

Request for Proposals for Cleaning Services

RFP No. 2022-GA-01

Massachusetts Technology Collaborative 75 North Drive Westborough, MA 01581-3340

http://www.masstech.org

Procurement Team Leader: Mauricio Ramirez

RFP Issued: October 1, 2021

Site Visits by Appointment Only October 12-15, 2021

Questions Due: October 19, 2021 by 5:00pm

Answers to Questions Posted: October 25, 2021 by 5:00pm

Responses Due: November 4, 2021 by 3:00pm

1. INTRODUCTION

1.1 Overview

Massachusetts Technology Collaborative ("Mass Tech Collaborative" or "MassTech") is issuing this Request for Proposals for Cleaning Services (RFP No.2022-GA-01) (the "RFP" or "RFP") to solicit responses from qualified contractors ("Respondents") with experience in Commercial Cleaning Services. Respondents will be competing against each other for selection to provide the services set forth herein (the "Services"). The submissions of all Respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single Respondent may be selected.

Mass Tech Collaborative will enter into a Facilities Services Agreement and Statement of Work with selected Respondents containing certain standard provisions (the "Agreement"), located **HERE**.

1.2 Mass Tech Collaborative

Mass Tech Collaborative is an independent public instrumentality of the Commonwealth of Massachusetts chartered by the Commonwealth to serve as a catalyst for growing its innovation economy. Mass Tech Collaborative brings together leaders from industry, academia, and government to advance technology-focused solutions that lead to economic growth, job creation, and public benefits in Massachusetts. Mass Tech Collaborative has five primary divisions: The Innovation Institute at the Massachusetts e-Health Institute, the Massachusetts e-Health Institute, the Center for Advanced Manufacturing, and the Massachusetts Cybersecurity Center. For additional information about Mass Tech Collaborative and its programs and initiatives, please visit our website at www.masstech.org.

2. SERVICES REQUIRED

2.1 Overview

MassTech Collaborative occupies three (3) primary buildings on its Westborough campus: the Kariotis Building; the Innovation Building; and the Weiss Center. Each building will be cleaned up to five (5) nights each week, commencing any time after 7:00 p.m. (eastern), with the exception of the evening of any MassTech observed holiday following a regularly scheduled cleaning night.

2.2 Scope of Services

The selected Respondent will be required to perform the following cleaning tasks for each building at the specified frequency. Historically, MassTech cleaned each of the three buildings 5 nights per week. As a result of the pandemic, MassTech's cleaning needs fluctuated based upon staff working remotely versus days in the office. Due to the possibility of the changing needs, MassTech is seeking multiple pricing options for the services in the proposal, but anticipates that the service frequency will be for 4 nights per week for all three buildings. The cleaning tasks and frequencies are as follows:

Innovation Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles, Vacuum & Dust Sweep and Vacuum Inside and Outside Mats	Nightly
Reception Area Offices, Cubicles	Spot Clean & Vacuum Carpets Spot Clean & Vacuum All Cubicles & Offices Empty All Trash Buckets Empty All Recycling Buckets to Recycling Bins	Nightly Nightly Nightly Nightly

	Remove Newspapers to Recycling Bins Dust All Areas Within 6 Foot Reach High and Low Dusting	Nightly Nightly Weekly
	Spot Clean Walls	Nightly
	Spot Clean Carpet High, Low Dusting including Clerestory Windows Clean All Baseboards & Cove Base Wipe Down Open Cubicle Surface & Overhead Bins Without Moving Any Items	Nightly Weekly Weekly Nightly
	Wipe Windowsills in Offices & Open Areas	Nightly
Conference Rooms (2	Clean All Glass Wipe Down Tables Arrange All Chairs to Normal Position Remove any Cups or Utensils to Kitchen Dishwasher Vacuum Floors Empty All Trash	Nightly Nightly Nightly Nightly Nightly Nightly
Restrooms (6)	Clean and Sanitize All Fixtures Clean and Sanitize Sinks, Toilets, Urinals & Dispensers Wipe Down Partitions & Walls Refill Paper & Soap Dispensers Sweep, Mop, Deodorize Floors & Drains Dust All Areas Empty All Trash Clean Showers in Locker Rooms (basement) Wipe Down Lockers (basement) Wax Locker Room Floors (basement)	Nightly Nightly Nightly Nightly Nightly Nightly Nightly Nightly Weekly Weekly Monthly or as Requested
Kitchen	Empty Trash Dust All Areas Within a 6 Foot Reach High and Low Dusting Clean & Sanitize All Countertops Wipe Down Tables & Chairs Clean Sink-Turn on Garbage Disposal Put All Dishes in Dishwasher & Turn On Replace Paper Towels Remove Daily Newspapers to Recycle Bins Clean Exterior of Refrigerators Clean Microwaves Inside & Out Clean Toaster Oven Empty & Clean Coffee Grinds & Pots Spot Clean & Vacuum Carpet Clean All Baseboards & Cove Base	Nightly Nightly Weekly Nightly
Stairs (1)	Clean Rear Entryway & Stairs to Basement	Nightly
Basement	Sweep & Mop from Rear Entry Doors to Fitness Area Clean Exercise area, Wipe Down Machines Empty Trash Containers	Nightly Weekly Nightly
Trash	Throw All Trash in Dumpster	Nightly
Security	Re-Lock All Interior Office Doors that Are Locked	Nightly

Kariotis Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles, Vacuum & Dust, Sweep & Vacuum Inside & Outside Mats Empty Exterior Trash Receptacle	Nightly Nightly
Reception Area,	Spot Clean & Vacuum Carpets	Nightly
Offices, Cubicles, Hallways and Atrium Area	Spot Clean & Vacuum All Office Areas Dust Mop Hardwood Floor Damp Mop Hardwood Floor	Nightly Nightly Nightly
	Empty All Trash Buckets Empty All Recycling Buckets to Recycle Bins Remove Daily Newspapers to Recycle Bins	Nightly Nightly Nightly
	Dust All Areas Within a 6 Foot Reach Spot Clean Walls Hi, Low Dusting	Nightly Nightly Weekly
	Wipe Windowsills in Offices & Open Areas	Nightly
Boardroom	Clean Conference Table & Brush Chairs Arrange All Chairs to Normal Position Dust & Damp Mop Hardwood Floor and	Nightly Nightly Nightly
	Wipe Down Windowsills Hi, Low Dusting Remove any Cups or Utensils to Kitchen Dishwasher	Weekly Nightly
	Empty All Trash Clean All Baseboards & Cove Base	Nightly Weekly
Restrooms (2)	Clean All Fixtures Clean Sinks, Toilets, Urinals & Dispensers Wipe Down Partitions & Walls Refill Paper & Soap Dispensers Sweep, Mop, deodorize Floors & Drains Dust All Areas Empty All Trash Polish/Wax Floors	Nightly Nightly Nightly Nightly or as Necessary Nightly Nightly Nightly Nightly Monthly/As Needed
Kitchen	Empty Trash Dust All Areas Within a 6 Foot Reach Hi, Low Dusting Clean & Sanitize Countertops Clean sink & Check Garbage Disposal Put All Dishes in Dishwasher & Turn On Replace Paper Towels Above Sink Clean Exterior of Refrigerators Clean Microwave Inside & Out Clean Toaster Oven Spot Clean Baseboards & Cove Base	Nightly Nightly Weekly Nightly
Kariotis Stairways (5)	Vacuum Stairs & Dust Railings to 2 nd Floor Wax Stairways	Weekly As Needed
Trash	Throw All trash in Dumpsters	Nightly
Security	Re-Lock All Interior Office Doors That are Locked	Nightly

Weiss Conference Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles Wax Front Entryways Sweep & Vacuum Front Mats	Nightly Monthly or As Needed Nightly
Classrooms, Offices &	& Hallways Spot Clean & Vacuum Hallways Spot Clean & Vacuum All Office Areas Clean Tables & Chairs in All Classrooms Arrange All Chairs to Normal Positions Empty All Trash Buckets Empty All Recycling Buckets to Recycling Bins Dust All Areas Within a 6 foot Reach Spot Clean Walls Hi, Low Dusting Clean All Baseboards & Cove Base Clean All Windowsills	Nightly Nightly Nightly Nightly Nightly Nightly Nightly Nightly Weekly Weekly Nightly
Restrooms (2)	Clean All Fixtures Clean Sinks, Toilets, Urinals & Dispensers Wipe Down Petitions and Walls Refill Paper & Soap Dispensers Sweep, Mop, Deodorize Floors & Drains Dust All Areas Empty All Trash	Nightly Nightly or As Necessary Nightly Nightly or as Necessary Nightly Nightly Nightly
Kitchen	Empty Trash Dust All Areas within a 6 Foot Reach Hi, Low Dusting Clean Tables & Chairs Arrange All Chairs to Normal Position Clean Sink & Sanitize Countertop Clean Any Dishes, Mugs & Coffee Pots Replace Paper Towels Above Sink Clean Exterior of Refrigerator Clean Microwave Inside & Out Clean Toaster Oven Vacuum Carpet Clean All Baseboards & Cove Base	Nightly Nightly Weekly Nightly
Trash	Throw All Trash in Dumpster	Nightly
Security	re-Lock All Interior Office Doors That are Locked	Nightly

MassTech Collaborative will provide some of the basic supplies such as hand soap, dishwasher soap, sponges, etc., and paper goods including toilet tissue, paper towels, multi-fold towels, trash bags, etc. Any machines and all other related materials/supplies needed for the daily cleaning of the floors, rugs, walls, doors and mirror glass, drains, toilets, sinks, etc. will be provided by the selected vendor. MassTech requires, for the health and safety of their employees, that the selected vendor use approved cleaners listed on the following website on all high-touch areas to prevent the spread of COVID-19. Please refer to EPA N List for approved disinfectants EPA List N.

The selected vendor's staff will be responsible for using the Nightly Log Book(s) for communication with MassTech staff on service notes, supply needs, or notation of any maintenance issues notices while performing the services. The cleaning supplies are delivered to and stored in the Innovation Building basement. Cleaning Staff will be responsible for transporting the necessary supplies used in each building and stock piling enough

cleaning supplies for each building's kitchen, bathrooms and general use, to last at least one week.

3 APPLICATION PROCESS

3.1 Application and Submission Instructions

Respondents are cautioned to read this RFP carefully and to conform to its requirements. Failure to comply with the requirements of this RFP may serve as grounds for rejection of an Application.

- a. All Applications must be submitted electronically in writing, in Microsoft Word format (including all Required Submissions, see below).
- b. Required Submissions- All Applications must include the items listed below:
 - Application Cover Sheet (<u>Attachment A</u>)
 - Application, which shall include:
 - A description of the firm responding to the RFP (including descriptions of proposed subcontractors, if any) and the firm's qualifications to perform the Services.
 - The proposed approach to providing the Services. Additionally, Respondents are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of services.
 - Provide the total fixed price and hourly based costs for providing the Services; based on projected hours, proposed hourly rates, as well as any other appropriate costs, in the Budget Template (Attachment C). List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, the Mass Tech Collaborative does not pay mark-ups on reimbursable or out-of-pocket expenses.
 - Three references for work previously performed by the Respondent that is substantially similar to the Services. References should include a contact person, address and phone number.
 - Authorized Application Signature and Acceptance Form (<u>Attachment</u> B). By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFP, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFP, (2) acknowledge and understand the procedures for handling materials submitted to the Mass Tech Collaborative as set forth in subsection d. below, (3) agree to be bound by those procedures, and (4) agree that the Mass Tech Collaborative shall not be liable under any circumstances for the disclosure of any materials submitted to the Mass Tech Collaborative pursuant to this RFP or upon the Respondent's selection.
 - Completed Attachment D, IRS W-9 Form. Do NOT send Social Security Numbers
 Electronically. This form should contain an Employer Identification Number,
 NOT a Social Security Number. If you have any questions about this, please
 email proposals@masstech.org before sending in the form.
 - Exceptions to the Facilities Services Agreement and Statement of Work, located HERE, if any.
- c. Applications must be delivered electronically to:

proposals@masstech.org (please include the RFP number in the subject heading).

d. Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFP shall become Mass Tech Collaborative's property and shall be subject to public disclosure. As a public entity, the Mass Tech Collaborative is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If a Respondent wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Respondent must submit a written request to the Mass Tech Collaborative's General Counsel's office no later than 5:00 p.m. fourteen (14) business days prior to the required date of Application submission set forth in Section 4.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Respondent. The General Counsel will issue a written determination within ten (10) business days of receipt of the written request. If the General Counsel approves the request, the Respondent shall clearly label the relevant information and/or documentation as "CONFIDENTIAL" in the Application and shall only include the confidential material in the hard copy of the Application. Any statements in an Application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

3.2 Application Timeframe

The application process will proceed according to the following schedule. The target dates are subject to change. Therefore, Respondents are encouraged to check Mass Tech Collaborative's website frequently for updates to the schedule.

Task	Date:
RFP Released	October 1, 2021
Site Visits by Appointment Only	October 12 – 15, 2021 Email: ramirez@masstech.org
Questions Due	October 19, 2021 @ 5 PM EST
Question and Answer File Posted	October 25, 2021 @ 5 PM EST
Applications Due	November 4, 2021 @ 3 PM EST

3.3 Questions

Questions regarding this RFP must be submitted by electronic mail to proposals@masstech.org with the following Subject Line: "Questions – RFP No. 2022-GA-01"). All questions must be received by 5:00 p.m. EST on October 19, 2021. Responses to all questions received will be posted on or before 5:00 p.m. on October 25, 2021 to Mass Tech Collaborative and Comm-Buys website(s).

3.4 Site Visits

Site Visits will be held October 12, 2021 through October 15, 2021 by appointment only. All potential Respondents interested in participating Site Visits must register with Mass Tech Collaborative by 5:00 p.m. on October 8, 2021 in order to obtain an appointment date and time. To register, please email Mauricio Ramirez at ramirez@masstech.org. Mass Tech Collaborative will confirm all appointments individually. Mass Tech Collaborative will post summary responses to procedural questions and issues addressed during Site Visits and collected during the formal Questions period on the Mass Tech Collaborative's and the Comm-Buys websites.

4 EVALUATION PROCESS AND CRITERIA

4.1 Process

The Mass Tech Collaborative shall evaluate each Application that is properly submitted. As part of the selection process, Mass Tech Collaborative may invite finalists to answer questions regarding their Application in person or in writing. In its sole discretion, Mass Tech Collaborative may also choose to enter into a negotiation period with one or more finalist Respondent(s) and then ask the Respondent(s) to submit a best and final offer.

4.2 Criteria

Selection of a Respondent to provide the services sought herein may be based on criteria that include but are not limited to:

- Quality of Response to RFP Requirements
- Completion of Attachment A describing Applicant
- Completion of Attachment B Acceptance of MassTech Collaborative's Terms of Service or Counter Proposals in writing
- Reasonableness of Pricing outlined in Attachment C
- Completed Attachment D, IRS W-9 Form with Employer Identification Number
- Executive Summary of Responding Company outlining the Firm's Qualifications
- Demonstrated experience in providing commercial services outlined in this RFP
- Successful review of References provided

Lack of debarment status by either the state or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFP is to select and enter into an Agreement with the Respondent that will provide the best value for the Services to achieve MassTech Collaborative's goals. Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

5.0 GENERAL CONDITIONS

5.1 General Information

- a) If an Application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. The Mass Tech Collaborative reserves the right to waive omissions or irregularities that it determines to be not material.
- b) This RFP, as may be amended from time to time by Mass Tech Collaborative, does not commit Mass Tech Collaborative to select any firm(s), award any contracts for services pursuant to this RFP, or pay any costs incurred in responding to this RFP. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFP, to engage in preliminary discussions with prospective Respondents, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to Applications in accordance with negotiations, all to the same extent as if this were a Request for Information.
- c) On matters related solely to this RFP that arise prior to an award decision by the Mass Tech Collaborative, Respondents shall limit communications with the Mass Tech Collaborative to the Procurement Team Leader and such other individuals as the Mass Tech Collaborative may designate from time to time. No other Mass Tech Collaborative employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP. Respondents may contact the Procurement Team Leader for this RFP in the event this RFP is incomplete.
- d) The Mass Tech Collaborative may provide reasonable accommodations, including the provision of materials in an alternative format, for Respondents with disabilities or other hardships. Respondents requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. The Mass Tech Collaborative reserves the right to grant or reject any request for accommodations.

- e) Respondent's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Respondent's capabilities and experience. Should any statement asserted by Respondent prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for Mass Tech Collaborative in its sole discretion to reject the Application and/or terminate of any resulting Agreement.
- f) Costs that are not specifically identified in the Respondent's response and/or not specifically accepted by Mass Tech Collaborative as part of the Agreement will not be compensated under any contract awarded pursuant to this RFP.
- g) Mass Tech Collaborative's prior approval is required for any subcontracted services under any Agreement entered into as a result of this RFP. The selected Respondent will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Respondent is responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Respondent.
- Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.
- i) Mass Tech Collaborative reserves the right to amend the Agreement at any time prior to execution. Respondents should review the Agreement as they are required to specify any exceptions to the Agreement and to make any suggested counterproposal in their Application. A failure to specify exceptions and/or counterproposals will be deemed an acceptance of the Agreement's general terms and conditions, and no subsequent negotiation of such provisions shall be permitted.

5.2 Posting of Modifications/Addenda to RFP

This RFP has been distributed electronically using the Mass Tech Collaborative and COMMBUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. It is the responsibility of each potential Respondent to check the Mass Tech Collaborative and COMMBUYS websites for any addenda or modifications to the RFP. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Respondents who submit a response based on an out-of-date RFP.

Attachment A Application Cover Sheet

Name of Respondent				
Mailing Address	City/Town		State	Zip Code
Telephone	Fax		Web Address	
Primary Contact for Clarification		Primary (Contact E-mail Add	ress
Authorized Signatory		Authorize	d Signatory E-mail	l Address
Legal Status/Jurisdiction (e.g., Corporation, LLC, LLP, etc.)	a Massachusetts	Responde	ents DUNS No.	

Attachment B <u>Massachusetts Technology Collaborative</u> Authorized Respondent's Signature and Acceptance Form

The undersigned is a duly authorized representative of the Respondent listed below. The Respondent has read and understands the RFP requirements. The Respondent acknowledges that all of the terms and conditions of the RFP are mandatory, and that Respondent's response is compliant with such requirements.

The Respondent understands that, if selected by the Mass Tech Collaborative, the Respondent and the Mass Tech Collaborative will execute an Agreement specifying the mutual requirements of participation. The undersigned has either (*please check one*):

undersigned has either (please check one):
specified exceptions and counter-proposals to the terms and conditions of the Agreement; or
agrees to the terms and conditions set forth therein;
The undersigned acknowledges and agrees that the failure to submit exceptions and counter-proposals with this response shall be deemed a waiver, and the Agreement shall not be subject to further negotiation.
Respondent agrees that the entire bid response will remain valid for sixty (60) days from receipt by the Mass Tech Collaborative.
I certify that Respondent is in compliance with all corporate filing requirements and State tax laws.
I further certify that the statements made in this response to the RFP, including all attachments and exhibits, are true and correct to the best of my knowledge.
Respondent:
(Printed Name of Respondent)
By: (Signature of Authorized Representative)
(Signature of Authorized Representative)
Name:
Title:

Attachment C Budget Template

Bid Form

Fixed Rate Alternative 1	\$
Monthly Cost of Cleaning 3 Buildings- 5 nights per week (Fixed Price)	Cost % allocation per building: Kariotis: Innovation Center: Weiss Conference Center:
Fixed Rate Alternative 2	\$
Monthly Cost of Cleaning 3 Buildings- 4nights per week (Fixed Price)	Cost % allocation per building: Kariotis: Innovation Center: Weiss Conference Center:
Hourly Rate Option	
Rate per man hour on an as need basis for some or all of the buildings rather than a fixed rate	\$ Please note any other costs:
Fixed Rate Extra Work Rate:	
Cost Per Man Hour for Extra Work with one of the fixed price options	\$
Cost to Shampoo Carpets; Quote Per Square Foot or Per Hour	\$per square foot OR \$per hour

Attachment D IRS W-9 Form

Form can be found at: https://www.irs.gov/pub/irs-pdf/fw9.pdf

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