the difference in cost will be negotiated. Application shall be at the rate recommended by the North Carolina State Department of Agriculture.

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Housing Manager Signature/Date

**SERVICES PROVIDED AT GHA'S REQUEST**

Checklist		Manager		Contractor	
		Y	N	Y	N
1.	Carpets will be shampooed as requested.				
2.	Additional stripping, waxing and buffing of floors will be performed as requested.				

\_\_\_\_\_  
Procurement Manager                      Date

\_\_\_\_\_  
Property Manager                              Date

\_\_\_\_\_  
Contractor                                      Date