

# REQUEST FOR PROPOSALS

Albany Community Action Partnership (ACAP)

## CLEANING SERVICES

**Opened: September 30, 2020**  
**Proposal submission due date: October 14, 2020**



THE POWER OF CHANGE

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[www.albanycap.org](http://www.albanycap.org)

## Proposal Overview

The Albany Community Action Partnership is seeking vendors to provide janitorial and cleaning services for approximately 9 sites belonging to the agency effective **November 1, 2020**.

## Proposal Guidelines and Requirements

The response to this request for proposal shall include the ability to execute the scope of work laid out in this proposal, budgetary considerations and so forth as detailed in the ensuing instructions.

This is an open and competitive process. Proposals received after 12:00 pm/noon EST, Wednesday, October 14, 2020 will not be considered.

The price you quote should be all-inclusive. If there are any additional expenses incurred that are not included in the final contract, ACAP will not be responsible for paying the additional costs.

ACAP has the right to refuse any and all bids.

## Contract Terms

ACAP will negotiate contract terms upon selection. All contracts are subject to review by the ACAP Senior Management team, and a project/s will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget and other necessary items. Unless otherwise specified herein, the contractor shall furnish all material, labor, equipment, and supplies necessary to perform the services required herein.

## Buildings

The full list of buildings is shown below. The locations are broken down into 3 groupings. Each responsible bidder may submit bids for any of the groups, multiple groups or may bid on an individual building. It is not required that bids are submitted for the list in its entirety.

There will be no building walk-through for this RFP due to restrictions regarding large group meetings. The approximate square footage of each site location along with the numbers and types of rooms at each location is listed with the name and address of each site in the table below. To further assist responsible bidders in determining budget and cost proposals for submission with this RFP, pictures of a typical classroom, bathroom, and office areas for each site will be provided upon email request with intent to bid acknowledgement. Intent to bid and requests for photos are to be sent to [tcalone@albanycap.org](mailto:tcalone@albanycap.org) and must be received no later than 2:00pm Friday, October 9, 2020. ACAP has the right to refuse any requests for photos or intent to bid notifications received after the deadline.

		Approx Sq footage	# classrooms	# child bathrooms	kitchen	# offices / meeting spaces	# adult bathrooms
<b>Group 1</b>							
Ann Klose 1st ECE Center	295 Colonie St. Albany, NY 12205	1,900	1	1	yes	1	1
ACAP ECE Center @ Albany Public Library	161 Washington Ave. Albany, NY 12206	2,700	3	0	no	1	0
ACAP Main Offices	333 Sheridan Ave. Albany, NY 12206	11,300	0	0	no	15	4
Nathan Lebron ECE Center	170 Ontario St. Albany, NY 12206	10,350	8	8	yes	5	2
<b>Group 2</b>							
Early Learning Center	25 Monroe St. Albany, NY 12210	10,500	8		yes	4	2
Olivia Rorie ECE Center	7 Morton Ave. Albany, NY 12202	3,750	3	2	yes	2	2
Hackett ECE Center	21 Hackett Blvd. Albany, NY 12202	6,900	5	2	yes	1	1
<b>Group 3</b>							
Ogden Mills ECE Center	1 Ogden Plaza Cohoes, NY 12047	5,300	4	4	yes	3	2
Cohoes Outreach Office	145 Remsen St. Cohoes, NY 12047	1,000	0	0	no	3	1

## Equipment and Supply Requirements

### Equipment

The contractor must furnish and maintain, in good repair, all equipment including but not limited to mops, brooms, buffers, vacuums, and any other equipment necessary to accomplish specified scope of work.

- a. The contractor must supply COMMERCIAL vacuum cleaners that meet acceptable and standardized requirements and are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70 decibels (dBA).
- b. Vacuums must be equipped with the proper filter or bag. The filters must be changed or cleaned consistent with the manufacturer’s recommendations. Vacuum bags or canisters shall be inspected at least every two hours and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.

Products, Supplies, and Materials (also referred to as "products") – these items may be included in the bid package or the bidder may indicate in the bid submission if they wish for ACAP to supply the products that are used on site. This can be inclusive of all items or separated out

between paper products and cleaning products. The bidder will need to indicate as such on the bid submission.

If the bidder wishes to include products in the bid submission, the contractor shall agree and understand that the agency shall have the right to approve/disapprove the use of any product used in the performance of the services required herein.

- a. Environmentally Preferable - In the performance of the services required herein, the contractor should use environmentally preferable products, unless specified elsewhere.

For the purposes of the contract, "environmentally preferable" shall be defined as those products that have a lesser or reduced effect on human health and the environment when compared with competing products that serve the same purpose. The comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse/post-consumer content, operation, biodegradability, and pollution prevention through source reduction. Active microfiber technology should be used where appropriate to reduce cleaning chemical consumption.

- b. The contractor shall furnish plastic wastebasket liners, disposable liners for sanitary napkin cans, sand for ash trays, and all cleaning products necessary to perform the services required herein. Plastic trashcan liners should be of good grade.

The contractor shall be assigned a closet(s) in the building or space in a shared closet (hereinafter referred to as the —janitorial closet) for storage of all janitorial equipment and products necessary for the building.

## Scope of Work

The contractor shall perform the following tasks in order to keep all surfaces clean, sanitized and free of dust, cobwebs, spots, spills, scuffs, other debris, etc. The contractor shall perform the listed tasks between the hours of 3:30 p.m. and 9 pm, Monday through Friday.

***All site locations will be required to be sanitized on a nightly basis to reduce/eliminate bacteria, viruses, and other spreadable germs that cause illness***

**Early Childhood Education (ECE) Centers will require the following cleaning and sanitizing services:**

- **Classrooms:** Sweep and mop the floor, Vacuum carpet or any area rugs, collect trash and dispose of trash along with replacing trash bags. All usable areas should be dusted. Clean doorknobs. Dust windowsills and radiators. Clean trash can once a week or more frequently as needed.
- **Bathroom:** Sweep and mop the floor disinfect the interior/exterior of toilet bowl/urinal, sink and wall or tile area around it. Clean mirror, collect and dispose of trash along with replacing trash bags. Replenish all dispensers with toilet paper, paper towels and soap. Spot clean doorknobs and door frame.

- **Gym (Where applicable):** Sweep and mop floor, vacuum carpet or any area rugs. Collect and dispose of trash along with replacing trash bag. Clean doorknobs.
- **Kitchen:** Sweep and mop floor, ensure that all food is swept from and around refrigerator, stove and sink area. Collection and disposal of trash along with replacing trash bags. Trash cans should be cleaned once a week or more frequently as needed.
- **Staff lounges:** Vacuum carpet, collect, and dispose of trash along with replacing the trash bags. Dust all usable area. Clean doorknob, and any sink or tables if applicable.
- **Entrance / Vestibule:** Sweep and mop floor, Vacuum area rug, and clean windows inside and out. Clean/disinfect doorknobs and any stair railings. Collect and dispose of trash along with replacing trash bags.
- **Offices:** Vacuum carpet, collect and dispose of trash along with replacing trash bags. Dust windowsills, tops of cubicle walls, and radiators.
- **Hallways:** Sweep and mop floor, or if the area is carpeted, vacuum, collect and dispose of any trash along with replacing trash bags. Stair railings are to be wiped down and disinfected.
- **Dining area:** Sweep and mop floors. Collect, dispose and replace trash bags. Clean trash can once a week or more frequently as needed. All tables are to be wiped down and disinfected.
- **Janitorial closets:** All supplies are to be kept in a safe and hazard free space. The supply closets are to be kept neat and organized, all mops and mop buckets are to be kept out of sight, no water and/or cleaning liquid should remain in mop bucket overnight.
- **Recyclables:** All recyclables should be taken out to the dumpster along with trash.

**Note:** Any damage or unusual circumstances should be reported immediately. A working supervisor of the contractor should be checking the site to ensure details of the job scope are being met by their staff. Building is to be secured: alarm set where applicable, lights shut off and all doors locked.

**Sheridan Avenue main office site and Cohoes Outreach Office will require the following cleaning and sanitizing services:**

- **Entrances:** Sweep and mop floor, vacuum carpet or area rugs. Clean glass windows inside and out. Disinfect and wipe down doorknobs and stair railings. Dust for cobwebs.
- **Offices:** Vacuum carpet or rug areas, sweep and mop floor. All trash will need to be collected and disposed of along with replacing the trash bags. Clean windowsills, tops of cubicle walls, and dust window blinds as needed. Dust all usable area around shelves, file cabinets, light fixtures, and wall pictures while removing any cobwebs.
- **Boutique in basement:** Vacuum carpet, clean the windowsills, collect and dispose of all trash along with replacing trash bag. Clean the bathroom i.e. disinfect interior/exterior of toilet bowl,

sink and wall around it. Replenish the toilet paper, soap and paper towels. Sweep and mop bathroom floor. Dust for cobwebs. Clean all mirrors.

- **Hallway/Waiting area:** Sweep and mop floor, vacuum carpet area. Dust for cobwebs and spot cleaning of the walls. Trash should be collected, disposed of and trash bags replaced. Trash cans should be cleaned once a week.

- **Bathrooms:** Disinfect interior/exterior of the toilet bowl, sink and ceramic/tile area. Collect and dispose of trash along with replacing trash bags. Sweep and mop the floor. Clean mirrors, spot clean door, door frames and doorknob. Replenish dispenser with paper towels, soap and toilet paper. The trash cans will need to be cleaned once a week.

- **Conference rooms:** Vacuum carpet, Wipe down tables. Collect and dispose of trash along with replacing the trash bag. Dust windowsills. Window blinds should be dusted at minimum once a week.

- **Janitorial closets:** All supplies are to be kept in a safe and hazard free space. The supply closets are to be kept neat and organized, all mops and mop buckets are to be kept out of site, no water and/or cleaning liquid should remain in mop bucket overnight.

- **Recyclables:** The Cohoes Outreach office only. All recyclables should be taken out to the dumpster along with trash.

- **Elevator:** Vacuum elevator and wipe down the elevator buttons/panel.

**Note:** Any damage or unusual circumstances should be reported immediately. A working supervisor of the contractor should be checking the site to ensure details of the job scope are being met by their staff. Building is to be secured: alarm set, lights shut off and all doors locked.

**Additional services required:**

*These services are separate from the regular nightly cleaning and can be bid separately or as a part of the site bid package. Please indicate on your bid if you don't wish to include these services in the bid.*

- **ECE-Early Childhood Education Site Cleaning during Summer Break:** All floors are to be mopped, swept, stripped, waxed and buffed. Deep clean all area rugs and carpets.

- **Sheridan Ave and Cohoes Outreach locations (timing TBD):** All floors are to be mopped, swept, stripped, waxed and buffed. Deep clean all area rugs and carpets.

- **Hackett Room Move:** Approximately 6-12 times per year, the church at the Hackett Blvd location will need to utilize the large room that is used for one of the classrooms. This requires us to breakdown the classroom on a Friday evening and put back together on Sunday so that it is ready for school on Monday. Furniture and classroom items are to be neatly arranged in the hallway along the walls with accessibility remaining, the room is cleaned as would be. On Sunday, the room may need to be cleaned again prior to items being placed back into position.

## Personnel Requirements:

Working Supervisor - The contractor shall provide a Working Supervisor who shall be located on-site to review work on a regular basis. The Working Supervisor must have at least two (2) years of recent experience in directing cleaning type operations in a supervisory capacity. At a minimum, the contractor's Working Supervisor shall:

- a. Supervise all the contractor's personnel providing janitorial services.
- b. Inspect services performed each day and assure that all requirements are completed satisfactorily and acceptable to the agency's standards.
- c. Train and assign duties for the contractor's personnel as necessary.
- e. Ensure that reports are submitted as required and as needed.
- f. Contact the agency on a daily basis regarding problems and other directions as needed.
- g. Meet with the agency as necessary during normal business hours (8:30 a.m. to 5:00 p.m.) to discuss janitorial issues.
- h. Such contractor contact person must have the express authority to speak on behalf of the contractor and make decisions on behalf of the contractor.

## Security Requirements:

- The contractor shall prevent all unauthorized persons from entering the building and shall keep the building locked while the contractor and the contractor's personnel are on the premises.
- When the contractor and/or the contractor's personnel leave the building, the contractor shall lock all doors and turn off lights. In addition, if the building contains other security system(s), the contractor shall activate the system(s) according to agency instructions in order to protect the security of the building.

## Timeline

- This RFP is dated September 30, 2020.
- Proposals are due no later than 12:00 pm/noon EST, Wednesday, October 14, 2020 via e-mail to [procurement@albanycap.org](mailto:procurement@albanycap.org). Please indicate **ACAP Janitorial Services** in the subject line. Late proposals will not be accepted.
- Proposals will be evaluated immediately thereafter. During this time, we may require interviews at our office with our senior management team. You will be notified if this is requested.
- The name of the company who has been selected will be decided on or about October 16, 2020.
- All other candidates will be notified on or about October 19, 2020.

## Budget

Please provide your cost proposal to accomplish all aspects of the project. The budget should include estimations for expenses mentioned in the scope of work.

## ACAP Background

### Mission Statement

ACAP works in partnership with families and communities to empower people to achieve economic self-sufficiency and an improved quality of life.

### General Overview

Started in 1966, ACAP is one of New York's 52 Community Action Agencies (CAA's) and one of over 1,000 nationwide. CAA's are independent nonprofit organizations designated by the federal government in 1964 to combat poverty in various locales. ACAP's purpose as Albany County's CAA remains the same today as when it opened its doors 44 years ago, which is to offer connections and services that help economically vulnerable individuals strengthen their families through *The Power of Change*.

ACAP is a nonprofit 501(c)(3) corporation registered in the state of New York. With outreach offices in Albany and Cohoes, and numerous early childhood development classrooms throughout Albany County, ACAP is able to provide social services to diverse cross-sections of the community.

### Service Area

ACAP's primarily coverage area is Albany County. However, two programs serve customers throughout the entire Capital Region, namely Dress for Success Albany and Career Services.

### List of ACAP Current Programs and Services

- *Weatherization Assistance Program*: ACAP offers free energy analysis and energy conservation improvements to income eligible households.
- *Dress for Success Albany*: ACAP offers this world-recognized program that promotes the economic independence of disadvantaged women by providing professional attire, a support network and career skills training. Services are provided throughout the Capital Region.
- *Career Services*: ACAP offers training programs and comprehensive employment services for adults that provide intensive support and assessment to individuals addressing lifelong patterns of under/unemployment in one of several growing industries in the Capital Region.
- *Volunteer Income Tax Assistance*: ACAP offers no-cost tax help to low-to moderate-income customers who need assistance preparing their income tax returns. ACAP also provides free electronic filing (e-filing) of prepared returns.



- *Cohoes Food Pantry:* ACAP offers emergency food and nutrition workshops for income eligible individuals and families residing in Cohoes, Watervliet and Green Island.
- *Head Start Program:* ACAP offers this nationally recognized comprehensive early childhood program that serves three to five-year-olds. The program includes special services for children with disabilities and supports services for the entire family. ACAP has 12 Head Start centers throughout Albany County.
- *Children’s Center at Family Court:* ACAP offers safe, no-cost child care at Albany County Family Court. At the Children’s Center, children can play, have a snack and take a nap while their parents focus on their court issues.
- *Early Head Start:* Early, continuous, intensive, and comprehensive child development and family support services for infants and toddlers 0 – 3 years of age, pregnant women and their families. This program offers children a wide variety of developmentally appropriate activities in a warm, nurturing environment with dedicated and educated teachers and staff members.

## Evaluation Criteria

When submitting proposal, bidder should demonstrate the following factors:

- a) Responsibility and Reliability of the experience of the bidder. – provide information on previous and current services/contracts performed by the bidding organization to include type of building, dates services provided, square footage and nature of services provided.
- b) Reliable references for current and/or previous contracts where similar services were provided.
- c) Compliance to conduct business in New York state (eg: registration of business)
- d) Current general liability and workmen’s’ compensation insurance.
- e) Any licenses or certificates as applicable
- f) Note if minority owned or women owned business (M/WBE) and provide proof of certification.

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The proposal must include a cost proposal as described above. For questions regarding this proposal, and all other questions, please contact: [procurement@albanycap.org](mailto:procurement@albanycap.org) All questions and responses will be relayed to the entire field of interested vendors to ensure fairness.

Proposals that meet the mandatory requirements, as stated above, will be evaluated with the following criteria:

- Compliance with the RFP
- Prior and similar experience of organization providing services to organizations and buildings of the same size and nature
- Reference checks
- Ability to meet scope of work in this RFP
- Budget proposal is reasonable for project and activities proposed.

## **Format for Proposals**

Please use the following as a guideline to format your proposal:

### **Length and Font Size:**

Please use fonts no smaller than 11 point. Maximum proposal length including title page, cover letter, proposal and budget should not exceed 15 pages.

### **Title Page:**

ACAP, Cleaning Services Proposal, your company name, address, web site address, telephone number, fax number, e-mail address, and primary contact person.

### **Cover Letter:**

Signed by the person or persons authorized to sign on behalf of the company.

### **Proposal:**

Discuss your proposal to complete the scope of work specified according to the RFP criteria.

### **Budget:**

List budget items. The cost of the project will be one but not the only determining factor in the selection process. Include cost per square footage per site.