

GREENSBORO HOUSING AUTHORITY

REQUEST FOR PROPOSALS

FOR

JANITORIAL SERVICES

FOR

PUBLIC HOUSING COMMUNITY BUILDINGS

September 2014

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HUD Required Forms

- I. Instructions to Offerors Non-Construction form HUD-5369-B**
- II. Certifications and Representations of Offerors Non-Construction Contract form HUD - 5369C**
- III. General Conditions for Non-Construction form HUD-5370-C, Section I**
- IV. General Conditions for Non-Construction form HUD-5370-C, Section II**
- V. Section 1.4.1: Special Instructions to Proposers Regarding Compliance with Section 3 Requirements, Quarterly or Final Report, Section 3 Business Concern Utilization Commitment**
- VI. Form W-9**

GREENSBORO HOUSING AUTHORITY
Request for Proposals
For
JANITORIAL SERVICES
For
PUBLIC HOUSING COMMUNITY BUILDINGS and OFFICES
September 2014

Introduction

The Greensboro Housing Authority (GHA) seeks proposals from qualified contractors to provide labor and equipment for janitorial services at selected GHA public housing facilities. 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 five regions. In order to comply with this management system GHA is requesting proposals for one of these five regions. 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 quotes received, GHA intends to issue one or more contracts for the contract period October 1, 2014 through August 31, 2015 with two one-year extension **options**. Based on the evaluation criteria a contract(s) will be awarded.

Scope of Services

GHA is seeking janitorial services for Ray Warren. Noting the criteria, please quote both ways. The contractor shall be responsible to, a) provide labor and equipment, and GHA will provide all cleaning and paper products to accomplish the following work, b) the contractor shall be responsible to provide labor, equipment, and all cleaning and paper products to accomplish the following work:

1. The following tasks will be performed daily:
 - a. 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.
 - b. Carpets will be vacuumed and spot-cleaned where necessary. Spills will be removed where needed.
 - c. Kitchen areas will be damp-mopped.
 - d. Restrooms will be swept, mopped, and rinsed with a disinfectant detergent.
 - e. All fixtures, commodes, etc. are to be cleaned and sanitized. Sanitary napkin receptacles are to be cleaned and sanitized.
 - f. Towel and tissue receptacles will be filled from GHA stock.
 - g. Hand soap dispensers will be filled from GHA stock.
 - h. Stall partitions and tile walls will be cleaned.
 - i. All fittings and supply pipes will be kept clean.

- j. Mirrors will be cleaned.
- k. Spots, stains, and splashes will be removed from wall areas adjacent to hand basins, **and all stainless steel areas.**
- l. Floor drains will be kept clear and free from debris.
- m. Waste receptacles are to be emptied and waste placed into dumpster.
- n. 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.
- o. Windowsills, low ledges, picture frames, etc., are to be dusted.
- p. Tables and chairs in lounges and kitchens are to be damp-wiped.
- q. Entrance door glass/**hardware and doors to offices and restrooms are to be cleaned.**
- r. Smudges are to be removed from partition glass.
- s. Counter tops and exteriors of kitchen appliances are to be wiped clean.
- t. Drinking fountains are to be cleaned and sanitized.
- u. Janitorial closets will be kept neat, clean, and odor-free.
- v. A minimum of lighting is to be used while working. All lights are to be turned off when nightly cleaning is completed.
- w. Sweep outside front door and pickup litter **and empty trash receptors** within five feet (5) of the door.
- x. Tables and chairs in lounges and kitchens are to be damp-wiped.

2. The following tasks are to be performed weekly:

- a. Tile floors and stairwells are to be damp mopped and spray buffed.
- b. Baseboards are to be cleaned.
- c. All Venetian blinds are to be dusted or cleaned.
- d. Kick plates and light switches are to be kept clean.

3. The following tasks are to be performed quarterly:

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

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

- a. Carpets will be shampooed as requested.
- b. 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:
 - a. No vehicles are to be parked in reserved spaces.
 - b. Janitorial personnel will be considerate of GHA personnel working late in the building. No boisterous conduct will be tolerated.
 - c. Janitorial personnel should not use office machines including, but not limited to, typewriters, copiers, adding machines, and computers.
 - d. Janitorial personnel will not, under any circumstances, open an exterior door to permit a person or persons to enter or exit the building.
 - e. 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.**
 - f. There will be no loitering on GHA premises. Once work is completed, janitorial personnel must leave the building.
 - g. 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.
 - h. No eating, drinking, or smoking will be permitted on GHA premises except in designated areas.
 - i. Outside doors shall be kept closed and locked to prevent intrusion from outside.
 - j. 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
 - a. GHA will provide the contractor with keys to allow after-hours access to the building for cleaning.
 - b. The contractor will supply GHA with a list of employees who will be providing janitorial services.
 - c. 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.
 - d. Each management office must be properly notified anytime the cleaning crew will not be at their site for cleaning.
 - e. The contractor will supply GHA with janitors who speak and understand English well enough to communicate effectively with GHA staff.

7. Weekly Evaluation – Note that the contractor’s quality and level of service will be evaluated weekly by the site manager using Attachment A and B “Janitorial Services Scope of Services Checklist”.

Location(s) included in this RFP

Below is the location included in this RFP. All locations are located in Greensboro, NC. The Contractor shall visit the job site shown below to familiarize themselves with the conditions of the site prior to submitting their proposal. Annual pricing for the proposed work shall be submitted by site as provided in this RFP. No other combination of pricing will be accepted.

Region 4	Address	Total Cleanable Area
Ralph Poindexter, Property Mgr 336-303-3012		
Ray Warren Homes	1306 E. Lee Street	6,725 sq. ft.

Instructions and Notice for Proposers

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. Inquiries

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: Sheila White, Financial Controls and Technology Manager
Email: swhite@gha-nc.org

3. Submission Date

Proposals shall be submitted in original and three (3) copies to enable the Evaluation Committee to thoroughly evaluate the proposal and to arrive at a sound determination as to whether or not the proposer can meet the requirements set forth in this RFP. Proposals shall be submitted in sealed envelopes and marked "Janitorial Services". All proposals shall be **received no later than 12:00 p.m., EST, on September 22, 2014** and submitted to the address identified in paragraph 2 above. **Faxed or emailed 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. All proposals shall be valid for 90 days.

PRE-PROPOSAL CONFERENCE: GHA staff will conduct a pre-proposal conference concerning janitorial services included in this RFP on **September 15, 2014**. The conference will be held in GHA's Administrative office **at 450 North Church Street, Greensboro, NC at 2:00 p.m.** GHA staff will be present at this conference to answer questions regarding project and RFP process. Site visits will be available by appointment with the Property Manager or Lead Tech.

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

4. Acknowledgment of Amendments

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

5. Default by Proposer

In the event of default by the successful proposer, GHA may procure the services specified from other sources. The proposer 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: a) to make award to the same bidder for all; or, b) to make award to multiple bidders.

7. Complete and Accurate Submission

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

A proposal may be corrected, modified, or withdrawn, provided that the correction, modification, or request for withdrawal is made by the proposer 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 proposer 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 proposer.

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 sites.
- 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 bidder 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 the 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. First Time Bidders

First time bidders to include a list of a minimum of three current references, license number, and the completed W-9 form.

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 proposers with negotiations resulting in a contract for services.

Evaluation Criteria:

1. Experience of the proposer in all aspects of janitorial services on buildings of similar size and scope. 35 points
2. The proposer's capacity to handle this project in a timely manner. 30 points
3. Cost of Services--the cost will not be the sole determinant for award of contract. 25 points
4. The proposer's understanding of the request for quality of service guarantee. 10 points

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

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

Representative:

II. Experience with Projects of Similar Size and Scope

III. Janitorial Equipment

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

IV. Janitorial Manpower

List of Manpower to be dedicated to this contract:

V. References:

References: Below, list three references contact names, Company, addresses and telephone numbers of parties for whom comparable work has been performed in the past three years.

1. _____

2. _____

3. _____

VI. Cost of Services by Building:

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

Public Housing Building	Contract 10/01/14-8/31/15	Second Year Option 09/01/15 – 08/31/16	Third Year Option 09/01/16-08/31/17
Region 4			
Ray Warren Homes			
Total			

Submit Total Annual Cost by Building – Contractor provides Labor, Equipment, all Cleaning Products and paper products.

Public Housing Building	First Year Total Cost 10/01/14-08/31/15	Second Year Option 09/01/15-08/31/16	Third Year Option 09/01/16-08/31/17
Region 4			
Ray Warren Homes			
Total			

Attachment A

JANITORIAL SERVICES SCOPE OF WORK CHECKLIST

Contractor _____

Community _____

Period Ending _____

DAILY		M	T	W	Th	F
Lobby/Lounge						
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.					
8.	Doors to offices and restrooms are to be cleaned.					
9.	Kick plates and light switches are to be kept clean.					
Office						
10.	All office furniture is to be dusted.					
11.	Sweep and/or mop hard surface floors with dust-control mops.					
12.	Vacuum and spot clean carpets where needed.					
13.	Waste receptacles are to be emptied and placed into dumpsters.					
14.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
15.	Tile floors and stairwells are to be damp mopped and spray buffed.					
16.	All Venetian blinds are to be dusted or cleaned.					
17.	Doors to offices and restrooms are to be cleaned.					
18.	Kick plates and light switches are to be kept clean.					
Restroom						
19.	Sweep and mop with disinfectant detergent.					
20.	All fixtures, commodes, etc. are to be cleaned and sanitized.					
21.	Fill toilet tissue, towel, & soap dispensers as needed.					
22.	Tall partitions and tile walls will be cleaned.					
23.	All fittings and supply pipes will be kept clean.					
24.	Mirrors will be cleaned					

25.	Wall areas adjacent to hand basins will be cleaned.					
26.	Showers, if present, will be cleaned.					
27.	Floor drains will be kept clear and free from debris.					
28.	Waste receptacles are to be emptied and placed into dumpsters.					
Kitchen						
29.	Will be damp-mopped.					
30.	All fittings and supply pipes will be kept clean.					
31.	Floor drains will be kept clear and free from debris.					
32.	Waste receptacles are to be emptied and placed into dumpsters.					
33.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
34.	Tables and chairs in lounges and kitchens are to be damp-wiped.					
35.	Smudges are to be removed from partition glass.					
36.	Counter tops and exteriors of appliances are to be wiped.					
37.	Tile floors and stairwells are to be damp mopped and spray buffed.					
38.	Baseboards are to be cleaned.					
39.	All Venetian blinds are to be dusted or cleaned.					
40.	Doors to offices and restrooms are to be cleaned.					
41.	Kick plates and light switches are to be kept clean.					
Exterior						
42.	Sweep outside front floor and pickup litter within five feet of door.					
WEEKLY		1st	2nd	3rd	4th	5th
1.	Tile floors and stairwells are to be damp mopped and spray buffed.					
2.	Baseboards are to be cleaned.					
3.	All Venetian blinds are to be dusted or cleaned.					
4.	Doors to offices and restrooms are to be cleaned.					
5.	Kick plates and light switches are to be kept clean.					
QUARTERLY		1st	2nd	3rd	4th	
1.	Tile floors are to be cleaned, buffed and waxed.					
2.	Wastebaskets are to be cleaned inside and out.					
3.	Stoves and refrigerators will be cleaned inside and out. All food items will be thrown away.					
4.	All interior sides of windows will be cleaned.					
5.	All air registers will be dusted.					

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.				

Property Manager Signature/Date

Contractor Signature/Date