



## Request for Proposal

UCFS is requesting bids for housekeeping services for the following locations:

Norwich Health Center-47 Town Street, Norwich

General Administration-34 East Town Street, Norwich

Rock Nook Building-77 East Town Street, Norwich

Plainfield Health Center-120-122 Plainfield Road, Moosup

Griswold Health Center-226 East Main Street, Griswold

Colchester Behavioral Health Office-212 Upton Road, Colchester

New London Behavioral Health & Medical-351 North Frontage Road, New London

Eldercare (Ross Adult Day & Sheltering Arms)-165 McKinley Avenue, Norwich

Release date: Thursday, March 28, 2019

Submittal date: April 26, 2019

## **Introduction**

UCFS Healthcare invites you to submit a proposal to provide housekeeping services and general sanitary maintenance of several of our health centers & offices. The successful bidder must furnish all equipment, cleaning supplies, machinery, transportation of staff and all items necessary to execute this contract. This includes but is not limited to: scrubbing machines, buffers, vacuum cleaners, carpet cleaners, dust mops, brooms, rags, etc.

The RFP should include an outline of the type of cleaning supplies and equipment the vendor intends to use so as to indicate if vendor has sufficient equipment and supplies for each location. As mentioned below, UCFS will supply paper goods but vendor must supply all cleaning items.

Vendor's response must propose a plan on accomplishing the minimum services required as well as services that may be in addition to the minimum services required. The plan should include the number of personnel used to execute the contract, the time each day when personnel will report to perform the services, estimated time it will take to complete the services on a daily basis. Contractor must maintain a file of backup personnel for this project; in the event that a full time project staff is unable to report to work, a replacement staff person must be called in to perform all duties as assigned. This person should be familiar with all UCFS sites so they can accomplish the tasks as assigned. Proficiency of English is required to perform this job.

The successful vendor must document that all employees have been fully trained and skilled in safe and proper housekeeping techniques as well as infection control. Vendor shall include their training program and method of verifying employee competency as part of the bidder package. Emphasis should be placed on handling hazardous materials, infection control, and OSHA guidelines Safety Data Sheets. Vendor will send proof of education at a minimum of yearly to VP of Business Development.

In addition to the training supplied by the vendor to their employees, all employees of the successful bidder will be required to attend an infection control training provided by UCFS prior to the start of working at a UCFS facility.

The successful vendor shall furnish UCFS copies of all Safety Data Sheets for all products used prior to beginning service in any UCFS site and must update copies of the Safety Data Sheets on an annual basis. In addition, each time a new chemical or cleaning product is introduced, a copy of that product's Safety Data Sheet must be provided to the VP of Business Development at UCFS prior to the product being used in any facility. A Safety Data Sheet notebook must be kept at each location in which you are providing cleaning services as well as a copy given to the VP of Business Development at UCFS.

The successful vendor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markers as prescribed by law, regulatory agencies or the contract between UCFS and vendor. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all federal, state and county laws, ordinances, rules and regulations.

Vendor MUST secure all windows, doors and check all security alarms (where applicable) prior to leaving each premise. Violation of this responsibility may lead to the immediate termination of the contract.

The successful bidder shall provide a copy of the employee's driver's license or work permit and a copy of their I-9 Verification documentation for each employee prior to performing any work within UCFS. Each employee of the vendor shall have had a criminal background check including finger printing and pre-employment drug screenings with results satisfactory to UCFS. All information must be shared with UCFS.

In addition all employees of successful bidder will be given a UCFS badge which will give them access to only the building in which they will be cleaning. If at any time a person loses their badge they must IMMEDIATELY contact the VP of Business Development so we can disable the badge to prevent improper access to our buildings. Only the Supervisor assigned to UCFS will have access to all sites so they can manage their staff appropriately. One master

key will be given out to the supervisor only. This key cannot be shared with other staff members. During the tour of our sites, more specific details on locations and access to specific locations will be given out.

Throughout some of our facilities that successful bidder will be cleaning there are internal and external cameras. UCFS staff will be viewing these cameras periodically to ensure that housekeeping is following proper protocol.

The successful bidder shall report to the VP of Business Development any damage and/or broken items caused by the vendors employees. Also if an employee finds any damage to a UCFS facility and/or broken item that need replacement, they must email the VP of Business Development at [pkinder@ucfs.org](mailto:pkinder@ucfs.org).

### **About UCFS**

United Community and Family Services, Inc. (UCFS) is a nonprofit 501(c)(3) that has served Eastern CT since 1877. Designated as a Federally Qualified Health Center in 2014, UCFS' current scope of project includes Primary Medical Care, including Pediatrics, Adult and Geriatrics; Women's Health/Gynecology; Dentistry and Dental Hygiene; and, Behavioral Health including Counseling, Psychiatry, Substance Abuse treatment and Addiction Services including the state's largest Gambling Addiction program.

### **Confidentiality**

This RFP is the property of UCFS and must be held in strict confidence. The RFP contains information regarding UCFS operations and is provided solely for the purpose of submitting a proposal. The Bidder shall not disclose to anyone, other than those who need to know in order to respond to this RFP, any information concerning this RFP. In some cases the selected vendor will need to demonstrate HIPAA compliance and where applicable will be required to enter into a Business Associates Agreement (BAA). If this is required it will be outlined below.

### **Contact Information**

All questions pertaining to this RFP shall be in written form and sent via email to:  
Pamela Allen Kinder, VP Business Development-[pkinder@ucfs.org](mailto:pkinder@ucfs.org)

### **Submission of Questions**

Proposers are responsible for familiarizing themselves with the conditions and objectives of this RFP. The deadline for submitting questions is April 12, 2019. Questions received will be responded to in writing and sent to all Bidders via email no later than April 14, 2019.

### **Mandatory Walk Thru**

Friday, April 11th 2019 at 8:00 am- Tour will start at Norwich Health Center, 47 Town Street, Norwich and proceed to other locations.

### **Bid Delivery Instructions**

Submit (2) copies of the complete proposal either by hand or mailed overnight to the name and address listed below. All envelopes must be sealed and all responses to the RFP must be received by 2:00 pm on April 26th, 2019. Faxed or emailed proposals will not be accepted at any time.

Attn: Pamela Allen Kinder, VP Business Development, UCFS, 47 Town Street, Norwich, CT 06360

### **Disqualification of Proposals**

UCFS reserves the right to consider as acceptable only those proposals submitted in accordance with the requirements set forth in this RFP and which demonstrate an understanding of the scope of the work. A contractor shall be disqualified and the proposal automatically rejected for any one or more of the following reasons:

- The proposal shows any noncompliance with applicable law.
- The proposal is conditional, incomplete, or irregular in such a way as to make the proposal indefinite or ambiguous as to its meaning.
- The Contractor is debarred or suspended.

### **Rights Reserved**

Contractors are advised that UCFS reserves the right not to make award of this contract.

### **Advertising**

In submitting a proposal, the Contractor agrees, unless specifically authorized in writing by an authorized representative of UCFS on a case by case basis, that it shall have no right to use, and shall not use, the name of UCFS, its officials or employees in any advertising, publicity, promotion nor to express or imply any endorsement of agency's services.

### **Immunity from Liability**

Every person who is a party to this agreement is hereby notified and agrees that UCFS is immune from liability and suit for or from vendor's activities involving third parties and arising from any contract resulting from this Request for Proposal.

### **Nondiscrimination Statement**

UCFS is an affirmative action equal opportunity institution. UCFS will not knowingly do business with any bidder, contractor, subcontractor or supplier of materials found to be in violation of any state or federal antidiscrimination law.

### **Tobacco Free Campus**

UCFS is a tobacco free campus. All individuals including contractors are prohibited from smoking (including electric cigarettes) anywhere on UCFS property including buildings, vehicles and premises. All contractors are expected to acknowledge the tobacco free policy and provide full compliance.

### **RFP Terms and Schedule**

Schedule Milestones	Date	Time (where applicable)
Issue RFP	March 28, 2019	
Walk Through (where applicable)	April 11, 2019	8:00 am- Start at 47 Town Street, Norwich
Pre-Bid Conference (where applicable)	N/A	
Last Day to Submit Questions	April 12, 2019	12:00 pm
Response to Final Questions	April 14, 2019	By end of day
Bids Due	April 26, 2019	2:00 pm
Bid Opening (where applicable)	N/A	
Estimated Bid Award	Estimated -June 1, 2019	
Delivery and Installation	Established date once RFP awarded	

## **Scope of RFP**

UCFS is seeking a vendor to provide housekeeping services to the following locations:

- Norwich Health Center-47 Town Street, Norwich
- General Administration-34 East Town Street, Norwich
- Rock Nook Building-77 East Town Street, Norwich
- Plainfield Health Center-120-122 Plainfield Road, Moosup
- Griswold Health Center-226 East Main Street, Griswold
- Colchester Behavioral Health Office-212 Upton Road, Colchester
- New London Behavioral Health & Medical-351 North Frontage Road, New London
- Eldercare (Ross Adult Day & Sheltering Arms)-165 McKinley Avenue, Norwich

UCFS Healthcare “going green” program will continue with this award to insure that cleaning products used in all areas of its facilities are non-toxic, are biodegradable and help preserve and protect the environment, and reduce waste, while maintaining high-quality cleaning in all areas of our sites.

The successful bidder will demonstrate understanding of, and compliance with, all specifications set forth in this section in the proposal. Successful bidder must supply required cleaning equipment, agents and solutions; and must maintain equipment in safe and efficient working conditions.

Contractors must have a minimum of two years’ experience in professional healthcare janitorial/housekeeping type services.

## **Scope of Work**

### **Norwich Health Center, 47 Town Street, Norwich**

**5 days a week and 1<sup>st</sup> & 3<sup>rd</sup> Saturday of each month (medical & dental)**

**Note: Work cannot begin until site is closed after 7:00 pm M-T and 5:00 pm on Friday**

#### **A. Facility Patient Common Areas**

- Damp dust furniture and horizontal surfaces
- Empty and reline wastebaskets, clean and disinfect all waste receptacles, replace with new bag
- Clean glass doors
- Vacuum carpeted floors
- Dust and wet mop resilient and tile floors making sure all corners and behind doors are free of dust (remove carpet before doing this task)
- Spot wash walls
- Clean water fountain
- Dust signs and pictures on the walls
- Clean and disinfect toilets and sinks, dust and clean floors
- Sanitize all handles (including door handles) and handicap railings throughout common areas
- Spot vacuum all waiting room chairs & waiting room tables (if vinyl wipe down)
- Sweep and mop all stairwells-pay attention to corners and edges
- Remove dust from all vinyl cove base throughout all areas in facility
- Disinfect phones
- Wipe down front of elevator and mop, vacuum elevator. Disinfect all handrails and elevator buttons
- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

**B. Employee Break Area**

- Clean tables and chairs
- Clean cabinets (counter tops, drawers, inside and outside surfaces)
- Spot wash walls
- Empty waste receptacles. Wash and disinfect inside and outside, including lids, replace with new bag
- Replenish supplies (soap, paper towels, etc.)
- Dust mop and damp mop floors, making sure all corners and behind doors are free of dust and dirt
- Wipe down outsides of refrigerators
- Clean water bubbler including removable tray
- Disinfect phones

**C. Treatment Rooms (Exam Rooms) - 24 qty**

- Clean and disinfect sink
- Clean dust from attached equipment on the walls
- Clean examination table including the step drawer and under bed incline
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Replenish soap, hand sanitizer and paper towels
- Clean examination table including the step drawer and under bed incline
- Disinfect phones
- Disinfect all visitor chairs

**D. Lab Area/Procedure Room:**

- Clean sinks and counter tops and cabinets
- Spot wash walls
- Dust mop and damp mop floors making sure all corners and behind doors are free of dust and dirt
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean outside of refrigerator
- Disinfect all visitor chairs
- Clean vents
- Clean dust from attached equipment on the walls
- Disinfect phones
- Replenish soap, hand sanitizer and paper towels

**E. Bathrooms**

- Clean toilet bowl (inside and out)
- Dust
- Clean and disinfect sink
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean mirrors
- Disinfect all handicap bars and equipment

#### **F. Administrative Office Space**

- Dust mop floor and damp mop all floor or vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Check vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones

#### **G. Dental Operatory- 12 qty**

- Clean and disinfect sink
- Clean dust attached equipment on the walls
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean bottom of all dental chairs-remove all dirt that surrounds the base
- Disinfect phones
- Move all moveable items throughout space to ensure that you are getting all dirt removed
- High dusting
- Do NOT touch any dental equipment affixed to dental chair
- M028-Dental Lab- Floors need to be cleaned 1x month but coordinated with dental director
- M041-Steralization Room- floors must be cleaned daily, DO NOT touch anything on the dirty side of this room, on the clean side only clean the sink
- Disinfect visitor chairs

**General Administration, 34 East Town Street, Norwich  
2 x week- Wednesday & Friday**

- Dust mop floor and damp mop all floors and vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones
- Clean toilet bowl (inside and out)
- Clean and disinfect sink in bathrooms and kitchen
- Replenish soap, hand sanitizer and paper towels
- Clean mirrors
- Disinfect all handicap bars and equipment
- Detailed vacuum- including corners and under all tables and desks
- Vacuum all stairwells paying attention to corners and edges
- Wash all entry door glass-inside and out
- Sanitize all door and door handles
- Sanitize break room-tables, chairs, counters, cabinets fronts and microwave-inside and out
- Clean all vinyl/carpet base
- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

**Rock Nook-77 East Town Street, Norwich**  
**2x week-Wednesday and Friday**

- Dust mop floor and damp mop all floors and vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones
- Clean toilet bowl (inside and out)
- Clean and disinfect sink in bathrooms and kitchen
- Replenish soap, hand sanitizer and paper towels
- Clean mirrors
- Disinfect all handicap bars and equipment
- Detailed vacuum- including corners and under all tables and desks
- Vacuum all stairwells paying attention to corners and edges
- Wash all entry door glass-inside and out
- Sanitize all door and door handles
- Sanitize break room-tables, chairs, counters, cabinets fronts and microwave-inside and out
- Clean all vinyl/carpet base
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

**Plainfield Health Center-120-122 Plainfield Road, Moosup**  
**5 x week- Monday-Friday**

**A. Facility Patient Common Areas**

- Damp dust furniture and horizontal surfaces
- Empty and reline wastebaskets, clean and disinfect all waste receptacles, replace with new bag
- Clean glass doors
- Vacuum carpeted floors
- Dust and wet mop resilient and tile floors making sure all corners and behind doors are free of dust (remove carpet before doing this task)
- Spot wash walls
- Dust signs and pictures on the walls
- Clean and disinfect toilets and sinks, dust and clean floors
- Sanitize all handles (including door handles) and handicap railings throughout common areas
- Spot vacuum all waiting room chairs & waiting room tables (if vinyl wipe down)
- Sweep and mop all stairwells-pay attention to corners and edges
- Remove dust from all vinyl cove base throughout all areas in facility
- Disinfect phones
- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains



## **B. Employee Break Area**

- Clean tables and chairs
- Clean cabinets (counter tops, drawers, inside and outside surfaces)
- Spot wash walls
- Empty waste receptacles. Wash and disinfect inside and outside, including lids, replace with new bag
- Replenish supplies (soap, paper towels, etc.)
- Dust mop and damp mop floors, making sure all corners and behind doors are free of dust and dirt
- Wipe down outsides of refrigerators
- Clean water bubbler including removable tray
- Disinfect phones

## **C. Treatment Rooms (Exam Rooms) - 6 qty**

- Clean and disinfect sink
- Clean dust from attached equipment on the walls
- Clean examination table including the step drawer and under bed incline
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Replenish soap, hand sanitizer and paper towels
- Clean examination table including the step drawer and under bed incline
- Disinfect phones
- Disinfect visitor chairs

## **D. Lab Area/Procedure Room:**

- Clean sinks and counter tops and cabinets
- Spot wash walls
- Dust mop and damp mop floors making sure all corners and behind doors are free of dust and dirt
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean outside of refrigerator
- Disinfect all visitor chairs
- Clean vents
- Clean dust from attached equipment on the walls
- Disinfect phones
- Disinfect visitor chairs
- Replenish soap, hand sanitizer and paper towels

## **E. Bathrooms**

- Clean toilet bowl (inside and out)
- Dust
- Clean and disinfect sink
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean mirrors
- Disinfect all handicap bars and equipment
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## **F. Administrative Office Space**

- Dust mop floor and damp mop all floor or vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Check vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones

**Griswold Health Center-226 East Main Street, Griswold**  
**5x week- Monday-Friday**  
**After close of business**

## **A. Facility Patient Common Areas**

- Damp dust furniture and horizontal surfaces
- Empty and reline wastebaskets, clean and disinfect all waste receptacles, replace with new bag
- Clean glass doors
- Vacuum carpeted floors
- Dust and wet mop resilient and tile floors making sure all corners and behind doors are free of dust (remove carpet before doing this task)
- Spot wash walls
- Clean water fountain
- Dust signs and pictures on the walls
- Clean and disinfect toilets and sinks, dust and clean floors
- Sanitize all handles (including door handles) and handicap railings throughout common areas
- Spot vacuum all waiting room chairs & waiting room tables (if vinyl wipe down)
- Sweep and mop all stairwells-pay attention to corners and edges
- Remove dust from all vinyl cove base throughout all areas in facility
- Disinfect phones
- Wipe down front of elevator and mop, vacuum elevator. Disinfect all handrails and elevator buttons
- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

## **B. Employee Break Area**

- Clean tables and chairs
- Clean cabinets (counter tops, drawers, inside and outside surfaces)
- Spot wash walls
- Empty waste receptacles. Wash and disinfect inside and outside, including lids, replace with new bag
- Replenish supplies (soap, paper towels, etc.)
- Dust mop and damp mop floors, making sure all corners and behind doors are free of dust and dirt
- Wipe down outsides of refrigerators
- Clean water bubbler including removable tray
- Disinfect phones

## **C. Treatment Rooms (Exam Rooms)- 12 qty**

- Clean and disinfect sink
- Clean dust from attached equipment on the walls
- Clean examination table including the step drawer and under bed incline
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents

- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Replenish soap, hand sanitizer and paper towels
- Clean examination table including the step drawer and under bed incline
- Disinfect phones
- Disinfect visitor chairs

**D. Lab Area/Procedure Room:**

- Clean sinks and counter tops and cabinets
- Spot wash walls
- Dust mop and damp mop floors making sure all corners and behind doors are free of dust and dirt
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean outside of refrigerator
- Disinfect all visitor chairs
- Clean vents
- Clean dust from attached equipment on the walls
- Disinfect phones
- Disinfect visitor chairs
- Replenish soap, hand sanitizer and paper towels

**E. Bathrooms**

- Clean toilet bowl (inside and out)
- Dust
- Clean and disinfect sink
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean mirrors
- Disinfect all handicap bars and equipment

**F. Administrative Office Space**

- Dust mop floor and damp mop all floor or vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Check vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones

**G. Dental Department- 1 QTY**

- Clean and disinfect sink
- Clean dust attached equipment on the walls
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean bottom of all dental chairs-remove all dirt that surrounds the base
- Disinfect phones
- Move all moveable items throughout space to ensure that you are getting all dirt removed

- High dusting
- Do NOT touch any dental equipment affixed to dental chair
- Disinfect visitor chairs

**Colchester Behavioral Health Office-212 Upton Road, Colchester  
2x week-Tuesday & Friday**

- Dust mop floor and damp mop all floors and vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones
- Clean toilet bowl (inside and out)
- Clean and disinfect sink in bathrooms and kitchen
- Replenish soap, hand sanitizer and paper towels
- Clean mirrors
- Disinfect all handicap bars and equipment
- Detailed vacuum- including corners and under all tables and desks
- Vacuum all stairwells paying attention to corners and edges
- Wash all entry door glass-inside and out
- Sanitize all door and door handles
- Sanitize break room-tables, chairs, counters, cabinets fronts and microwave-inside and out
- Clean all vinyl/carpet base
- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

**New London Office-351 North Frontage Road, New London  
5x week-Monday-Friday**

**Facility Patient Common Areas**

- Damp dust furniture and horizontal surfaces
- Empty and reline wastebaskets, clean and disinfect all waste receptacles, replace with new bag
- Clean glass doors
- Vacuum carpeted floors
- Dust and wet mop resilient and tile floors making sure all corners and behind doors are free of dust (remove carpet before doing this task)
- Spot wash walls
- Clean water fountain
- Dust signs and pictures on the walls
- Clean and disinfect toilets and sinks, dust and clean floors
- Sanitize all handles (including door handles) and handicap railings throughout common areas
- Spot vacuum all waiting room chairs & waiting room tables (if vinyl wipe down)
- Sweep and mop all stairwells-pay attention to corners and edges
- Remove dust from all vinyl cove base throughout all areas in facility
- Disinfect phones
- Wipe down front of elevator and mop, vacuum elevator. Disinfect all handrails and elevator buttons

- Spot clean carpets throughout facility as needed
- At least weekly-where applicable clean windows, sills and blinds and dust curtains

**B. Employee Break Area**

- Clean tables and chairs
- Clean cabinets (counter tops, drawers, inside and outside surfaces)
- Spot wash walls
- Empty waste receptacles. Wash and disinfect inside and outside, including lids, replace with new bag
- Replenish supplies (soap, paper towels, etc.)
- Dust mop and damp mop floors, making sure all corners and behind doors are free of dust and dirt
- Wipe down outsides of refrigerators
- Clean water bubbler including removable tray
- Disinfect phones

**C. Treatment Rooms (Exam Rooms)- 2 qty**

- Clean and disinfect sink
- Clean dust from attached equipment on the walls
- Clean examination table including the step drawer and under bed incline
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Replenish soap, hand sanitizer and paper towels
- Clean examination table including the step drawer and under bed incline
- Disinfect phones
- Disinfect visitor chairs

**D. Lab Area/Procedure Room:**

- Clean sinks and counter tops and cabinets
- Spot wash walls
- Dust mop and damp mop floors making sure all corners and behind doors are free of dust and dirt
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean outside of refrigerator
- Disinfect all visitor chairs
- Clean vents
- Clean dust from attached equipment on the walls
- Disinfect phones

**E. Bathrooms**

- Clean toilet bowl (inside and out)
- Dust
- Clean and disinfect sink
- Dust mop floor and damp mop all floor surfaces making sure that all corners and behind doors are free of dust and dirt
- Replenish soap, hand sanitizer and paper towels
- Clean vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Clean mirrors
- Disinfect all handicap bars and equipment

#### **F. Administrative Office Space**

- Dust mop floor and damp mop all floor or vacuum surfaces making sure all corners and behind doors are free of dust and dirt
- Dust all horizontal areas
- Check vents
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Disinfect phones

#### **Sheltering Arms & Ross Adult Day Center 165 McKinley Avenue, Norwich**

**Note: A staff person must remain on site Monday-Friday from 9:00 am-4:30 pm (includes 30 minute lunch) Saturday & Sunday-modified cleaning schedule as noted below**

- Residents rooms- dust and vacuum (6) rooms each day, wipe down all surfaces (sills, bureaus, etc.) vacuum under chairs and bed
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag
- Vacuum all high traffic carpeted areas, including hallways, events rooms and sitting rooms
- Spot clean all carpets
- Spot vacuum all fabric chairs & spot clean as needed
- Weep and wet mop all hard surface flooring
- Sanitize all restrooms-including sinks, toilets, urinals, stalls, counters and mirrors
- Check vents
- Replenish soap, hand sanitizer and multi-fold towels
- Sanitize all doors, door handles and handrails
- Sanitize dining room tables, chairs, counters, cabinet fronts, flooring (dust mop, wet mop)
- Sweep and mop all stairwells-pay attention to corners and edges
- Detailed vacuum including corners and under all tables and desks
- Detailed dusting-cleared surfaces including desks, window sills, door/floor trim, cabinet tops, office partitions, resident common areas
- Dust vents
- Clean and disinfect all showers
- High dusting throughout building (monthly)
- Disinfect phones
- Clean glass doors
- Wipe down front of elevator and mop, vacuum elevator. Disinfect all handrails and elevator buttons

#### **Weekends**

- Common area restrooms- Sanitize all restrooms-including sinks, toilets, urinals, stalls, counters and mirrors, showers
- Empty waste receptacles. Wash and disinfect inside and outside including lids, replace with new bag

#### **Optional Specialty Services**

Please price out the following as applicable for each site-This includes the entire building but should be broken out by departments and building. Please price out 2x year for all services

- VCT/Sheet vinyl/Rubber stair treads-strip/wax

- Ceramic Tile-Machine scrub, including grout
- Carpet cleaning-shampoo or extraction
- Perimeter window washing (interior/exterior)
- Vinyl Plank flooring

### **Equipment & Janitorial Supply Closet(s)**

Designated equipment & janitorial areas must be kept clean at all times

- Ledges and sides of cart will be free of dust
- Mop pail will be free of dirt and residue and will have a reflective appearance
- Wringer places will be free of dirt and residue
- Equipment is returned to original location
- Closets are left neat and clean
- Dirty mop heads and cleaning clothes are to be replaced
- Report to UCFS Facilities Department supply needs with at least 3 day lead time
- Dispose of dirty water only in designation areas

### **UCFS will supply the following:**

- Toilet paper
- Paper towels
- Sanitary bags
- Seat covers
- Garbage bags (2 sizes)
- Soap
- Hand sanitizer

### **Proposal Format and Content**

The proposal shall respond to the following items within the format described.

#### **Proposal Format, Information, and Bid Form:**

- **General Letter of Interest**  
Maximum one page including the name of the firm, address, telephone number, email address, website address, facsimile number and contact person.
- **History and Credentials**  
Provide no more than a one page summary that describes your firm's history, years in practice, stability and strength of being able to perform the RFP requirements, health care experience, general qualifications, and scope of services provided.
- **Firm Resources**
  1. Indicate location of corporate headquarters and other divisional offices (if any). Specify which office or offices will be involved in this project.
  2. List specific personnel proposed for the project team. Indicate the role or area of responsibility of each individual.
  3. Include federal tax identification number and if incorporated, state in which incorporated.
- **References**  
Submit a list of all health care-related projects your firm currently has in progress and the status of each.

For your last 3 health care projects, please provide the following:

1. Name and/or location of the project
2. Client contact – Name, phone number, mailing address, email address

## **Proof of Insurance**

Vendor shall purchase and maintain in full force insurance policies with the limits of insurance provided below.

- Commercial General Liability with limits not less than \$1,000,000 per occurrence, \$2,000,000 general aggregate, \$1,000,000 and \$2,000,000 products-completed operations aggregate. Such insurance shall cover liability arising from premises, operations, independent contractors, product-completed operations, personal and advertising injury and liability assumed under an insured contract.
- Business Automobile Liability with a limit of not less than \$1,000,000 each accident, including owned, non-owned, leased and hired vehicles.
- Statutory Workers Compensation & employers liability coverage for all employees, including corporate officers and sole proprietors.
- Umbrella/Excess Liability with a limit of not less than \$1,000,000 per occurrence/aggregate.

UCFS is to be included as an additional insured on a primary, non-contributory basis for the first bullet in this section.

Contractor agrees to require any and all subcontractors hired to perform work on the project to obtain insurance coverage as provided above.

All policies required by this paragraph shall include a waiver of subrogation in favor of UCFS.

All policies and certificates of insurance shall expressly provide that UCFS must receive 30 days written notice in the event of material alteration, cancellation or nonrenewal of coverage.

### ➤ **Legal Concerns**

- A. Explain the circumstances and outcome of any litigation, arbitration, or claims filed against your company.
- B. Explain your General Liability Insurance Coverage.
- C. Explain your Professional Liability Insurance Coverage.

Business Associate Agreement (BAA) – A BAA may be required.

Various checks will be performed to determine if each vendor and listed subcontractor has any restrictions, suspensions or debarment imposed by the federal government or regulatory body. Should any of these searches indicate a restriction it may result in the Bidder being eliminated from being considered further in the RFP process.

## **Selection Process**

This RFP will be awarded to the lowest qualified bidder.

Proposals will be evaluated to determine the proposal that offers the (best value) to UCFS. The evaluation will be based upon the following criteria:

1. Cost Analysis
  - Product valuation, competitive pricing, overall cost
2. Experience in similar projects
3. Credentials of staff to be assigned to the project
4. Ability to meet timing requirements to complete the project
5. Are there any regulatory or legal restrictions that might disqualify the submitted vendor or subcontractors from the bidding process?
6. Does the vendor and subcontractors have the necessary insurances to be considered a valid responder?
7. Were there any concerns raised during the reference checking process?



**UCFS has discretion to:**

- Choose not to accept any and all proposals submitted in response to this RFP.
- Use additional selection criteria not identified in this document.

END of RFP



Bid Form

UCFS is seeking a vendor to provide cleanings services for health centers/offices in multiple locations as outlined in the bid package.

The undersigned, who is legally authorized to sign bid documents on behalf of the firm is familiar with the conditions surrounding this Request for Proposal is aware that UCFS reserves the right to reject any and all proposals and is making submission without collusion with any other person, individual or corporate.

Witness Signature \_\_\_\_\_  
 Company Name \_\_\_\_\_  
 Printed Name \_\_\_\_\_  
 Signature & Title \_\_\_\_\_  
 Address \_\_\_\_\_  
 Federal ID # \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Email \_\_\_\_\_

Site	Address	Square Footage	Frequency	Number of Staff	Hours estimated to clean	Arrival and end time of cleaning	Cost per month/year
Norwich Health Center	47 Town Street, Norwich	49,000	5 x week 1 <sup>st</sup> & 3 <sup>rd</sup> Saturday's (dental & medical only)				
General Administration	34 East Town Street, Norwich	10,084	2x week				
Rock Nook	77 East Town Street, Norwich	22,356 (includes basement and attic- which do not need to be cleaned)	2x week				
Plainfield	120-122	4,058	5x week				

Health Center	Plainfield Road, Moosup						
Griswold Health Center	226 East Town Street, Griswold	12,871					
Colchester Behavioral Health Office	212 Upton Road, Colchester	2,860	2x week				
New London Behavioral Health and Medical	351 North Frontage Road, New London	6,624	5x week				
Sheltering Arms & Ross Adult Day	165 McKinley Avenue, Norwich	20,836	5x week- 9:00 am- 4:30 pm Weekends- Sheltering Arms only- common area, restrooms and trash				