



Request for Proposal

CLEANING SERVICES FOR FAIR HAVEN COMMUNITY HEALTH CENTER

Fair Haven Health Community Health Center, Inc.

Fair Haven Community Health Clinic, Inc.

374 Grand Avenue



Introduction

CLEANING SERVICES FOR FAIR HAVEN COMMUNITY HEALTH CENTER

Fair Haven Community Health Clinic, Inc. (FHCHC), a Federally Qualified Health Center, is seeking proposals from qualified vendors/firms to provide cleaning services to several clinical and administrative sites in New Haven and East Haven. The work includes performing cleaning of clinical and non-clinical areas after hours once daily operations of clinical and administrative sites have concluded. Cleaning services must abide by healthcare industry standards in regards to infection control, using the appropriate healthcare grade cleaning products and cleaning procedures. Selected vendor/firm will provide sufficient number of staff to meet the cleaning needs of the facility. The selected firm is expected to obtain and coordinate the work of all subcontractors needed to complete the project and provide proper equipment and pre-approved cleaning products to complete services.

Scope of Services: The frequency and services provided will vary according to the needs at the specific locations.

Locations	Services per Week:
374 Grand Ave.	6 days/week
50 Grand Ave. Upper & Lower	5 days/week plus 2 Saturdays/month
370 Hemingway East Haven	5 days/week
Bella Vista	3 days/week
350 Grand Ave.	5 days/week

85 Woolsey St.

3 days/week

Dental Truck (Garaged in East Haven)

1 day/week

Cleaning services shall include, but are not be limited to:

Exam Rooms and Clinical Areas:

- Thoroughly scrub and disinfect all sinks and countertops
- Polish faucets
- Clean and disinfect doors, door knobs, cabinets and chairs
- Clean and/or dust exam tables computer mounts, chairs, stools and doors
- Clean and disinfect base of exam tables.
- Sweep/vacuum floors in preparation for nightly cleaning. Including around and behind exam tables and chairs.
- Clean and restock soap, sanitizers and multifold towels (provided by FHCHC) as needed.
- Spot clean walls, baseboards and trim as needed.
- Empty all waste receptacles (regular and recyclable), replace liner and take all trash to designated dumpsters.
- Empty biohazard bin, replace liner and take to designated area.

Entrances, Lobbies, Reception, Offices, Hallways, Stairwells and Conference Rooms:

- Clean entrance glass
- Dust/clean on all fixtures and office furniture including, file cabinets, desks, counter tops, and window sills. Spot clean doors, door frames, light switches, walls and reposition furniture after cleaning.
- Empty all waste receptacles, replace liner and take all trash to designated dumpsters.
- Wipe all internal glass of fingerprints and smudges.

- Clean and sanitize all drinking fountains and water coolers. Empty and clean catch basins of water drips. Remove smudges and fingerprints.
- Clean or dust office equipment and phones.
- Dust desks.
- Periodically clean and disinfect lobby, office and conference room chairs. Clean and polish metal or chrome areas of chairs.
- Periodically clean blinds, sills, door jams, light fixtures, baseboards, trim, railings, floor and ceiling vents.
- Clean and restock sanitizers, soaps, toilet paper and multifold towels (provided by FHCHC) as needed.

Kitchens, Lunch or Break Areas:

- Clean and disinfect all counters, tables, chairs, sinks, faucets with appropriate cleaner.
- Clean inside and outside of microwave.
- Reposition furniture as needed
- Remove all trash, replace liners and take to appropriate dumpsters.
- Remove recycling to appropriate dumpsters.
- Clean refrigerators, snack machines and coffee machine of smudges and fingerprints.
- Clean and restock soaps, sanitizers and multifold towels (provided by FHCHC) as needed. ●
Clean inside refrigerator quarterly

Bathrooms:

- Clean and disinfect sinks, all fixtures, counters, cabinets and basins.
- Wipe and clean walls, doors, door knobs, waste receptacle and changing tables.
- Sweep or vacuum floor in preparation for nightly cleaning.
- Empty waste receptacle, replace liner and take to designated dumpsters.

- Polish all chrome, metals or mirrors.
- Clean and restock soaps, sanitizers, toilet paper and multifold towels (provided by FHCHC) as needed.

Floors (Carpet, VCT, Tile and Hardwood Flooring) ●

Vacuum and spot clean carpet areas.

- Clean/disinfect all hard surface floors using pre-approved neutral floor cleaner.
- Quarterly hot water extract/disinfect all carpet areas.
- Periodically deep cleaning of all hard floors to ensure proper disinfecting of tile/grout or grooves.
- Routine floor maintenance, including periodically stripping, buffing, burnishing and properly sealing floors with pre-approved products.

Other Services:

- Wash accessible outside windows.
- Porter service 5 days/week to include mid afternoon bathroom cleaning at all sites and as needed janitorial duties. Porter should also prepare and organize supplies for nightly cleanings.
- Transfer all recyclable materials (boxes, shred bags etc...) to appropriate dumpsters.

Nightly Closing:

- Clean staging area and stock areas provided at each site.
- Inventory supplies needed for next scheduled cleaning.
- Turn off all designated lights as instructed
- Secure all windows and doors.
- Arm building alarm, if applicable for location.

Selected firm/vendor is expected to follow all OSHA safety requirements

1. Selected firm/vendor is to ensure that staff on site has met satisfactory background checks and is familiar with healthcare settings.
2. Vendors may add an additional section entitled, “**Additional Scope**” under the scope of services if they expect to provide equipment and/or services not listed above.



Timeline	Deliverables
Monday, November 27th, 2017	Bid Release to public on www.fhchc.org and by email to current vendors
Friday, December 8th, 2017 or Wednesday, December 13 th , 2017	Walkthrough of site by appointment-email j.davey@fhchc.org for an appointment
Friday, December 29th, 2017	Proposals due to FHCHC by 2PM via email to j.davey@fhchc.org or in person delivery to 374 Grand Avenue front desk
Friday, January 5th, 2018	Bid award notification by no later than this date

Tuesday, January 8th,
2018

Work is expected to begin by no later than this date



Instruction to Bidders

Cleaning Services Bid 2017

1. This request for bids is being released on Monday, Nov 27th, 2017.
2. For a pre-bid walkthrough on Friday, December 8th , 2017 or Wednesday, December 13th , 2017. Please contact Janine Davey via email at j.davey@fhchc.org
3. Bids are due Friday, December 29th , 2017 to FHCHC by 2 PM via email to j.davey@fhchc.org or in person delivery to 374 Grand Avenue front desk. Late proposals will not be considered.

The outside of the envelope shall be clearly marked:

Attention: Janine Davey

"PROPOSAL FOR CLEANING SERVICES

FAIR HAVEN HEALTH CENTER

374and Avenue, New Haven, CT 06513

4. The CEO and FHCHC Project Team will select the vendor. If interviews are required, those vendors requiring interviews will be informed of the exact time and place of the interview.

Content of Proposals

The following content will be evaluated by the CEO and Fair Haven Cleaning Services Bid Team and be used as the basis for selecting the vendor to provide the service.

Bids shall be arranged in the following order and be organized for ease of understanding:

1. Cover sheet with business name and contact information.
2. Insurance Coverage
3. Itemized cost per month for services



Terms

1. Acceptance of Proposal: FAIR HAVEN COMMUNITY HEALTH CLINIC, INC. FHCHC reserves the right to reject all proposals and to waive informalities, if, at its discretion, the interests of FAIR HAVEN COMMUNITY HEALTH CLINIC, INC. will be best served thereby.
2. Fair Haven Community Health Clinic, Inc. reserves the right to accept other than the lowest cost proposal, and to negotiate the specified dollar amount, or any portion of that amount. Fair Haven Community Health Clinic, Inc. reserves the right to negotiate contract changes following the award.
3. If there is any conflict between these documents and the proposal, these documents shall control.
4. Fair Haven Community Health Clinic, Inc. reserves the right to cancel this RFP in writing or postpone the date and time for submitting proposals at any time prior to the proposal due date.

5. No proposer shall have a right to make a claim against Fair Haven Community Health Clinic, Inc. in the event FHCHC accepts a proposal or does not accept any proposals.
6. Assignability: Vendor shall not assign any interest in the contract and shall not transfer any interest in the same, whether by assignment or invitation, without the prior written approval of FAIR HAVEN COMMUNITY HEALTH CLINIC, INC
7. Nondiscrimination: Vendor will not discriminate against any employee or applicant for employment because of race, color, creed, religion, ancestry, sex, national origin, sexual preference, disability, age, marital status, or status about public assistance or as veteran.
8. Payment: Payments shall only be made in accordance with the agreed upon Contract. No reimbursements will be made for any expenses incurred by the Firm except for expenses specifically described in the Contract. No payment will be made for any incomplete, inaccurate or defective work until same has been satisfactorily remedied at no additional cost to FAIR HAVEN COMMUNITY HEALTH CLINIC, INC. All work performed and all related documentation records, etc., shall become property of FAIR HAVEN COMMUNITY HEALTH CLINIC, INC.
9. Payment/Billing: Payment/Billing for completed services shall be based upon the terms outlined in the final contract.
10. Vendor Responsibilities: The Vendor is responsible for conducting necessary research, visiting the site and becoming familiar with the organization.
11. Addenda to RFP: Any changes, additions or clarification so the RFP will be made by written Proposal Addenda.
12. Contract and Conditions: The selected vendor will be required to enter into a contract with FAIR HAVEN COMMUNITY HEALTH CLINIC, INC. FAIR HAVEN COMMUNITY HEALTH CLINIC, INC. FHCHC reserves the right to negotiate a change or modification to any of the proposed contractual conditions.
13. Validity of Proposals: Proposals must be valid for a minimum of least 60 days.