



REQUEST FOR PROPOSAL

Office Building Janitorial Services

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I. INTRODUCTION

East Baltimore Development Inc. (EBDI) is interested in qualified suppliers to provide janitorial services for its three office building locations for the purpose of cleaning the interior of the buildings.

The successful bidder will work directly with EBDI's Contract Administrator and will work cooperatively with EBDI and other corporate members to successfully provide the professional services requested and complete the full scope of the project within budget and on schedule. EBDI will assist by providing the background information that will be required to complete tasks associated with this project.

This Request for Proposal (RFP) provides information on the project, scope of professional services required, and information to aid in preparing the responses to this RFP. All inquiries regarding this project and RFP must be in writing. EBDI will evaluate the inquiries, determine whether an Addendum is required, and issue an appropriate response. All questions and responses and additional information will be included in an Addendum which will be posted. Interested firms should periodically check the following website for revisions: www.ebdi.org.

II. BACKGROUND

EBDI is a nonprofit corporation spearheading a \$1.8 billion private-public partnership that has been charged with the ongoing redevelopment and revitalization of East Baltimore to transform a neighborhood marred by disinvestment and blight into a strong, mixed-income "community of choice" for Baltimore's families. Working closely with an array of partners, including the Annie E. Casey Foundation, the Johns Hopkins Institutions, the Goldseker Foundation, the City of Baltimore and the State of Maryland, this initiative is in the early stages of creating a vibrant, quality neighborhood, while maintaining a commitment to responsible development that benefits area residents, businesses and the surrounding communities.

The 100-acre redevelopment has charted significant progress to date, including the opening of Park View at Ashland Terrace, 74 units of affordable senior housing and Ashland Commons, 78 units of affordable housing for working families. In April, the John G. Rangos, Sr. Building, will be opened, the first of five buildings being developed within a two million square foot Bioscience + Technology Park. Overall, the redevelopment will produce over 2,100 units of new and rehabbed mixed-income housing and will create up to 8,000 new jobs. Public parks and other open areas will be added, together with 150,000 square feet of new retail space. Building on East Baltimore's rich history of community pride, this initiative combines capital, capacity and commitment at an unprecedented scale creating opportunities for both existing residents and newcomers, while it strengthens East Baltimore's adjacent communities, as well as the local and regional economies.

III. SCOPE OF SERVICES

The following outlines the work needed to be completed. This work is to be performed at our two (2) office locations at 1731 E. Chase Street and 1809 Ashland Avenue which also has a small modular unit associated with this office of which are located in Baltimore, MD. All work shall be completed in a timely manner and should begin after normal business hours (after 5:30pm). We anticipate this contract to be for an initial 6-8 months with an option to extend/renew. The reason for this is our 1809 Ashland office is being relocated within the same geographical area in 2010.

Cleaning Requirements

1. Offices/Conference Rooms/Meeting Rooms

- Vacuum/dust all door and window frames, cove bases, horizontal/vertical wood areas, ledges, window sills, furniture, tables, computers, fax machines, and phones

2. Rest Rooms

- Clean, sanitize, and disinfect all toilets, urinals, and sinks
- Clean and sanitize all partitions
- Scrub and/or damp mop floors
- Clean all glass surfaces
- Replace hand soap, paper towels and toilet paper products as necessary

3. Kitchen/Dining Areas

- Clean counter tops, flat surfaces, and cabinets
- Wipe tables and chairs
- Clean microwave
- Sweep and mop floor

4. Lobby Area

- Dust and mop wood floors
- Dust Furniture
- Vacuum carpet
- Remove marks and smudges from walls, columns, and cloth furniture
- Remove finger prints from walls and columns
- Sweep and clean ceramic tile

5. Hallways/Entrances

- Sweep, mop, and remove shoe marks from all flooring
- Clean glass windows and doors
- Vacuum floor mats
- Sweep landing outside of entrance and exit areas

The successful Contractor shall be responsible for all coordination, and supervision of personnel associated with the janitorial service at the EBDI office locations. These activities include, but may not be limited to, the following:

- a. Recruit, screen, background checks and train personnel. (See Section IV below)
- b. Provide a Project Manager who shall be responsible for the performance of the contract and remain the Contractor's contact person for the duration of the contract. The Project Manager shall establish a routine for communications with EBDI's Contract Administrator to provide a prompt and timely response to any concerns or problems that may arise. Time and frequency of direct meetings may vary as determined by the Contract Administrator. The Project Manager shall contact the Contract Administrator to review overall performance, receive special instructions regarding cleaning items, or discuss other pertinent items regarding the contract and the Contractor's performance.
- c. Furnish all supplies, materials, and equipment necessary for the proper performance of the janitorial service. Supplies and materials include but are not limited to brooms, brushes, dust cloths, wet and dry mops, sponges, squeegees, porcelain ware cleaner, liquid and powder detergents, disinfectants, glass cleaner, floor polish, waxes, stripper, metal and furniture polish, and any other compounds necessary to properly maintain the premises. Where necessary, the Contractor shall supply plastic bags and liners for disposal receptacles and wastebaskets. As a minimum, these supplies and materials shall be of a quality to conform to applicable federal specifications. The Contractor shall not use any material or supplies which the Contract Administrator determines would be unsuitable for the purpose, or offensive or harmful to any part of the facility, its contents, equipment, employees, or patrons.
- d. Provide all necessary cleaning equipment including, but not limited to, buffing machines, industrial type vacuum cleaners, carpet extractors, etc., needed for the performance of the work of this contract. Such equipment shall be of the size and type customarily used in work of this kind and shall meet the approval of the Contract Administrator, which shall not be unreasonably withheld. Equipment deemed by the Contract Administrator to be of improper type or design or inadequate for the purpose intended shall be replaced by the Contractor.
- e. Provide to the Contract Administrator and post in janitorial closets Material Safety Data Sheets (MSDS) for all chemicals used or stored in the buildings.
- f. Provide hazardous chemical communications training to Contractor's personnel
- g. Provide adequate supervision to ensure janitorial staff arrive at assigned post on time, perform their duties throughout their assigned shift, and provide backup as needed during all required hours. **A detailed plan for providing supervision must be included with proposal.**
- h. Development of an internal monitoring system that will be used to ensure service quality which shall include regularly scheduled written inspections with a copy to the Contract Administrator. Contract Administrator may choose to inspect with the Contractor.
- i. Report vandalism and/or damage of EBDI's property to the Contract Administrator immediately upon discovery.

Pre-Bid Meeting

There will be a pre-bid meeting including a tour of the above addresses where the work is to be performed. This meeting is scheduled for **Wednesday, October 22, 2009 at 8:30 am at 1731 East Chase Street**. Although this meeting is not mandatory all bidders are strongly encouraged to attend. EBDI will provide access to the locations to bidders at this time only and will be allowed to inspect the buildings. Bidders must pre-register for this Pre Bid Meeting and tour. **To pre-register, please send an email with the subject line heading: Office Building Janitorial Services Pre Bid Meeting to mitchell.coates@ebdi.org no later than 3:00 pm on October 16, 2009.**

IV. ECONOMIC INCLUSION

EBDI has a very comprehensive Economic Opportunity Initiative intended to dramatically increase contract and procurement dollars spent with minority businesses in all aspects of the East Baltimore Redevelopment project, as well as increase the hiring of local residents in jobs stemming from the revitalization efforts. Because the Economic Opportunity Initiative is critical to EBDI's mission to promote the involvement of Minority (MBE), Women (WBE) and Locally Owned Businesses (LBE), as well as local, minority and female residents as employees, EBDI has developed an Economic Opportunity Plan and Procurement Policy with which Vendors, who are submitting a proposal for this Request for Qualification, must comply.

A copy of the Economic Opportunity Initiative and the Economic Opportunity Plan and Procurement Policy are attached to this RFP and can also be found on EBDI's website at <http://www.ebdi.org/business.html> (click on Economic Inclusion).

By submitting a response to this RFP, your firm is acknowledging that: (1) it has carefully reviewed the above-referenced documents and the information contained herein; (2) that it understands its content and the intent of the Initiative; and (3) that it will fulfill the goals and requirements set forth in the documents and the specific participation goals stated below. You further certify that you will work closely with EBDI to develop interest in the Project by minority, women and locally owned businesses. You also understand that if at any time during the contract it becomes apparent to EBDI that you are not committed to meet the goals of the Initiative or that you are not able to meet the goals of the Initiative, your agreement with EBDI may be terminated in EBDI's sole discretion.

When submitting your proposal, please submit a completed Economic Inclusion Plan and Manpower Projection Plan, which can be found in the attachments of the Economic Opportunity Initiative and the Economic Opportunity Plan. The Economic Inclusion Plan should outline how you plan to achieve the inclusion goals listed in the referenced documents and below, and the Manpower Projection Plan should outline the number of employees you project will be needed for this contract, including those already employed and any additional hires that will be needed. You should include along with your Economic Inclusion Plan all certifications or certification numbers for the companies you plan to use in achieving your goals. Submission of false information to fulfill Economic Inclusion goals shall render your firm non responsive. If awarded the contract, Proposer understands that they will be responsible for submitting documentation to EBDI's Third Party Monitoring Team to verify their M/WBE participation.

The specific requirements that you must meet with regard to MBE and WBE inclusion at the time the Guaranteed Maximum Price (“GMP”) is established are as follows:

MBE – 17% of the total contract value

WBE – 9% of the total contract value

For the local hiring requirements, EBDI requires that for all new hires the Contractor use EBDI’s Workforce Pipeline as a first source for recruiting qualified candidates for consideration. Should the Pipeline not generate any qualified candidates, the Contractor is then able to utilize other sources to recruit and hire local residents. See the Economic Opportunity Initiative and the Economic Opportunity Plan for the definition of local residents.

You must carefully read and understand all parts of the Economic Inclusion Initiative, the Economic Opportunity Plan and Procurement Policy, and the corresponding requirements before submitting your response to this RFP. Failure to submit the requested Economic Inclusion Plan will preclude you and/or your firm from consideration for this project.

V. FORMAT AND QUALITY OF PROPOSALS

Your written response to this RFP shall be well organized, clear and concise and **must be no more than 10 pages total in length**. Where you are asked to identify an entity, please provide an address and telephone number for the entity, and the name and title/position of the person associated with that entity with the most knowledge of your performance. Where you are asked to identify a person, please furnish an address, telephone number, that person’s title or capacity and a brief description of that person’s role in the project.

The response to this RFP shall be typed, double-spaced; using Times New Roman Font, 12 inch type on “8-1/2 X 11” paper single sided, and should include resumes of related corporate experience. The Bidders response to this RFP to perform work in accordance with the scope of work shall outline the actual work proposed as specific and practical as possible, therefore; repeating the Scope of Work without sufficient elaboration will not be acceptable.

VI. STATEMENT OF QUALIFICATIONS

A: EXPERIENCE AND QUALIFICATIONS OF THE BIDDERS

- Executive Summary
- Scope of Services Offered
- Qualifications of the Bidders, specifically referencing the desired qualifications.

B: KEY PERSONNEL

- Resumes of Key Personnel/Staff
- Resumes of Subject Matter Experts/Core Team of Management/Consultants/Contractors

C: MANAGEMENT PLAN

- Project Management
- Economic Inclusion Plan
- Methodology
- Quality Assurance

D: REFERENCES (Must provide at least 5)

- Company Name, Address, Phone and Contact Person/Title
- Type of Project
- Date of Project
- Project Cost

E: Fee Schedule

F: Date of Availability

G. ADDITIONAL INFORMATION

- Any information that you believe further demonstrates why your firm is qualified to provide the full range of services for the Project.
- Disclose any past, on going or potential conflicts of interest which the Bidders may have as a result of performing work for this project.
- A copy of a certificate of insurance or a letter of intent to provide insurance from the issuing company may be favorably considered. EBDI's insurance requirements will be disclosed at contract award.

VII. SUBMITTAL REQUIREMENTS (Make changes as necessary)

The written response and Electronic Response to this RFP is due on or before 11:00 a.m. on November 5, 2009.

It is the Bidders responsibility to ensure the proposal is received by EBDI's representative at the time and place in this Request for Qualifications (RFP). Failure to adhere to all submittal requirements below may render your submission non responsive.

All questions regarding this RFP must be e-mailed to Mitchell Coates at mitchell.coates@ebdi.org no later than October 28, 2009 by 11:00 a.m. with the subject line heading: **Office Building Janitorial Service RFP**. EBDI will respond to all questions received according to this timeline. Those responses will be uploaded to the EBDI website at www.ebdi.org no later than October 30, 2009 by 5:00 pm Questions will not be accepted via phone or fax. We ask that you continue to monitor our website regarding this RFP for any additions extensions or changes.

It is the Bidders responsibility to ensure the proposal is received by EBDI's representative at the time and place in this Request for Qualifications (RFP). Failure to adhere to the submittal requirements below may render your submission non responsive.

Pre-bid meeting	October 22, 2009	8:30 am
Questions Due	October 28 , 2009	11:00 am
Response to Questions uploaded to EBDI website; www.ebdi.org	October 30, 2009	5:00 pm.
Proposal Due	November 6, 2009	11:00 am.

Please submit **one (1) ORIGINAL** marked and **four (4) COPIES** marked as such. The ORIGINAL and COPIES MUST be written according to the guidelines in the format and quality of proposals section in this RFP. Written Proposals shall be sealed. A COVER LETTER on company letterhead referencing this RFP title must accompany all proposals submitted. The cover letter should include all company contact information.

- RFP Responses/Submissions MUST be sealed in package(s). If more than one package is used for submission each must be numbered (i.e. 1 of 2 etc.)
- Each Package MUST list the company's contact information.
- Proposals must be sealed and clearly marked on the outside with the following: **"Office Building Janitorial Service Proposal - Do Not Open With Regular Mail"**
- Multiple Electronic Submissions will not be accepted.
- **Late submissions WILL NOT BE ACCEPTED for consideration!** You will be instructed to sign in and will receive a time and date stamp from an EBDI Representative.
- **Mail/Deliver to the following address:**

East Baltimore Development Inc.
Office of Procurement and Contracts
1809 Ashland Avenue
Baltimore, Maryland 21205
Attention: Mitchell Coates

VIII. ADDITIONAL INFORMATION

EBDI will evaluate the technical proposals and may establish competitive range consisting of the firms whose technical proposals are determined to be the best technically qualified. Upon completion of the technical evaluation, EBDI may elect to conduct oral presentations with each of these firms. The anticipated date for oral presentations, if conducted, bidders will be notified of the date, time, and location of the oral presentation.

The purpose of the oral presentation is as follows:

- To allow the EBDI to meet the Proposer's key personnel.
- To allow the Proposer to highlight aspects of the selected areas of Its Technical Proposal; i.e. Experience and Performance, Key Personnel and Project Planning.
- To respond to specific topics that EBDI may request in writing before the presentation day.
- The Proposer shall be required to have at least one of the Key Personnel representative listed in proposal attend.

EBDI reserves the right to request clarifying information from any and all Proposers at any time during the evaluation process. A debriefing of an unsuccessful Proposer shall be conducted upon written request submitted to the Procurement Office within ten (10) calendar days of which the Proposer knew, or should have known, its proposal was unsuccessful. The debriefing will be oral and will be limited to a discussion of the unsuccessful Proposer's proposal only and will provide information on areas in which it was deemed weak or deficient. The debriefing may NOT include discussion of a competing Proposer's proposal or discussion, thoughts, notes or ranking from an individual evaluation committee member. A summarization of the Procurement Officer's rationale for the selection may be given.

IX. EBDI'S REVIEW OF PROPOSALS

All responsive proposals shall be reviewed and evaluated in order to determine which Bidders best meets EBDI's request and standards for this project. EBDI reserves the right to reject any and all proposals. EBDI reserves the right to negotiate the terms of the Agreement for this project with one or more Bidders. EBDI may also investigate qualifications of all Bidders to whom the award is contemplated and EBDI may request clarifications of proposals directly from one or more Bidders. In reviewing the proposals, EBDI may consider the following:

- a. The Qualifications (including training, licenses, experience and past performance) of the Bidders and its agents, employees, and sub consultants in completing projects of a similar type, size and complexity. EBDI may consider Bidders timely and accurate completion of similar projects within budget.
- b. The feasibility of the proposal upon the methodology of the proposed scope of services, and reasonableness of the schedule of billing rates.
- c. Bidders understanding of the work to be completed based upon the clarity of the proposal and responsiveness to this RFP.

X. AWARD OF AGREEMENT

Upon completion of the review period, EBDI shall notify those Bidders who will be considered for further evaluation and negotiation. All Bidders so notified may be required to make presentations. If EBDI determines, after further evaluation, to award the contract, a contract/service agreement shall be presented to the successful Bidders for authorized signature.

No proposal or agreement for this Project shall be binding upon EBDI until Agreement is signed by the contractor and EBDI's authorized representatives.