REQUEST FOR PROPOSAL
FOR CUSTODIAL SERVICES AT DRPA'S FOUR MAJOR BRIDGES AND THE CRUISE TERMINAL FACILITY

Part I Background

The DRPA is a bi-state agency that operates four toll bridges spanning the Delaware River between the states of Pennsylvania and New Jersey, as well as a high speed transit line that is operated by Port Authority Transit Corporation (PATCO), a subsidiary corporation.

In addition, the Ports of Philadelphia and Camden operates as a subsidiary of DRPA to promote commerce on the Delaware River.

Commissioners- eight from Pennsylvania and eight from New Jersey-meet as members of a governing board. Meetings of the board take place on the third Wednesday of each month.

The Chief Executive Officer of the DRPA reports to the Commission on a formal basis monthly.

Information about DRPA is available on our web site: http://www.drpa.org.

Part II Project Overview

To provide Custodial Services on a daily basis, Monday thru Friday, and one weekend day, at each DRPA Bridge Facility:

1. Betsy Ross Bridge Administration Building and Toll Plaza (plus two Roundhouses)
   Betsy Ross Bridge
   Pennsauken, NJ

2. Ben Franklin Bridge Administration, Annex, Maintenance Buildings, Toll Plaza
   Ben Franklin Bridge
   Camden, NJ

3. Walt Whitman Bridge Administration and Maintenance Buildings, Police Administration Building and Toll Plaza.
   Walt Whitman Bridge
   Philadelphia, Pa

4. Commodore Barry Bridge Administration Buildings and Toll Plaza (plus two Roundhouses)
   Commodore Barry Bridge

Bridgeport, NJ

5. Cruise Terminal
Philadelphia Naval Business Center, Building 3
Philadelphia, PA

Part III Proposal Selection Process

1. **Mandatory Site Inspection-** all bidders are required to conduct a mandatory site inspection and take such steps as may be reasonably necessary to ascertain the nature and location of the services to be performed and the general and local conditions which can affect the services or the cost thereof. **Failure to attend the site inspections will result in the bidder being deemed non-responsive and his proposal summarily rejected**. No adjustment in proposal price shall be made for the bidder's failure to fully acquaint himself with the conditions of the work. The DRPA will assume no responsibility for any misunderstanding or representations concerning conditions made by any of its officers or agents prior to the execution of the contract, unless included in the solicitation or any related addendum.

The Verification of Site Inspection Sheet, which is included with the Request for Proposal, must be completed, signed by a representative of the DRPA and submitted as part of the Proposal Package.

The **Mandatory Site Inspections** will take place on **Thursday, February 5, 2004, 10:00AM at the Betsy Ross Bridge Administration Building, Pennsauken, NJ.** The Betsy Ross Bridge and Ben Franklin Bridge Facilities will be inspected that day. On **Friday, February 6, 2004 at 10:00AM** the Site Inspections will begin at the **Walt Whitman Bridge Administration Building, Philadelphia, PA.** The Walt Whitman Bridge, Cruise Terminal and Commodore Barry Bridge will be inspected that day.

Bidders **must** perform site inspections at all four (4) Bridge Facilities and Cruise Terminal.

2. **Proposal Due Date-** All proposals must be received no later than 2PM, Thursday February 19, 2004 at the Office of the Contracts Manager, DRPA, One Port Center, 2 Riverside Drive, Camden, NJ 08101. Proposals received by the DRPA after the above time and date will be considered non-responsive and unacceptable.

3. **Performance Bond-** At the time of execution of the proposal, the contractor will be required to furnish security to the DRPA for the faithful performance of the proposal, by depositing a Bond in the sum on one-hundred percent (100%) of the annual proposal price or certified check in the amount not less than one-hundred percent (100%) of the annual proposal price. If bidder intends to submit a

performance bond, a Surety Consent must accompany proposal. Evidence of right of the company or companies furnishing the bonds to do business in New Jersey and Pennsylvania and the authority of the agents to execute the bonds will be required.

4. **Safety**- It is expressly understood that the requirements of safety in the conduct of the work contemplated by this contract shall be fundamental to the work and preparation of proposals. All

operations on the site must be conducted in a way that avoids all hazards for traffic movements, lift operations, employees and visitors. This restriction must govern the operation of all contractors equipment to accomplish the work described herein.

The contractor shall be responsible for developing, initiating, maintaining and supervising all safety programs required for his employees to ensure compliance with all applicable Federal, State and Local Safety laws, rules and regulations and codes. It is the responsibility of the contractor to ensure that the work contemplated by this contract is performed in a safe and workmanlike manner and in compliance with general safety standards for the performance of such work as promulgated by the Occupational Safety Health Administration (OSHA) and by any similar regulatory body or professional association.

Contractor's employees will be required to wear safety vests, safety shoes and Employee Company ID in the toll booth areas.

5. **Interviewing, Selection, Hiring** - All interviewing and selection activities will be conducted by Contractor's personnel and on Contractor's premises.

Contractor will ensure that candidates to be hired successfully pass the following agreed upon testing instruments, as applicable:

- Drug screening; and
- Criminal Background check.

Copies of drug screening and criminal background checks will be forwarded to DRPA for each employee working on DRPA property.

6. Specify what will be expected, if anything, of DRPA.

7. Contractor will provide the names and contacts of at least five (5) references from public/private sector.

8. Provide hourly billing rates/monthly billing rates per Bridge Facility as well as rates for additional personnel if requested by DRPA. This shall include supervisor and regular employees.

9. Provide the hourly wages and benefits paid to Contractor's employees.

10. Provide staffing complement; i.e.; how many people are employed by Contractor, how many employees will be working at each facility.

11. Selection Criteria

A. The Contractor's understanding and general approach in meeting the nature and scope of the work involved.

B. The Contractor's detailed plan to satisfy the requirements.

C. The qualifications, experience and references of Contractor.

D. Total costs as submitted on the attached Exhibit A, Schedule of Quantities, Prices and Total Hourly Rates. Contractor shall be responsible for suppling a total cost per facility for the entire project as delineated by Contractor in Exhibit A.

E. Insurance Coverage.

F. Contractor is encouraged to provide additional information that you feel is important to describe your capabilities.

As part of the process leading to the selection of the Contractor, the DRPA may request additions or clarifications to the proposal.

Part IV Specifications

A. Scope of work

The Contractor shall provide supervision, manpower, equipment and janitorial supplies necessary to provide janitorial services as described herein.

B. Cleaning Services Required

The Contractor's performance will be evaluated based upon the cleaning requirements contained herein.

On normal work days, all cleaning of building and toll facilities shall be performed between 12:00PM and 8:00PM and 10:00AM to 4:00PM at the Betsy Ross Bridge.

Daily Requirements:

1. Toilet Rooms: (Including private toilet rooms) floors and walls shall be cleaned utilizing cleaner-disinfectant. The floors, including corners and baseboards, shall be clean and dry and present an overall appearance of cleanliness. Fixtures shall be clean and bright. There shall be no dust, stains, mold or encrustation. All supply dispensers, including Tampon dispensers shall be filled. Waste and sanitary napkin receptacles shall be emptied, cleaned and disinfected. Liner bags shall be replaced daily. Liner bags removed from the sanitary napkin receptacles shall be collected in separate containers for disposal. There shall be no signs of dust on any surface. All walls and floors of shower areas shall be cleaned and disinfected.

2. Offices/Work/Break Areas: All waste generated shall be collected and removed to the designated areas for removal by others. All horizontal, vertical and under surfaces shall be free of dust, smudges or spots. Corners, crevices, moldings and ledges shall be free of dust. (In dusting horizontal surfaces, papers and other items resting on those surfaces are not to be touched or disturbed). All glass in sidelights or interior partition walls shall be clean and free of dust, smudges or spots.

Carpeted surfaces shall be free of dirt, dust and other debris. Floor surfaces shall be clean and free of dirt, dust and other debris. No dirt shall be left in corners or near baseboards, behind doors or under furniture. All spillages, dirt accumulation or crust material shall be removed along with spots and stains. When spot cleaned, areas shall blend with the adjacent areas of the carpet. Spots, smudges or other markings shall be removed without causing unsightly discoloration to the wall surfaces.

Wastebaskets shall be maintained free of dust, debris and residue.

3. Entrances, Lobbies and Corridors: Floor surfaces shall be clean and free of debris or foreign matter. No dirt shall be left in corners or near baseboards, behind doors or under furniture. The finished area shall have a uniform luster without unsightly build-up. Carpeted surfaces shall be free of dirt, dust and other debris. Metal surfaces shall be free of smears, smudges or stains. They shall be clean, bright and polished to a uniform luster.

Wood surfaces shall be free of dirt, dust or streaks. All horizontal, vertical and under surfaces shall be free of dust, smudges or spots. Glass surfaces shall be clean and free of dust, smudges or spots. Thresholds shall be clean and free of dirt and debris.

4. Stairways, Landings and Treads: Landing and tread surfaces shall be free of dirt, dust and other foreign substances and shall present an overall appearance of cleanliness. Railings, ledges, grilles, fire apparatus and doors shall be free of dust and foreign substances. Any

glass, metal or wood surfaces shall be free of dust, smudges, stains or spots.

5. Passenger and Freight Elevators (Betsy Ross & Ben Franklin Bridges): All vertical and horizontal surfaces and doors shall be clean and free of dirt, dust and smudges. All metal surfaces shall be free of smears, smudges or stains and be clean, bright and polished to a uniform luster. Floor tracks and carpets shall be free of dirt and debris. No dirt shall be left in corners or near baseboards.

6. Outside Ash and Trash Receptacles: Cigarette butts, matches and other discarded materials shall be removed and the receptacle wiped clean so that it is free of dust, ashes, odor, tar and streaks. If sand is used, it shall be refreshed or replaced as necessary to maintain a clean appearance. Outside trash receptacles shall be emptied daily. Vendor will not be responsible for cleaning any bridge facility picnic areas.

7. Drinking Fountains and water coolers: The fixture surfaces shall be clean and bright, free of dust, stains and streaks. Fountains shall be kept free of trash, etc. and nozzles free of encrustation. Water cooler water collectors shall be emptied daily. Metal surfaces shall have a polished lustrous appearance.

8. Public Telephone: All vertical and horizontal surfaces shall be clean and free of dirt, dust, smudges or streaks.

9. Storage Space: Floors shall be clean and free of trash and foreign substances. No dirt shall be left in corners or behind bars.

10. Windows and Glass: Glass in and surrounding exterior and vestibule doors and lobbies shall be free of dirt, grime, streaks and moisture. Window sashes, sills, woodwork and other surroundings of interior glass shall be wiped clean.

11. Venetian/Vertical Blinds: Both sides of blind slats shall be clean and free of dust, dirt and water spots.

12. Floor Mats: Mats shall be clean and free of dirt, grime, stains and other foreign matter.

13. Trade Shops: sweep and mop floors, clean and disinfect sinks, empty trash.

14. Garage Areas: clean and disinfect sinks, empty trash.

15. Roundhouse Cleaning: The North and South Roundhouses at the Betsy Ross Bridge and the North and South Roundhouses at the Commodore Barry Bridge will be cleaned on an as

requested basis.

16. Recycling: Contractor will be responsible for separating all recyclable trash (paper, plastic, aluminum and glass) at each bridge facility. DRPA will be responsible for providing recyclable containers and transporting recyclable trash from each bridge facility.

17. Toll Tunnels, including tunnels stairwells, shall be swept and cleaned daily. Toll Tunnels shall be mopped and degreased three times per week.

Periodic Requirements

1. Restrooms:
Weekly: damp wipe the surface area of all stall partitions, doors, sills and wastepaper receptacles utilizing a multipurpose (disinfectant-deodorizer) cleaner.

2. Main Entrance, Main Lobbies, and Main Corridors:
Semi-annually: Strip and apply appropriate floor finish to all terrazzo, ceramic, tile, stone, linoleum, vinyl, rubber and other similar types of flooring.

3. Office/Work Spaces:
Semi-annually or on an as needed basis: Strip and apply appropriate floor finish to all non-carpeted floors.

4. High Cleaning:
Quarterly: Clean surfaces and objects in the building that are approximately 90 inches or more above the floor. This includes but is not limited to wall and ceiling areas, ventilating and air conditioning outlets, transoms, clocks, ceiling moldings, ceiling fans, lockers, tops of partitions, pictures, plaques, wall or ceiling diffusers, bookcases, doors and moldings, etc. Drapes shall be vacuumed in place.

5. Carpet Cleaning: All carpeted public corridor and high traffic public areas shall be cleaned by either dry or wet extracted methods (as recommended by the carpet manufacturer) once per calendar year. All carpeted areas will be shampooed using a schedule approved by the Bridge Director or his/her designee. A written schedule will be provided to the Bridge Director.

6. Exterior Window Cleaning: All exterior windows of all buildings shall be cleaned both inside and outside once per year using a schedule approved by the Bridge Director or his/her designee. A written schedule will be provided to the Bridge Director. The window cleaning will also include the opening and/or removal and reinstallation of storm windows and the cleaning of storm windows, as applicable.

Part V. SCHEDULE FOR CLEANING SPECIFICATIONS

A. Office/Work /Break Areas

Daily (Five (5) Times Per Week)

1. All stone, ceramic, tile, terrazzo and other unwaxed flooring to be swept.

2. All linoleum, vinyl, rubber and other similar types of flooring to be swept and damped mopped.

3. Thoroughly vacuum all high traffic carpet areas.

4. As necessary, dust and wipe clean all horizontal surfaces including furniture, fixtures and window sills.

5. Empty and clean all waste receptacles, replace bags when necessary. The contractor will furnish plastic liners for employee wastebaskets which contain non-recyclable materials.

6. Remove all fingermarks from entrance doors, frames and light switches.

7. Clean, polish and sanitize all drinking fountains and Bottled water dispensers.

8. Spot clean carpet stains and spillage in non-carpeted areas.

9. Furnish paper products in all kitchenette areas.

Weekly

1. Damp wipe or polish all desk tops if desks are clear.

2. Dust or damp wipe all telephones and affiliated equipment using antiseptically treated clothes.

3. Remove dust from all dust collecting surfaces up to 90 inches.

4. Dust all door louvers.

5. Dust clothing closets, shelving and coat racks; wipe, wash or polish as necessary.

6. Thoroughly vacuum all carpeted areas (including edges and corners and rugs, moving light furniture).

7. Clean both sides of interior office windows, where applicable.

8.Spray buff resilient flooring throughout building. Care shall be exercised to avoid finish build-up resulting from this work and finishes splashed on bases, walls, furniture, cabinets, etc and any signs of disorder and water marking.

Monthly

1. Dust all Venetian and vertical blinds and baseboards.

2. High dust all vents, louvers, moldings and ceiling fans not reached in regular cleaning.

Quarterly

1. Vacuum upholstered furniture.

Semi-annually

1. Strip, seal, wax and refinish resilient flooring throughout buildings using non-skip liquid floor wax, at least 22% solid-two (2) coats of wax and one (1) seal.

Yearly

1. Carpet cleaning.

2. Exterior window cleaning.

B. Restrooms and Locker rooms

Daily (Five (5) Times Per Week

1. Clean, scrub, disinfect and deodorize all lavatory fixtures (toilet seats on both sides). Clean and disinfect all walls and floor surfaces in shower areas.

2. Clean and disinfect shower in Police locker room twice daily.

3. Sweep, wash, mop and disinfect all lavatory floors.

4. Clean and polish all mirrors, shelving, bright work and enameled surfaces in all lavatories.

5. Hand dust all partitions, dispensers, receptacles, tile and walls in all lavatories and rest rooms. Spot clean lavatory walls, stalls and vestibule walls.

6. Damp wipe, clean and refill all dispensers of soap, paper products and feminine products.

7. Damp wipe and clean all waste receptacles; remove refuse to designated areas.

8. Dust all vents.

9. Maintain all baseboards and floor drain plates in a clean condition.

10. Clean entry doors, handles, kick plates and light switches. Wipe down and polish bright work.

11. Report all mechanical deficiencies, dripping faucets, stopped up soap dispensers, stopped up toilets to Bridge Director or his designee and place in log book.

<u>Weekly</u>

1. Wipe down and clean locker exterior surfaces. Dust top surfaces of metal lockers.

2. Full wash all stall partitions, tile walls, doors, enamel surfaces, sills and wastepaper receptacles utilizing a multipurpose (disinfectant-deodorizer) cleaner.

<u>Monthly</u>

1. Machine scrub flooring.

2. Vacuum all vents.

3. Dust all lighting fixtures (exterior only).

4. Do all high dusting.

Quarterly

1. Wash all painted or wallpapered walls, including those in vestibules as necessary and/ or as directed.

Semi-annually

1. Strip, seal, wax and refinish resilient flooring throughout buildings using non-skip liquid floor wax, at least 22% solid-two (2) coats of wax and one (1) seal.

Yearly

1. Carpet cleaning, as applicable at restroom lounge areas

2. Exterior window cleaning, as applicable at restrooms and locker rooms.

C. Lobby and Common Areas

Daily (Five (5) Times Per Week)

1. Sweep and damp mop all stone, ceramic tile, terrazzo and VCT flooring.

2. Clean entrance glass, front and rear lobbies; remove all fingermarks from chrome and glass-inside and out.

3. Dust and spot clean all metal surfaces in lobby. Spot clean planters, bases and walls.

4. Vacuum carpet in lobbies and corridors. Spot clean carpet for stains. Report problems to Bridge Director or his designee and record in log book. Vacuum or toy broom sweep edges and corners.

5. Clean and polish and sanitize all drinking fountains and bottled water dispensers.

6. Maintain janitor closets in a neat and orderly condition.

7. Dust all sills and trim.

8. Remove all gum and foreign matter. Empty all trash in designated area.

9. Remove all fingermarks from doors, frames, wall partitions and light switches.

10. Clean all brass railings and fixtures.

Weekly

1. Remove dust from all dust collecting surfaces up to 90 inches.

2. Machine buff terrazzo and resilient floors; maintain high luster.

Monthly

1. Remove and clean walk-off mat and under walk-off mat.

2. High dust light fixtures, ceiling fans, corners and edges.

Quarterly

1. Vacuum upholstered furniture.

Semi-annually

1. Strip, seal, wax and refinish resilient flooring throughout buildings using non-skip liquid floor wax, at least 22% solid-two (2) coats of wax and one (1) seal.

Yearly

1. Carpet cleaning.

2. Exterior window cleaning, as applicable at lobby and common areas.

D. Elevator Cleaning

Daily (Five (5) Times Per Week)

1. Vacuum and damp wipe saddles.

2. Damp mop floor of elevator.

3. Dust and spot clean all surfaces, exterior and interior (including doors and frames) removing fingerprints, etc.

4. Vacuum carpet; spot clean as required.

5. Do not prop doors. Use key to lock off doors.

6. Report any problems, lights out, etc. to Bridge Director or his designee and report in log book.

Weekly

1. Clean and polish all metal work, including interior and exterior of doors and frames.

2. Damp wipe and thoroughly clean all saddles on all floors.

3. Dust cab ceiling and light fixtures.

Semi-annually

1. Strip, seal, wax and refinish elevator interior flooring using non-skip liquid floor wax, at least 22% solid-two (2) coats of wax and one (1) seal, as applicable.

Yearly

1. Carpet cleaning at elevator interior, as applicable.

E. Stairways

Daily (Five (5) Times Per Week)

1. Remove all trash.

2. Spot mop spillage.

3. Remove gum, tar and other foreign substances from floor.

Weekly

1. Sweep and wet mop stairs.

2. Dust horizontal surfaces within reach.

3. Dust handrails and polish brass handrails.

4. Spot clean floors.

F. Toll Booths

Daily (Five (5) Times Per Week)

1. Sweep, remove trash and refuse.

2. Wipe and clean all toll booth surfaces.

3. Clean all horizontal counters and surfaces.

Weekly

1. Clean inside and outside toll booth windows two times per week.

2. Clean and polish stainless steel interior toll booth walls and surfaces.

G. Window Cleaning

Weekly

1. Clean interior and exterior of toll booths-2x/week.

2. Clean both sides of all bridge Toll House/Office interior office windows and Toll Accounting transaction window (BFB only).

Monthly

1. Wash clean both sides of all interior office and lobby windows and doors (not to include the Toll Booths or Toll House).

2. Wash clean the exterior and interior sides of all exterior entrance glass doors.

Yearly

1. Wash the exterior and interior sides of all building exterior windows.

H. 24/7 areas:

One day weekend cleaning at each bridge facility on 3-day Holiday weekends only for areas in use 24/7 (toll house, police radio, cafeterias and select 24/7 bathroom areas). The selected weekend day for 3-day Holiday weekends shall be as approved in advance by the Bridge Director or his/her designee.

24/7 areas are to be cleaned twice per shift on weekdays. Areas should be cleaned thoroughly.

Part VI. Cruise Terminal:

The Delaware River Port Authority operates a Cruise Terminal at the Philadelphia Naval Business Center, Building 3, for Cruises and various special events. Cleaning will need to be performed on an as requested basis.

The Cruise Terminal has approximately 30,500 square feet of passenger waiting and baggage lay down area, 3,600 square feet of office space and 6,900 square feet of restrooms, entrance foyer, corridors and stair space.

The following services will need to be performed during each visit:

1. All waste receptacles will be emptied and trash removed to dumpster.
2. Carpeting will be vacuumed with a heavy duty cleaner. All carpeting to be spot cleaned as necessary.
3. Empty, damp wipe clean, all ash trays located in smoking area of the building.
4. Special attention will be given to the entrance foyer, passenger waiting area, stairwells and other public areas. All furniture and fixtures will be hand wiped and carpets thoroughly vacuumed. Sweep and mop all resilient tile or sheet vinyl floor coverings with mop and bucket and buff with polishing machine. Tile floors will be kept brightly polished.
5. All exposed concrete areas throughout building will be swept during each visit.
6. Extinguish all interior lights in offices and main reception/waiting areas unless otherwise notified. Night and safety lights will be operated as instructed. All doors will be locked and secured and any doors that are not functioning will be reported by the supervisor to the Terminal Manager.
7. All water fountains and water coolers are to be washed clean with a germicidal solution in plastic spray bottles and wiped with sanitized cleaning clothes.
8. Telephones will be wiped clean with a disinfectant.
9. Restrooms:
    - All restroom floors will be mopped using a disinfectant solution in a mopping bucket. The solution will be picked up with a wrung-out mop and the floor rinsed with clean

water.
-Clean toilet seats, inside and outside of all toilet bowls and urinals with disinfectant cleaner solution and wipe dry with a clean cloth.
-Clean air ventilating louvers whenever soil is visible.
-Refill all toilet tissue, soap, sanitary napkins and towel dispensers (towels, tissues, napkins, hand soap, etc). All supplies to be provided by vendor.
-All sinks and fixtures will be cleaned with a non-abrasive cleaner.
-All paper towel, sanitary napkin and toilet seat dispenser will be wiped clean and polished with disinfectant.
-All tiled walls and horizontal surfaces will be dusted and wiped clean with treated cloth.
-All cleaning products shall contain disinfectant to control odor.
-Empty all waste baskets and sanitary disposal units and empty in dumpster.
-Clean all mirrors and chrome with a glass container containing ammonia solution or glass cleaner applied with spray bottle and wiped clean with a clean cloth.

The following shall be performed during the cruise season, at the direction of the Terminal Manger or Operations Manager. Please provide separate price quotes for each task.

1) Elevator once a week during cruise season
2) Escalator once a week during cruise season
3) Headhouse windows once a week during cruise season
4) All chairs in terminal shall be wiped once a week during cruise season
5) All window sills shall be wiped clean and disinfected once a week during cruise season.
6) The cruise terminal also has available storage space for vendor to keep cleaning products and/or equipment.
7) The vendor will be responsible to maintain the perimeter of the terminal during cruise operations.

The vendor will be responsible to clean all areas 1 day prior to the arrival of a vessel and then also provide 1 person during the event to service and maintain.
And all work being performed should be scheduled with the Terminal Manager or Operations Manager.

The following shall be performed on an as needed basis, at the direction of the Terminal Manger or Operations Manager. Please provide separate price quotes for each task.

1. Stiff brush or vacuum all upholstered chairs and remove spots or stains in passenger waiting area.
2. Damp wipe all overhead air diffusers and vacuum adjacent ceiling tiles.
3. Wash windows in all entrance doors and adjacent facade on east side of building using a

detergent solution by a suitable means leaving no residue.
4. Power scrub/wash all exposed concrete areas.

Part VII. General Conditions

Contractor shall provide all labor, material and equipment necessary for the cleaning of the entire bridge facilities, with the exception of the trade work areas, in accordance with the specifications outlined which includes, but shall not be limited to the following:

1. Cleaning work to be performed from 12:00PM to 8:00PM daily and 10:00AM to 4:00PM at the Betsy Ross Bridge, Monday through Friday and one day weekend cleaning in 24/7 areas during those weekends containing Holidays observed by DRPA.
New Years Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial Day, July 4, Labor Day, Columbus Day, Veterans day, Thanksgiving, Christmas.

2. All normal cleaning equipment shall be of the latest type consistent with accepted cleaning practices and standards. Equipment shall be cleaned after each use and promptly stored in approved locations.

3. If contractor does not comply with the frequency schedule as set forth in the contract specifications, contractor will forfeit monies as per the following:

If upon non-acceptance of an area or areas as per specifications, and upon notification by the Bridge Director or his designee, the Contractor shall have area redone the next day. Upon failure to do this, there will be a back charge on any work not performed in accordance with the contract. For daily work not satisfactorily completed, the work cannot be completed the next day and the deduction is automatic.

If periodic high cleaning, for example, is not completed on the required schedule, contractor has one-two additional days to complete the task; if not then completed, there will be a back charge on any such work not performed in accordance with the contract.

4. It is understood that where it is indicated in the specifications, terms such as “as necessary”, “as required” or “if necessary” shall be determined by the Bridge Director or his/her designee.

5.Contractor shall use storage space assigned by the Bridge Director or his/her designee.

6. Contractor shall exercise care in his work and shall remove by stripping, if necessary, any soap, wax or finish build-up resulting from his work, splashed on bases, walls, furniture,

cabinets, etc.

7. This cleaning and additional cleaning operations shall be scheduled so that an absolute minimum number of lights are to be left on at all times. Upon completion of the cleaning, all lights must be turned off.

8. Keep all janitorial storage areas neat, clean and in an orderly condition al all times.

9. Where applicable, alarms shall be turned off and on.

10. Contractor shall provide an on-site supervisor at each bridge facility, who shall be responsible for the competent performance of all work. Any loses incurred by the DRPA due to a language barrier shall be the responsibility of Contractor.

11. Unscheduled, unplanned and unannounced inspections will be made by Contractor to insure quality control on a monthly basis, at a minimum, unless otherwise directed by the Bridge Director of his/her designee. Quality control is clearly the responsibility of the Contractor.

12. Never leave a locked door open and unattended. Do not prop perimeter doors. Never prop elevator doors.

13. Report property deficiencies to the Bridge Director or his designee, e.g., lights out, leaking faucets, etc.

14. DRPA reserves the right to have any employees of Contractor removed from premises.

15. Consumption of alcohol/drugs on the premises is prohibited.

16. DRPA observes the following holidays-no cleaning will be required on:

New Years Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial Day, July 4, Labor Day, Columbus Day, Veterans day, Thanksgiving, Christmas.

Part VIII General Provisions

1. Political Payments and/or Contributions: The contractor awarded the contract or Purchase Order, where said contract or Purchase Order for the procurement of services or supplies is in excess of Seven Thousand Five Hundred Dollars ($7,500.00) shall be required, as part of said contract or Purchase Order, to execute the Authority's standard form agreement relating to

Political Payments and/or Contributions. A copy of such standard form agreement is attached hereto for the contractor's reference.

2. Save and Hold Harmless: The vendor shall hold and save the DRPA/PATCO, its commissioners, directors, officers, agents, servants and employees, harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopyrighted composition, secret process, patented or unpatended invention, article or appliance furnished or used in the performance of the contract. Also, the vendor/contractor expressly agrees to indemnify, defend, and save harmless the DRPA/PATCO and its commissioners, directors, officers, agents, and employees from all suits and claims for damages or loss or injury to person or property arising out of, or in any way connected with, the Specifications or the performance of the operation under this Purchase Order/contract, or that may be sustained as a result of consequence thereof including, but not limited to, expenditures for and costs of investigations, hiring of expert witnesses, court costs, counsel fees, settlements, judgements or otherwise.

3. Insurance: The contractor will be required to provide insurance of the prescribed types and minimum amounts as set forth below:

All insurance policies required shall be maintained in full force until work under this proposal is completed as evidenced by the formal acceptance thereof, in writing by the Authority. Each policy shall contain the provision that there will be thirty (30) days prior written notice given to the Authority in the event of cancellation of or material change in the policy.

The bidder to whom the proposal is awarded shall furnish to the Authority within the ten (10) calendar days after the date of official notice of award of the proposal, Insurance

Certificate in triplicate, evidencing that he has provided request by the Authority, to furnish certified copies of any or all insurance policies related to protec

tion for the work under the propo sal. The Autho rity shall not be liable for the payme nt of any premiu m under the forego ing.

The insurance companies indicated in the certificate shall be authorized to do business in the Commonwealth of Pennsylvania and the State of New Jersey as the location of the work indicates and shall be acceptable to the Authority.

Neither approval by the Authority nor a failure to disapprove Insurance Certificates furnished by the contractor shall release the contractor of full responsibility for all liability as set forth in the indemnification clauses stated in PART IV, 2.

The minimum requirements if insurance carried by the contractor shall be as follows:

A. WORKER COMPENSATION INSURANCE AND EMPLOYER'S LIABILITY

Coverage A. Worker's Compensation-Statutory as required by the Worker's Compensation Laws **of the Commonwealth of Pennsylvania and the State of New Jersey, and reference to such compliance made on all Certificates of Insurance.**

Coverage B. Employer's Liability-One Million dollars ($1,000,000) or as otherwise required by law.

B. COMMERCIAL GENERAL LIABILITY INSURANCE
Commercial General Liability Insurance in an amount not less than One Million Dollars ($1,000,000) combined single limit, or equivalent as respects to Bodily and Personal Injury and Property Damage in any one occurrence/$2,000,000 aggregated.

Contractual Liability Insurance to include coverage for the liabilities assumed under paragraph 2, General Provisions.

The coverage provided shall include Premises/Operations and Products Liability, Completed Operations Liability and Broad Form Property Damage.

The contractor will name the DRPA as an Additional Insured on all Commercial General Liability and Umbrella Liability Policies.

C. BUSINESS AUTOMOBILE LIABILITY INSURANCE

Business Automobile Liability Insurance for any Automobile in an amount not less than One Million Dollars ($1,000,000) Bodily Injury and Property Damage, Combines Single Limit for any one accident or occurrence.

4. Right to Reject Proposals: The DRPA reserves the right to reject any or all proposals and to award the purchase order or contract to the qualified bidder deemed to be in the best interest of the DRPA. In case of tie proposals, the DRPA shall have authority to award the purchase order or contract to the vendor best meeting the requirements of the Scope and Objectives of the Project.

5. Termination of Contract

1. For convenience:

a) Where circumstance and/or the needs of the Authority significantly change, or the Contract is otherwise deemed no longer to be in the best interest of the Authority, the DRPA may terminate a contract entered into as a result of the Request, upon no less than ten (10) working days written notice to the contractor with an opportunity to respond.

b) In the event of such termination, the contractor shall furnish to the Authority, free of

charge, such reports as may be required.
c) In the event of termination under this section, the contractor will be compensated for work performed in accordance with the contract, up to the date of termination. Such compensation may be subject to adjustments.

2. For cause:

a) Where a contractor fails to perform or comply with a contract, the DRPA may terminate the contract upon ten (10) working days written notice to the contractor with an opportunity to respond.
b) In case of emergency the DRPA may shorten the time periods of notification and may dispense with an opportunity to respond.

c) In the event of termination under this section, the contractor will be compensated for work performed in accordance with the contract, up to the date of termination. Such compensation may be subject to adjustments

6. Process for Change in the Scope of Work

If it should become necessary for DRPA to request any additional services to either supplement the services requested in this RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between DRPA and the contractor. Any such additional work agreed to between DRPA and the contractor shall be performed at the same rates set forth in the schedule of fees and expenses included in the proposal.

7. Nondiscrimination Policy

The Delaware River Port Authority (DRPA) is firmly committed to providing equal employment and business opportunities for all persons regardless of race, color, religion, gender, national origin, age or non-job related disability. To that end, the DRPA will affirmatively assure that in regard to any DRPA purchase agreement issued or contract entered into for this project, all qualified persons will be afforded equal opportunity to participate in the contract process and will not be discriminated against on grounds of race, color, religion, sex, national origin, age or non-job related disability.

8. Non-Discrimination Clause

A. Contractor shall not discriminate against any employee, applicant for employment,

independent contractor, subcontractor, or any other person because of race, color, religion, sex, national origin, age or non-job related disability. Contractor shall take positive creative steps beyond the ordinary toward increasing the potential for minority and women contractors and suppliers to participate in the free enterprise system.

B. All advertisements or requests for employment placed by the Contractor or on the Contractor's behalf, shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age or non-job related disability.

C. Contractor shall send each labor union or workers' representative with which it has a collective bargaining agreement or other contract or understanding, a notice advising said labor union or workers' representative of its commitment to this non-discrimination clause. Similar notice shall be sent to every other source of recruitment regularly utilized by Contractor.

D. It shall be no defense to a finding of noncompliance with obligations of this non-discrimination clause that Contractor had delegated some of its employment practices to any union, training program, or other source of recruitment which prevents him or her from meeting his or her obligation not to discriminate. However, if the evidence indicates that the Contractor was not on notice of the third-party discrimination or made a good faith effort to correct it, such factor shall be considered in mitigation in determining whether the Contractor is in compliance with the DRPA's non-discrimination clause.

E. Contractor shall comply with all state and federal laws prohibiting discrimination in hiring or employment opportunities. In the event of Contractor's noncompliance with the non-discrimination clause of this contract or with any such laws, this contract may, after hearing and adjudication by the DRPA, be terminated or suspended, in whole or in part, and Contractor may be declared temporarily ineligible for further DRPA contracts. Such termination or suspension shall not entitle the Contractor to any damages or additional compensation.

F. Contractor shall, upon written request from the DRPA, furnish all necessary employment documentation and permit access to its books, records, and accounts for purposes of investigating the Contractor’s compliance with the provisions of this clause. If Contractor does not possess documents or records reflecting the necessary information requested, it shall furnish such information on reporting forms supplied by the DRPA.

9. <u>Questions</u>

All questions relating to the RFP must be submitted in writing or by facsimile or email. No

questions asked by telephone will be answered. If any questions make necessary the issuance of an addendum, the addendum will be furnished to all parties receiving a copy of the RFP. Only responses and Addenda, which have been issued by the DRPA, shall be valid. All questions relating to this RFP must be addressed to:

Jan S. Odjemski, Contract Administrator
Delaware River Port Authority
One Port Center
2 Riverside Drive
Camden, NJ 08101
phone: 856-968-2084, fax: 856-968-2113, email: jodjemsk@drpa.org

10. Trash

All trash shall be emptied in dumpsters, which are located at each DRPA Bridge Facility.

11. Contract Period

1. The Contract will be for one (1) year beginning with the Contract Award, approximately April 1, 2004 through March 31, 2005. Bid prices shall remain firm for the year. In the event services are terminated either by Contract Expiration or by termination by the Delaware River Port Authority, it shall be incumbent upon the Contractor to continue services until new services can be completely operational. At no time shall this period extend beyond ninety (90) days from termination.

2. The DRPA reserves the right to extend the Contract period for up to three additional one (1) renewals under the following conditions:

a. The Contractor is to pass on to the Authority any price reductions in commodities as the result of a manufacturer's price revision. Conversely, price increases are valid only if the Contractor furnishes written proof of increase from manufacturer, i.e., manufacturer's written notification. Subsequent shipments or services are not to be billed at higher prices without written price approval from the Authority

b. The Delaware River Port Authority shall determine a fair and equitable adjustment. Should the Authority utilize this option, written notification shall be provided to the vendor involved thirty (30) days prior to the expiration date of the original Contract.

c. The successful bidder, when notified of Contract renewal, will be required to execute a Contract Acceptance Form. After receipt of the executed Contract Acceptance Form, and any or all other required documents, the Authority will issue a Purchase Order to commence work.

Contractor shall furnish the annual cost for each of the option years in their proposal.

Part IX. PROPOSAL SUBMISSION REQUIREMENTS:

1. FORMAT OF PROPOSALS:

A. CONTENT FORMAT:

The proposals must be limited to 35 pages, single spaced, one-sided.

They must contain a title page showing the request for proposal subject, the firms's name; the name, address and telephone number of the contact person; and the date of the proposal. This should be followed by a Table of Contents, followed by the technical proposal.

B. NUMBER OF COPIES:

By Thursday , February 19, 2004 at 2:00 PM a total of ten copies, plus one original, must be received by:

Howard Korsen, Manager, Contract Administration 7th Floor
Delaware River Port Authority
One Port Center - 2 Riverside Drive
Camden, NJ 08101-1949

Proposals received by the DRPA after the above time and date will be considered non-responsive and unacceptable.

Part X. RFP AMENDMENTS

An amendment to an RFP may become necessary to make changes in requirements, delivery schedules, opening dates, and the like, or to correct defective or ambiguous information. When such a change becomes necessary, it will be accomplished by issuance of an Addendum to the Solicitation documents. Such an Addendum will be sent to each prospective proposer to whom the RFP has been furnished. The Addendum will be issued in a reasonable time before the scheduled receipt of proposals to allow proposers sufficient time to consider the Addendum in their proposals. Any information given to a prospective proposer concerning Solicitation documents will be issued simultaneously to all other prospective proposers in the form of an Addendum. The Addendum will clearly state the changes made and whether or not the proposal due date is changed. The Addendum will include instructions to proposers for acknowledging receipt of the Addendum and information concerning the effect of failure to acknowledge or return the Addendum.

Part XI. PROTEST PROCEDURES

Following the deadline for receipt of proposals, a proposer must file objections and protests based upon restrictive specifications or alleged improprieties in the solicitation with ten (10) days. Protests must be filed in writing with the DRPA General Counsel. Verbal protests will not be accepted under any circumstances.

The protest must contain the following information: 1) Name, address and telephone number of the protesting party; 2) Identification of the protested RFP; 3) Statement of the grounds for the protest and supporting documentation; and 4) Remedy sought by the protesting party. Only issues originally raised by the protesting party will be discussed throughout the protest period.

Upon receipt of the written protest, the DRPA General Counsel shall provide copies to the DRPA Chief Executive Officer and the Director of The Port of Philadelphia and Camden . The Director of The Port of Philadelphia and Camden shall, within five (5) working days of the notification from the General Counsel, conduct an investigation into the allegations and report to the General Counsel.

Following a review of the Director of The Port of Philadelphia and Camden’s report, and any other pertinent information, within seven (7) working days after receipt of the written protest, the General Counsel shall advise the protesting party of the staff's recommended action.

In the event that the protesting party is not satisfied with the staff's recommendations, the protesting party may, within five days, file with the Secretary of the Authority a written appeal to the Chief Executive Officer, setting forth the reasons for disagreement with the Authority's response, and, if desired, requesting a personal appearance before the Chief Executive Officer or his designated

representative.

The Chief Executive Officer may, at his sole discretion, consider only the record, or may grant the protesting party a further opportunity to be heard. The action of the Chief Executive Officer shall constitute an exhaustion of the remedies available to the protesting party.

EXHIBIT A

SCHEDULE OF QUANTITIES, PRICES AND TOTAL HOURLY RATES

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	
Direct Cost	_____	_____	
Fee For Service	_____	_____	
Bill Rate	_____	_____	
1% discount for payment within 14 days of invoice	_____	_____	
Total for Job Description	_____	_____	

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	

Direct Cost	_____	_____
Fee For Service	_____	_____
Bill Rate	_____	_____
1% discount for payment within 14 days of invoice	_____	_____
Total for Job Description	_____	_____

Manhours Per Facility

Position/Job Title	BRB	BFB	WWB	CBB	CRUISE TERM.
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Totals	_____	_____	_____	_____	_____
Total Cost	_____	_____	_____	_____	_____

SINGLE 3 DAY WEEKEND CLEANING COST PER EVENT
SCHEDULE OF QUANTITIES, PRICES AND TOTAL HOURLY RATES

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	
Direct Cost	_____	_____	
Fee For Service	_____	_____	
Bill Rate	_____	_____	
1% discount for payment within 14 days of invoice	_____	_____	
Total for Job Description	_____	_____	

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	

Direct Cost	_____	_____
Fee For Service	_____	_____
Bill Rate	_____	_____
1% discount for payment within 14 days of invoice	_____	_____
Total for Job Description	_____	_____

Manhours Per Facility

Position/Job Title	BRB	BFB	WWB	CBB	CRUISE TERM.
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Totals	_____	_____	_____	_____	_____
Total Cost per Event	_____	_____	_____	_____	_____

SEMI-ANNUAL FLOOR STRIP, SEAL AND WAX COST SCHEDULE OF QUANTITIES, PRICES AND TOTAL HOURLY RATES

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	
Direct Cost	_____	_____	
Fee For Service	_____	_____	
Bill Rate	_____	_____	
1% discount for payment within 14 days of invoice	_____	_____	
Total for Job Description	_____	_____	

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	

Training	_____	_____
Worker's Compensation	_____	_____
Direct Cost	_____	_____
Fee For Service	_____	_____
Bill Rate	_____	_____
1% discount for payment within 14 days of invoice	_____	_____
Total for Job Description	_____	_____

Manhours Per Facility

Position/Job Title	BRB	BFB	WWB	CBB	CRUISE TERM.
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Totals Manhours	_____	_____	_____	_____	_____
Total Cost per Event	_____	_____	_____	_____	_____

ANNUAL CARPET CLEANING COST
SCHEDULE OF QUANTITIES, PRICES AND TOTAL HOURLY RATES

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	
Direct Cost	_____	_____	
Fee For Service	_____	_____	
Bill Rate	_____	_____	
1% discount for payment within 14 days of invoice	_____	_____	
Total for Job Description	_____	_____	

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	

Vacation/holiday/Insurance	_____	_____
Training	_____	_____
Worker's Compensation	_____	_____
Direct Cost	_____	_____
Fee For Service	_____	_____
Bill Rate	_____	_____
1% discount for payment within 14 days of invoice	_____	_____
Total for Job Description	_____	_____

Manhours Per Facility

Position/Job Title	BRB	BFB	WWB	CBB	CRUISE TERM.
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Totals Manhours	_____	_____	_____	_____	_____
Total Cost per Event	_____	_____	_____	_____	_____

ANNUAL EXTERIOR WINDOW CLEANING COST SCHEDULE OF QUANTITIES, PRICES AND TOTAL HOURLY RATES

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____
Taxes	_____	_____	
Vacation/holiday/Insurance	_____	_____	
Training	_____	_____	
Worker's Compensation	_____	_____	
Direct Cost	_____	_____	
Fee For Service	_____	_____	
Bill Rate	_____	_____	
1% discount for payment within 14 days of invoice	_____	_____	
Total for Job Description	_____	_____	

Position:	**Hourly Rate**	**Overtime Hourly Rate**	
Unburdened Labor	_____		_____

Taxes	_____	_____
Vacation/holiday/Insurance	_____	_____
Training	_____	_____
Worker's Compensation	_____	_____
Direct Cost	_____	_____
Fee For Service	_____	_____
Bill Rate	_____	_____
1% discount for payment within 14 days of invoice	_____	_____
Total for Job Description	_____	_____

Manhours Per Facility

Position/Job Title	**BRB**	**BFB**	**WWB**	**CBB**	**CRUISE TERM.**
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Totals Manhours	_____	_____	_____	_____	_____
Total Cost per Event	_____	_____	_____	_____	_____

EXHIBIT B

Verification of Site Inspection February 2, 2004

I _____ of _____ by signing this document
(visitors name) (company name)
affirm that I have attended (on behalf of my company listed above) the site visit required by the RFP to Provide Custodial Services for the DRPA's four major bridges and the Cruise Terminal. Today's visit covered the Betsy Ross and Ben Franklin Bridges and all their respective Facilities.

EXHIBIT C

Verification of Site Inspection February 3, 2004

I _____ of _____ by signing this document
(visitors name) (company name)
affirm that I have attended (on behalf of my company listed above) the site visit required by the RFP to Provide Custodial Services for the DRPA's four major bridges and the Cruise Terminal. Today's visit covered the Walt Whitman Bridge, Cruise Terminal, Commodore Barry Bridge and all their respective Facilities.