

GREENSBORO HOUSING AUTHORITY

REQUEST FOR PROPOSALS

FOR

JANITORIAL SERVICES

FOR

PUBLIC HOUSING COMMUNITY BUILDINGS

AND

ADMINISTRATION BUILDING

MAY 2012

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GREENSBORO HOUSING AUTHORITY
Request for Proposals
For
JANITORIAL SERVICES
For
PUBLIC HOUSING COMMUNITY BUILDINGS and OFFICES
May 2012

Introduction

The Greensboro Housing Authority (GHA) seeks proposals from qualified contractors to provide labor and equipment for janitorial services at four (4) GHA public housing communities, and the Central Office (Administration) building. 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 quotes received, GHA intends to issue one or more contracts for the contract period **July 1, 2012 through June 30, 2013** with the **OPTION** of two one-year extensions. Based on the evaluation criteria a contract(s) will be awarded.

Scope of Services

GHA is seeking janitorial services for four (4) public housing buildings and the Central Office, noted below. Please quote separately (see page 12). The contractor shall be responsible to provide labor and equipment, and GHA will provide all cleaning and paper products to accomplish the following work.

Janitorial services will be performed after normal business hours 8:30 a.m. – 6:00 p.m., Monday through Friday. Janitorial personnel will be required to perform routine cleaning tasks to maintain all offices and lobby areas, bathrooms, common areas such as game rooms, elevators, stairways and exterior grounds.

1. The following tasks will be performed daily for Claremont Courts, Lakespring, Ray Warren Homes, Smith Homes and the Central Office:
 - 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 and entrance mats 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.
- y. Sweep and mop all steps.
- z. Clean and wipe down all handrails.

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 or FOB 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.

Weekly Evaluation – Note that the contractor's quality and level of service will be evaluated weekly by the GHA Management staff using Attachment A "Janitorial Services Scope of Services Checklist".

GHA Contacts and Locations included in this RFP

The following are the five locations included in this RFP. All locations are located in Greensboro, NC. The Contractor shall visit each 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 1	Address	Total Cleanable Area
Veronica Harris Spencer Property Manager 336-669-5948 vharris-spencer@gha-nc.org		
Claremont Courts	2702 Patio Place	9,514 sq. ft.
Lakespring	4 Lakespring Court	900 sq. ft.
Region 3		
Elaine Herbin 336-669-5950		
Smith Homes	707 West Florida Street	7,965 sq. ft.
Region 4		
Ralph Poindexter, Property Mgr 336-669-5884 rpoindexter@gha-nc.org		
Ray Warren Homes	1306 East Lee Street	6,725 sq. ft.
Administration Building		
Central Office Linda Long 336-303-3125 llong@gha-nc.org	450 North Church Street	Total - 17,807 sq. ft. 8,103 sq. ft. First Floor 3,850 sq. ft. Mezzanine 5,854 sq. ft. Lower Level

Note: The Central Office site visits will be done on Tuesday, Wednesday and Thursday between the hours of 9:00 a.m.to 12:00 p.m. and 3:00 p.m. to 4:30 p.m. (Please contact Linda Long at 336 303 3125 to schedule a visit for this location only). Please contact each Property Manager for that region to schedule a site visit.

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: Linda R. Long, Administration and Procurement Manager

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 2:00 p.m.**, local time, on **May 10, 2012** and submitted to the address identified in paragraph 2.1. above. Faxed or emailed proposals shall not be accepted. All proposals shall be valid for 90 days.

Pre-Proposal Conference and Site Visit GHA staff **will not** conduct a pre-proposal conference concerning janitorial services. It will be the responsibility of the contractor to schedule a site visit. Site visits will be available by appointment only with the Property Manager, or Linda Long.

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 BM.
- 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 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: 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

**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 and Email:

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. _____

V. Cost of Services by Building:

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

Public Housing Building	First Year Total Cost 7/01/12-06/30/13	Second Year Option 7/01/13 – 06/30/14	Third Year Option 7/01/14– 06/30/15
Region 1			
Claremont Courts			
Lakespring			
Total			
Region 3			
Smith Homes			
Total			
Region 4			
Ray Warren Homes			
Total			
Central Office			
Total			

Attachment A

JANITORIAL SERVICES SCOPE OF WORK CHECKLIST

Contractor _____

Community _____

Period Ending _____

DAILY		M	T	W	Th	F
<u>Lobby/Lounge</u>						
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.					
10.	Vacuum all carpet areas and entrance mats.					
11.	Clean and wipe down all handrails.					
12.	Recycle bins are emptied and placed in 96 gallon recycle trash cans and placed on curb (except for Fridays).					
<u>Office</u>						
1.	All office furniture is to be dusted (if applicable).					
2.	Sweep and/or mop hard surface floors with dust-control mops.					
3.	Vacuum and spot clean carpets where needed.					
4.	Waste receptacles are to be emptied and placed into dumpsters.					
5.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
6.	Tile floors and stairwells are to be damp mopped and spray buffed.					
7.	All Venetian blinds are to be dusted or cleaned.					
8.	Doors to offices and restrooms are to be cleaned.					
9.	Kick plates and light switches are to be kept clean.					

<u>Restroom</u>						
1.	Sweep and mop with disinfectant detergent.					
2.	All fixtures, commodes, etc. are to be cleaned and sanitized.					
3.	Fill toilet tissue, towel, & soap dispensers as needed.					
4.	Tall partitions and tile walls will be cleaned.					
5.	All fittings and supply pipes will be kept clean.					
6.	Mirrors will be cleaned					
7.	Wall areas adjacent to hand basins will be cleaned.					
8.	Wipe down all stainless steel toilet paper and soap dispensers, and automatic hand dyers.					
9.	Floor drains will be kept clear and free from debris.					
10.	Waste receptacles are to be emptied and placed into dumpsters.					
<u>Kitchen</u>						
1.	Will be damp-mopped.					
2.	All fittings and supply pipes will be kept clean.					
3.	Floor drains will be kept clear and free from debris.					
4.	Waste receptacles are to be emptied and placed into dumpsters.					
5.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
6.	Tables and chairs in lounges and kitchens are to be damp-wiped.					
7.	Smudges are to be removed from partition glass.					
8.	Counter tops and exteriors of appliances are to be wiped.					
9.	Tile floors and stairwells are to be damp mopped and spray buffed.					
10.	Baseboards are to be cleaned.					
11.	All Venetian blinds are to be dusted or cleaned.					
12.	Doors to offices and restrooms are to be cleaned.					
13.	Kick plates and light switches are to be kept clean.					
<u>Exterior</u>						
1.	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.					

Acknowledgement of Amendment(s) Form

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

Below is my signature confirming that I in am in receipt of amendment(s) to this RFP.

Amendment #1: Previous RFP reflected two Scope of Work (SOW) sections and it should have only been one.

Signature

Date