

**LANCASTER COUNTY
WORKFORCE DEVELOPMENT BOARD**

REQUEST FOR PROPOSALS

for a vendor to provide custodial services to the PA CareerLink® Lancaster County and
Workforce Development Board of Lancaster County
for the period January 1, 2022, through December 30, 2022
optional renewal based on quality of services.

Issued

September 10, 2021

Deadline for Submission: Tuesday, October 12, 2021, by 2 p.m. EST

RFP reference: Cleaning 2021

The enclosed specifications may be modified without prior notice to Proposers.

This one-stop janitorial bid solicitation is fully supported by the U.S. Departments of Labor and Health and Human Services as part of awards totaling \$5,850,619.

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer Program

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INTRODUCTION

On behalf of the PA CareerLink® Lancaster County, the Lancaster County Workforce Development Board (WDB) seeks a qualified vendor of custodial services for its leased spaces located at 1046 Manheim Pike Lancaster, PA. The contract may be extended annually for four (4) additional years.

ORGANIZATION

The Commonwealth of Pennsylvania has designated Lancaster County a Local Workforce Development Area under the Workforce Innovation and Opportunity Act (WIOA). As such, the WDB has oversight responsibility for the PA CareerLink® Lancaster County within each area. The Workforce Development Board promotes local training programs, private-public partnerships, joint ventures, and linkages designed to improve the economic health of Lancaster County.

Once contracts are executed, the site administrator for the PA CareerLink® Lancaster County and the Chief Operating Officer will oversee the work performed by the contractor.

PROCEDURES

It is essential that you read the entire package before preparing your response. Organizations interested in responding to the Request for Proposal must submit one original copy via email to support@lancastercountywib.com. Submissions must include a cover letter signed by the individual authorized to bind the organization to the terms of the proposal and **include the RFP reference: Cleaning 2021**.

All proposals must be received in the WDB office by no later than **2:00 p.m. EST, Tuesday October 12, 2021**. Proposals will be considered in final form upon submission to the WDB; therefore, no changes may be made unless requested by the WDB during the review and/or negotiation process. Proposals received after this time and date will not be considered for the first-round review. Timely receipt of the proposal is the sole responsibility of the Proposer.

The WDB will accept written questions regarding the RFP through noon on Friday, September 17, 2021. Questions can be submitted to support@lancastercountywib.com. Responses will be posted on <http://www.lancastercountywib.com/rfps/requests-for-proposals-quotes-concepts> by close of business Monday, September 20, 2021. This written question-and-answer period is the only opportunity for individuals to receive responses to complex questions. Questions and answers are considered a modification to the RFP.

The WDB and PA CareerLink® Lancaster County will be moving to this location in November 2021. Due to ongoing construction, the following two times are the **ONLY** options

1. Thursday, September 23, 2021, between 9:00 a.m. – 12:00 p.m.
2. Friday, September 24, 2021, between 12:00 p.m. – 3:00 p.m.

A committee comprised of PA CareerLink® Lancaster County staff, WDB staff, and Board members will review each eligible proposal and make recommendations to the Executive Committee of the WDB. After approval, a contract between the successful Proposer and the WDB will be executed. Review criteria can be found in the Evaluation Section.

SOLICITATION SCHEDULE

<u>Action</u>	<u>Date</u>
Release of RFP	September 10, 2021
Proposers' Written Questions Deadline	September 17, 2021, by noon
Answers to Questions will be posted	September 20, 2021 by close of business
Deadline for Receipt of Proposals	Tuesday October 12, 2021, by 2 p.m. EST
Contract Awards Complete	November/December 2021 (estimated)
Cleaning begins	January 1, 2022

WHO MAY APPLY

Proposers must be commercial cleaning services capable of providing after-hours custodial services as outlined in this RFP. Preference will be given to organizations with at least three (3) years of continuous cleaning experience.

GENERAL CONDITIONS

The release of this Request for Proposals does not constitute an acceptance of any offer, *nor does such release in any way obligate the execution of a contract with any Proposer*. The WDB reserves the right to accept or reject proposals on the basis of the conditions set forth in this RFP, and to evaluate all accepted proposals on the criteria included in this document. Proposers should note:

1. Specifications contained in this RFP are subject to change.
2. The WDB will not be liable for costs incurred in the preparation of proposals or negotiation of contracts. The WDB will not be liable for costs or purchases made prior to the execution of the contract.
3. Upon submission, all proposals, in their entirety become the property of the WDB and subject to the PA Open Records Law.
4. The award of a contract for any proposed service is contingent upon the favorable evaluation of the proposal and successful negotiation of any changes to the proposal required by the WDB.
5. The WDB reserves the right to negotiate the final terms of all contracts with successful Proposers. The WDB may require selected Proposers to attend a meeting to discuss their proposal and contract provisions. Items that may be negotiated include, but are not limited to, the type and scope of services, cost and fees, production schedules, and service levels.

Likewise, the WDB also reserves the right to accept any proposal without substantive negotiation. Therefore, Proposers are advised to propose their most favorable terms with their initial submission.

6. The WDB reserves the right to reject all proposals and re-issue the RFP at any time prior to the execution of a final contract; to require in any RFP for similar products and/or services that may be issued after this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; or to cancel this RFP with or without issuing another RFP.
7. The WDB further reserves the right:
 - a. to reject the proposal of any Proposer that, in the WDB's sole judgment, has been delinquent or unfaithful in the performance of any contract associated with the WDB, is financially or technically incapable, or is otherwise not a responsible Proposer.
 - b. to waive any informality, defect, non-responsiveness, and/or deviation from this RFP that is not, in the WDB's sole judgment, material to the proposal.
 - c. to permit or reject, at the WDB's sole discretion, amendments (including information inadvertently omitted), modifications, alterations, and/or corrections to proposals by one or more of the Proposers following proposal submission.
 - d. to request that one or more of the Proposers modify their proposals or provide additional information.
 - e. to request additional or clarifying information from any Proposer at any time, including information inadvertently omitted by a Proposer.
 - f. to require that Proposers appear for interviews and/or presentations of their proposals at WDB offices.
 - g. to inspect projects similar in type and scope to the work sought in this RFP and/or to inspect the Proposer's facilities to be used in furnishing goods or services required by the RFP.
 - h. to conduct such investigations as the WDB considers appropriate with respect to the qualifications of any Proposer and with respect to the information contained in any proposal.
8. For the WDB to review proposal(s) quickly and efficiently, all proposals must be presented in the designated format with all budget and other forms completed thoroughly and accurately. The WDB reserves the right to reject any proposal not formatted consistent with the proposal format requirements.
9. The WDB reserves the right to negotiate with successful Proposers for the inclusion of services to groups and for the inclusion of activities other than those described. Changes may be instituted at any time during the contract period with advance notice to Proposers.
10. If a selected Proposer fails to provide the information required to begin negotiations in a timely manner, fails to negotiate in good faith or indicates they cannot perform the contract within the budgeted funds available for the project or, if a selected Proposer and the WDB after a good

faith effort, cannot come to terms, the WDB may terminate negotiations with that Proposer and commence negotiations with any other Proposer.

11. The WDB reserves the right to increase or decrease the areas and amount of space to be cleaned as well as the frequency of cleaning with a two-day verbal notice to the successful bidder. Such increases and decreases will cause a change in the amount of the agreement. **For this reason, it is critical that the Proposer follow the instructions found in the Proposal Format and Content that requires the Proposer to submit costs by suite numbers.**
12. Initially, it is possible that a portion of the space will be cleaned by another provider during the initial phase of the agreement requiring a gradual implementation of the cleaning schedule for certain suites.

CONTRACT AWARD

1. The WDB shall award a contract to the responsible and responsive Proposer(s) whose proposal is determined to provide the best overall value to the WDB as to the most favorable in terms of apparent ability to perform the required services efficiently and effectively. The WDB reserves the right to enter into an agreement with a provider whether or not the proposal contains the lowest cost.
2. Proposers must detail in their proposal their reasons for objection to any part of these terms and conditions and include in their proposal proposed alternate language. Time is of the essence in the award of a contract. Hindrance of the award process due to the extent of a Proposer's proposed modifications may have a negative impact on the WDB's assessment of that Proposal.
3. No portion of these services may be subcontracted without prior WDB approval.
4. Contract Content - The contract resulting from the award of this RFP will consist of this RFP (which includes the WDB's General Conditions), the Proposer's proposal, and any additional information deemed necessary because of the negotiations held with the successful Proposer.
5. Insurance - the successful Proposer, at its expense, shall carry and maintain, in full force at all times during the contract term:
 - a. Carry insurance for contractor's liability, auto and truck, worker's compensation, owner's protective liability, fire with extended coverage and builder's risk insurance.
 - b. Maintain the following minimum coverage:

Workers Compensation	\$ 100,000 each accident
Employer's Liability	\$ 500,000 disease policy limit
	\$ 100,000 disease each employee
Automotive Liability	\$ 500,000 combined single limit

Commercial General Liability with the
Following minimum coverage

General Aggregate	\$2,000,000
Products - Comps/Ops Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000
Fire Damage	\$ 50,000
Medical Expense (any one person)	\$ 5,000

- c. Insurance must be purchased through companies which have been rated “B+” or greater by A.M. Best Rating Service.
 - d. All required insurance will include the WDB as an additional named insured on the General Liability coverage in the minimum amounts as indicated above for all work/services performed by the Contractor under the contract. The successful Proposer will provide the WDB with proof of insurance prior to the commencement of performance.
6. Proposer must agree to obey all OSHA, federal, state, county, and local laws or ordinances in any way pertaining to the requirements of the specification, and shall obtain any and all permits, etc. which may be necessary.
 7. The agreement for the custodial services will commence with the awarding of a contract on or about January 1, 2022, and end December 31, 2022, with an option to renew for an additional four-year period based on funding and performance. In the event the location of the WDB and/or PA CareerLink® Lancaster County changes, negotiations will be necessary for continued services.
 8. The WDB, with advance notice to provider, may terminate the agreement due to, but not limited to factors such as:
 - a. funding decreases.
 - b. unsatisfactory performance by the contractor.
 9. The WDB, with or without notice to the provider, may terminate the agreement due to serious issues such as, but not limited to:
 - a. theft, tampering with or unauthorized use of equipment.
 - b. unsafe acts.
 - c. breach of confidentiality (all financial, customer and employee information is considered confidential);
 - d. activities performed by employees or agents of the provider that are not directly related to the cleaning specifications outlined in this RFP.

SPECIFICATIONS

1. Background

The building where the work will be performed, the Pennsylvania CareerLink® Lancaster County, is used by the public and 60-65 employees. The total number of square feet on the upper level and lower levels is estimated at 18,000 square feet. The space to be cleaned has a total of three private staff restrooms and a multi-unit male and female public restroom space for customers, one employee lunchroom/kitchen area and one customer breakroom. The lobby and resource room areas handle approximately 400 individuals daily.

Normal operating hours are 8:30 a.m. to 5:00 p.m. Monday - Friday and on occasion, weekend and evening events may occur. Cleaning is expected to occur before or after operating hours, in consultation with the Lancaster Workforce Development Board and the PA CareerLink® Lancaster County site administrator. The Proposer is expected to work around occasional fluctuations in this schedule.

The cleaning crew is responsible for securing the building when work is completed.

Janitorial Specifications								
General Cleaning	Week Days	Wkly	Mthly	Four Mths	Six Mths	Yrly	As Needed	Other
Thoroughly clean entrance doors	X							
Clean window glass on inside and outside of entrance doors and reception area	X							
Vacuum/sweep entry ways/lobby areas/waiting areas	X							

Janitorial Specifications								
Dust woodwork, filing cabinets, bookcases, partitions, ledges, windowsills, cleared desks and work stations, tables and other office furniture and equipment.								MWF
Using disinfectant, clean all cleared tabletops, doorknobs, and handles	X							
Dust venetian blinds with treated cloth				X				
Vacuum upholstered furniture			X					
Clean all inside window glass and wash all doors					X			
Dust all grills, vents, louvers, diffusers, florescent lights and covers				X				
Spot clean doors, door handles and other metal surfaces							X	
Dust all ceilings						X		
Dust walls, removing pictures, charts, etc. (if removable)					X			

Janitorial Specifications								
Clean janitor's sink and neatly store cleaning equipment and supplies in designated locations	X							
Empty Trash Cans and Recycling	X							
Office Floors								
Sweep and wet mop tile floors in kitchen, worker entrance area, customer and worker traffic and lift. Vacuum these areas if carpeted.	X							
Sweep and wet mop (with disinfectant) all rest room floors	X							
Sweep and wet mop (with disinfectant) all floors in the general office area								MWF
Apply nonskid wax and buff tile floors				X				
Vacuum all carpeted office floors								MWF

Rest Room Cleaning								
Using disinfectant, wash sinks, urinals, and toilet bowls; remove stains, clean under toilet and urinal bowls, wash both sides of toilet seats; wash walls near urinals; wash all knobs and handles	X							
Empty, clean and reline all sanitary napkin receptacles and trash cans	X							
Using disinfectant, wash tile walls, stall partitions, and fixtures		X						
Polish mirrors	X							
Restroom stocking	X							
Kitchen & Cafe Cleaning								
Disinfect all counter surfaces, sinks and tabletops	X							
Clean refrigerators doors, microwaves (interior and out).	X							
Clean out inside of refrigerator discarding all contents								F
Clean interior of refrigerators								MWF
Clean kitchen cabinets					X			

STANDARDS

The following standards shall be used in evaluating custodial services. The contractor must maintain a staffing level sufficient to accomplish all tasks that meet or exceed these standards.

1. Interior/Exterior to Entrance Glass: Interior/Exterior entrance glass (door glass and any adjacent glass) shall be cleaned on both sides with an appropriate glass cleaning method. Glass is clean when all glass surfaces are without streaks, film deposits, and stains and has a uniformly bright appearance and adjacent surfaces have been wiped clean. Extreme care and correct materials must be used to avoid damage and scratching on all surfaces.
2. Cleaning Restrooms: This work includes cleaning all plumbing fixtures, lavatories, toilet bowls, dispensers, doors, and stall partitions as required, and emptying sanitary napkins disposal containers as needed. Disinfectant shall be used on all plumbing fixtures. All stains or spots shall be removed from stall partitions, using a damp cloth with detergent. Mirrors shall be cleaned and left streak-free. Floors shall be dry-swept, and damp mopped using a germicide.
3. Doors, Trim, Furniture and Stall Partitions: After cleaning, the surface of these items will have a uniformly clean appearance, free from dirt, stains, streaks, and cleaning marks.
4. Sweeping: All hard-surface floors, stairways, landings, and stoops shall be swept with brush or mop or mechanical brush-vacuum sweeping without damage or disfigurement of furniture, doors, or base trim. Oil-treated mops or sweeping compounds shall not be used. Dust, dirt, and debris shall be removed to dumpsters provided for this purpose on the building exterior. Reset furniture upon completion of sweeping.
5. Vacuuming: Carpeting and furniture shall be vacuumed, and the dirt, dust and debris removed to receptacles.
6. Mat Cleaning: Remove mats at entrances and remove all dirt and dust deposits underneath. Clean mats and replace in proper location.
7. Damp-Mopping Floors: Damp mop all hard surface floors, including stairs and landings using a commercial-quality mop, water, and detergent, using as small amount of water as possible. Follow with clean-water rinse and pick up again using as small amount of water as possible.
8. Dusting: A properly dusted surface is free of all dirt and dust, dust streaks, lint, and cobwebs.
9. Cleaning and Polishing Furniture: Wood and finished metal surfaces shall receive furniture polish with rubbing as necessary for cleaning, followed by polishing with a clean, dry cloth. When clean and polished, all surfaces shall be of uniform appearance, free of deposits, streaks, or film. All spillages shall be wiped clean with a damp cloth.
10. Devices: Telephones and calculators shall be dusted, cleaned, and sanitized.

11. Spot Cleaning: A surface adequately cleaned is free of all stains, deposits and is substantially free of cleaning marks.
12. Chair Mat Cleaning: Mats will be free of all dirt, dust, grit, lint, and debris as will the floor under the mat.
13. Bright Metal Cleaning: When cleaned, all surfaces are without deposits or tarnish, and with a uniformly bright appearance. Cleaner is removed from adjacent surfaces.
14. Interior Glass Cleaning: Clean all interior windows both sides and the inside of exterior windows. Glass is clean when all accessible interior glass surfaces are without streaks, film deposits and stains and has a uniformly bright appearance and adjacent surfaces have been wiped clean. Extreme care and correct materials must be used to avoid damage and scratching on all surfaces.
15. Wall and Baseboard Cleaning: After cleaning, the surface of all walls and baseboards will have a uniformly clean appearance, free from dust, stains, streaks, and cleaning marks.
16. Light-Fixture Cleaning: Light fixtures are clean when all components, including bulbs, tubes, globes, and lenses are without insects, dirt, lint, film, and streaks. All articles removed must be replaced immediately.
17. Machine Scrubbing Hard-Surface Floors: Machine scrubbing (if applicable) is satisfactorily performed when hard surface floors are without embedded dirt, film, debris, stains, marks and standing water in all areas and the floor has a uniformly clean appearance. A plain-water rinse must follow the scrubbing process immediately.
18. Floor Stripping and Waxing/Refinishing: Removal or stripping of all finish down to flooring material, using compound specifically prepared for this purpose, with clean pad or brush agitation as required, followed by rinsing with plain water to remove all finish material, solution, dirt, and film from baseboard edge to baseboard edge. Apply at least one (1) coat of quality-brand floor wax/finish product compatible with the floor on which applied and shall be applied in accordance with manufacturer's recommendations.

GENERAL REQUIREMENTS

1. The fees quoted by the vendor shall include the cost to furnish all labor, equipment, supplies and supervision to satisfactorily perform the services outlined in the proposal. Please note, LCWDB will be soliciting costs for supplies used daily but may also require the successful bidder to provide all supplies.

2. The contractor and its employees shall follow all reasonable and manufacturer's recommended safety procedures in the use and the storage of all cleaning agents and must comply with applicable OSHA regulations. The selected firm shall respond immediately to all inquiries and post required material safety sheets for products used in the facility.
3. Employees shall wear clean and tidy work clothes that identify them as employees of the contractor, or a badge that makes this identification visible. All employees assigned by the contractor shall be fully capable, experienced, and trained in the work they are employed to perform.
4. Contractor's employees are not to disturb papers on desks, open desk drawers or file drawers, or disturb or attempt to use office telephones or computers for their private use. PA CareerLink® Lancaster County is a non-smoking facility with smoking permitted only in designated exterior areas.
5. All lights will be turned off when leaving designated work area.
6. All building entry and office keys provided to the contracted firm will be maintained and accounted for by the firm. In the event of their loss or theft, the vendor is to notify the PA CareerLink® Lancaster County site administrator immediately. In the event of such loss or theft, the PA CareerLink® Lancaster County reserves the right, at its sole discretion, to immediately replace the entire existing lock system and re-keying the entire affected building, solely at the contractor's expense. No keys shall be duplicated.
7. Cleaning personnel shall not leave entrance doors unlocked or open when cleaning, unless classes or a meeting is being held and cleaning personnel are explicitly instructed not to keep the door locked. Cleaning personnel shall never leave offices/hallway/entrance doors unlocked.
8. Emergency conditions, brought about by plumbing, electrical, mechanical, or other failure, shall be reported promptly in accordance with instructions to be furnished by the PA CareerLink® Lancaster County site administrator. The contractor's employees shall be diverted from their regular assignment to temporarily clean up as emergency dictates, such as leaks because of rain, snow, and ice. No additional charges shall be made for diversions unless extra labor is required to meet normal assignments.
9. The PA CareerLink® Lancaster County site administrator or supervisor will periodically inspect the facility before opening for business. Should the quality of work not meet the listed standards to a reasonable degree, the contractor will be notified and will be expected to correct any problems to the satisfaction of the WDB by the next business day. If the contractor fails to meet the frequency requirements of listed standards of duties performed, to a reasonable degree, on a recurring or prolonged basis, the WDB may at its discretion withhold, in full or in part, payment for services on those given days or terminate the contract for cause.

PROPOSAL FORMAT AND CONTENT

1. Submission of Proposal

Care should be taken to present the proposal in a clear, concise manner and to follow the proposal format as follows. Proposals are limited to single-spaced print with a font size of no less than 12 and margins no smaller than one inch. Attachments are not included in the page limit. Submit one (1) original of the proposal via email to:

Support@lancastercountywib.com

Include a cover letter signed by the individual authorized to bind the organization to the terms of the proposal and **include the RFP reference: Cleaning 2021** (see instructions below).

2. Proposal Format

The objective of the proposal is to demonstrate the qualifications, competency and capacity of the firms seeking to perform the cleaning services for the PA CareerLink® Lancaster County and WDB in conformance with the specifications outlined in the Request for Proposals. The proposal should demonstrate the qualifications of the firm and of the Project Manager and Project Supervisor to be assigned to this project.

The WDB discourages overly lengthy and costly proposals; Proposers must follow the prescribed format and provide all the information requested. For a proposal to be considered, Proposers must follow the instructions outlined in this RFP.

3. Cover Letter

Proposals shall include a brief letter that provides the company's name; address of the main office and any branch offices; telephone and fax number for each office; name, title, telephone number, fax number, and email address of the company's contact person for this project; a statement that the proposal is in response to this solicitation; and the signature, typed name, and title of an individual who has the authority to commit the Proposer to the proposal. The cover letter shall also include an acknowledgment that the cost proposal is valid for a minimum of ninety (90) days from the proposal opening date.

Proposals by individuals must be signed and witnessed with names typed below the signatures. A complete address and trade name must be provided. Proposals by partnerships must include the typed names and business address of all partners and the trade name of the company. The proposal must be signed by at least one general partner, whose signature must be witnessed. Proposals by corporations must include the typed name of the corporation, the State of incorporation, and the principal officer of the corporation.

The proposal cover letter must be signed by the President or Vice-President (or by an officer or agent duly authorized to bind the corporation to a contract, proof of whose corporate authority shall be attached), and attested by the Secretary, Assistant Secretary, or Treasurer of the corporation.

4 Qualification Statement

Each proposal shall include, at minimum, the following information:

General Data

Name of firm and address.

Name, title, email address and telephone number of principal contact.

Local address of office and phone, if different than above.

Experience of the Firm

Provide a brief history and chronology.

Business Capability

Attach appropriate financial references to assure the WDB that the firm has the financial capacity to carry out the assignment.

Listing of cleaning equipment to be used at this location.

Staffing

Include brief work history of key personnel to be assigned to this account.

Indicate the number and longevity of all employees on current payroll.

Methods of Supervision and Management

Explain your plan to supervise this project.

Will a supervisor be always present? If not, how will work performance be monitored?

Provide the name and qualifications of the person, or persons who would supervise the work, if different than individuals identified above.

Explain how work assignments will be scheduled and controlled.

Safety and Security

Explain training provided to employees.

Explain steps to ensure that there are no instances of theft, tampering with or unauthorized use of equipment, unsafe acts, breaches of confidentiality (all financial, customer and employee information is considered confidential), activities performed by employees or agents of the provider that are not directly related to the cleaning specifications outlined in this RFP.

5. Conflict of Interest

Each proposal shall include a conflict-of-interest statement indicating whether any principals in the company, their spouse, or their child is employed by the Lancaster County WDB or PA CareerLink® Lancaster County, and whether the company or any individuals working on the contract has a possible conflict of interest, and, if so, the nature of that conflict.

To preserve the integrity of WDB and PA CareerLink® Lancaster County personnel, the WDB prohibits the solicitation or acceptance of anything of value by a WDB employee from any person seeking to initiate or maintain a business relationship with WDB departments, boards, commissions, and agencies.

The WDB reserves the right to disqualify a Proposer or cancel the contract award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the project to be performed by the Proposer. The WDB's determination regarding any question of conflict of interest shall be final.

6. Subcontractors

The WDB expects that the Proposer will provide all staff and resources necessary to carry out the proposal. Subcontractors may not be used to perform portions of the work on this project unless approved in advance by the WDB. If a Proposer intends to use subcontractors, the Proposer must identify, in their proposal, the names of the subcontractors and the portions of the work the subcontractors will perform. **All terms and conditions of the RFP, including insurance provisions, apply to subcontractors.**

Proposals must contain the following information concerning each prospective subcontractor:

- a. complete name of the subcontractor
- b. complete address of the subcontractor
- c. type of work the subcontractor will be performing
- d. percentage of work the subcontractor will be performing
- e. evidence that the subcontractor holds a valid Pennsylvania business license
- f. a written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the services required for the project

A Proposer's failure to provide this information in their proposal may cause the WDB to consider the proposal non-responsive and reject the proposal. The substitution of one subcontractor for another may be made only at the discretion of the WDB and with prior written approval of the WDB. Such approval shall not be unreasonably withheld.

7. Insurance

Proposers must provide with their proposals a sample certificate of insurance.

8. Counter Terms

Proposers must identify any section of the proposed requirements with which they disagree and detail specific language of their counter terms. Any exceptions to the terms, conditions, or other requirements in any part of this RFP must be clearly stated in the proposal. Otherwise, the WDB will consider that all proposals offered are in strict compliance with this RFP and the successful Proposer will be responsible for compliance.

9. Cost Proposal

Proposer's cost proposal must include the total cost (includes labor, equipment, and material) to meet the performance requirements of this proposal. The fee must be broken down as a monthly charge and a total charge based on contract award for the period January 1, 2022, through December 31, 2022, and annually thereafter.

Due to the nature of this proposal and funding sources, it is imperative that costs be broken out in the following manner:

- 1. Cost per suite number**
 - 2. Separate cost for kitchen cleaning services**
 - 3. Total monthly cost**
 - 4. Include a per-hour-fee to be used in the event the WDB requests custodial work that is beyond the scope of the services outlined in this proposal.**
10. Include at least three (3) reference letters from comparable Lancaster County facilities listing the work site and location, size of building and nature of business conducted at that site; date engagement commenced; and each firm's contact, email, mailing address and telephone number. These facilities must be accessible if the WDB chooses to call and/or conduct an on-site visit. An individual within the company must be willing to speak to the Proposer's performance. Because of the timeframe involved, it is recommended that Proposers contact the references in advance to facilitate the reference check.

EVALUATION CRITERIA AND PROCESS

1. A committee of WDB and PA CareerLink® Lancaster County personnel will review and evaluate proposals submitted in response to this RFP. The proceedings of the Evaluation Committee are confidential. Members of the Evaluation Committee are not to be contacted by the Proposers.
2. Proposals will be evaluated against the following criteria using a pass/fail determination.
 - Financial stability of the Proposer.
 - Essential minimum experience and qualifications of the Proposer.
 - Essential minimum experience and qualifications of the project team members.

3. Proposals passing the first-tier evaluation will be evaluated based on the criteria described below:

25% Management and Staffing

The Proposer's ability to meet the cleaning standards outlined in this proposal as evidenced by the quality and experience of the management and supervisory staff assigned to the project and plans to supervise, schedule, and monitor the work to be performed.

25% Experience

The Proposer's experience providing similar project services to clients with comparable size facilities, and individual traffic flow. Preference will be given to organizations with at least three (3) years of continuous cleaning experience.

20% Past Performance

The Proposer's past performance on similar projects. If the WDB cannot verify references based on the information submitted by the Proposer, the scoring for this criteria factor will be affected.

30% Cost

4. During the evaluation process, the selection committee may, at its discretion, request any one or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any question the Selection Committee may have on a firm's proposal. Not all firms may be asked to make such oral presentations.