WESTCHESTER COMMUNITY OPPORTUNITY PROGRAM, INC.

WESTCOP

REQUEST FOR PROPOSAL

SEALED BID

Maintenance Service

Issue Date:

January 25, 2021
INTRODUCTION

1.1 Background
Westchester Community Opportunity Program, Inc. (WestCOP) is a private not-for-profit, multi-purpose social service organization, proudly operating Community Action Partnerships programs (CAP) whose purpose is to combat poverty and its adverse effects for the past 55 years. In addition to WestCOP’s eleven CAP sites, WestCOP currently operates several Homeless Shelter program, Victims Assistance Program, Early Childhood Development Program, Support Services for Veterans and Their Families, Foster Grandparent Program, Weatherization Assistance Program and several Employment and Training Programs.

1.2 Non-Commitment Contract Arrangement
This Request for Proposal (the “RFP”) is not, and should not be construed as a purchase order or a commitment on the part of WestCOP to contract for or to purchase and services. All information provided by WestCOP in connection with this RFP shall be considered confidential and proprietary information of WestCOP and must not be disclosed to individuals outside the Bidder without prior written approval from WestCOP. Any material submitted by Bidder that is to be considered confidential must be clearly marked as such and must include all applicable restrictions. All documentation and manuals submitted by Bidder shall become property of WestCOP unless requested otherwise by the Bidder at the time of submission.

INSTRUCTIONS

2.1 RFP STRUCTURE
This RFP contains the following Exhibit for your review and response.

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<th>Attachments/Submittals</th>
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<td>Attachment A</td>
<td>Program Description &amp; Scope of Work</td>
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Bidders are encouraged to review all parts of this RFP to ensure their complete understanding of the requirements and also to ensure that all required sections are appropriately completed and include in their responses. Please note that all responses must be provided in accordance with the instruction outline in this document herein.
2.2 Primary Contact

All questions regarding this Request for Proposal (RFP) must be submitted in writing via e-mail to the WestCOP Representative listed below:

Colin Dacres  
Email Address: cdacres@westcop.org

Chief Operation Officer

2.3 Bidders Obligation

By submitting a proposal, the Bidder will be presumed to be thoroughly familiar with the RFP and specifications and to have inspected the site so as to be fully informed of WestCOP’s operational activities as they pertain to the performance of this contract and scope of service.

The failure or omission of any Bidder to carefully examine any form, instrument, or document shall in no way relieve the Bidder from any obligation with respect to its proposal.

2.4 Key Dates and Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Issue Request for Proposal</td>
<td>1/25/2021</td>
<td>6:00 p.m.</td>
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<tr>
<td>Site Visit</td>
<td>2/8/2021-2/10/202</td>
<td>11:00 a.m.</td>
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<tr>
<td>Bidder Questions Submittal</td>
<td>2/15/2021</td>
<td>6:00 p.m.</td>
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<tr>
<td>Response to Bidder Question Due</td>
<td>2/20/2021</td>
<td>6:00 p.m.</td>
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<tr>
<td>Proposals Due</td>
<td>2/26/2021</td>
<td>6:00 p.m.</td>
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</table>
3.1 Proposal Process

The request for proposal process is designed to give each bidder the opportunity to present to WestCOP its approach to performance of the Scope of Work and to submit the best possible price for the service. The winning Bidder will have demonstrated to WestCOP that it can provide the “Best in Class” service at “Best in Class” pricing.

3.2 Proposal Format

In order for WestCOP to evaluate and compare each proposal, it is required that all proposals follow the general format and sequential order of this RFP. WestCOP recommends that each section of this RFP must be addressed in depth and is the order herein.

All Bids Must be submitted with attachment A attached. All Bidders must also specify what security equipment will be supplied by the Bidder. Any incomplete bids, bids specifying exceptions to any specified or required work many be grounds for exclusion of the Bidder’s bid from consideration. All bids must be type with a Font size of 12.

3.3 Proposal Pricing

By submitting a proposal in response to this RFP, Bidder agrees that prices quoted in the proposal, as well as all other terms of the proposal, shall be valid and binding and subject only to changes agreed to by Bidder and WestCOP in writing.

3.4 Addenda and Interpretation

No oral interpretation of the RFP, Contact Conditions, Specifications, or other Documents will be given to any Bidder. All interpretations will be in the form of written Addenda. If any discrepancies, omissions, or items requiring clarification is discovered by the Bidder, the Bidder shall submit questions by the date specified in Section 2.4 above. Requests for answers to questions must be sent via e-mail to the Primary Contact(s) in Section 2.2 by the date specified in Section 2.4 above.

Please be advice that ONLY written addenda provided by WestCOP’s Representative is authorized to give information to interpret the RFP. Bidders are advised that no source is authorized to give information to interpret the RFP.
3.5 Proposal Submission

This is a sealed bid so all envelopes must be marked with the company’s name, title of the project (Security Services) and sealed bid written on the outside of the envelope. Please include five (5) hard copies of the proposal and any supporting documents.

Please note:

- Facsimiles and e-mail are not acceptable and will be considered non-responsive.
- Proposals sent to individuals other than those listed below will be considered non-responsive.
- Late proposals will not be considered.

Bidders are required to submit their proposal by mail or messenger delivery before the date and time specified in Section to:

Westchester Community Opportunity Program, Inc.
2 Westchester Plaza
Elmsford, New York
Attention: Antoinette Anderson

3.6 Modification of Proposal

No proposal may be withdrawn for a period of ninety (90) days after the time and date set for submission of proposals.

SCOPE OF WORK

4.1 Attachment A: Scope of Work

WestCOP is seeking to award an Agreement regarding the attached scope of work. The work will be as described in Attachment A. The project shall be awarded to a Bidder who best satisfies supervision, quality control, and reliability requirements at optimum cost performance. The cost shall not be the sole criteria for determining the agreement award, but shall be weighed heavily.

WestCOP strongly recommends that each Bidder should visit the site. If additional work is identified that is not included in the scope of work, the Bidder should state the additional work along with costs.
4.2 Criteria for Evaluation

WestCOP will use the following evaluation criteria in reviewing responses to this RFP:

- Adequacy of response to RFP
- Experience in providing required services
- Capability to deliver integrated services in and across geographic regions
- Ability to drive continuous improvement, process improvement and cost synergies
- Caliber of Supervisor and team
- Ability to integrate and standardize with WestCOP’s business and processes
- Financial standing
- Price competitiveness

4.3 Summary and Terms and Conditions

Bidders should verify that all portion of this RFP and attached documents has been carefully reviewed and answered.

In completing the proposal, please respond to each portion of the RFP and attached documents as directed and as applicable.

Any Proposal that states or alludes to the Proposal as contingent upon review, consent, or further approval from any person, group, committee, board or other authority within the Bidder’s Company will be discarded.

Proposal must clearly address capabilities to satisfy the requirement of this RFP.

The Proposal must by verified, approved and signed by a person authorized to obligate the Bidder’s contractually to the scope, terms, specifications, and pricing contained in Bidder’s Proposal.

The term of the agreement shall be for a period of two years starting from the effective date.

WestCOP payment terms are net sixty (60) days. Please confirm commitment to these terms as well as assurance that there will be no credit holds placed on WestCOP if payment is made over ninety (90) days.

WestCOP may terminate any agreement without cause upon thirty (30) days written notice or ten (10) days if funding for said facility loses its funding.

Any and all expenses incurred in the proposal process, pre-bid conference and, any subsequent on-site presentation is part of Bidders’ sales process. WestCOP shall not incur or be responsible for any expenses incurred by Bidders or others as a result of the proposal process. All expenses will be each Bidders sole responsibility.
WestCOP reserves the right to request additional information from any bidder submitted a proposal.

WestCOP reserves the right to withdraw the RFP or condition the selection of the Bidder(s) to not incur any obligation to Bidder(s) except as agreed by WestCOP in a signed document.

WestCOP reserves the right to make all decisions regarding the proposal, including, without limitation, the right to accept, reject, or negotiate modifications to any terms of all proposals received.

The reason for WestCOP decisions may not be revealed or explained to any Bidder or any third party. Failure to answer any question in this RFP may subject Bidder to disqualification, but failure to meet one or more particular requirements set forth in this RFP will not necessarily subject your response to disqualification; therefore, we encourage you to respond even if you may not be able to meet all of the stated requirements.
ATTACHMENT A

WESTCHESTER COMMUNITY OPPORTUNITY PROGRAM, INC. (WestCOP) Maintenance Service - Request for Proposal (RFP)

PROGRAM DESCRIPTION & SCOPE OF WORK

The purpose of this RFP is to provide Maintenance Service to a 93-unit apartment building located in Brooklyn, New York. The building will be operating as a family shelter. The maintenance and cleanliness of the facility is of high priority to WestCOP. The Contractor must have five (5) years of experience working at a facility and building of similar size to this facility. The staff must maintain all applicable licenses and certificates and maintain copies of all licenses and certificates for all staff for the Department of Homeless Service (DHS) review. The Contractor is subject to DHS approval.

Maintenance Services:

- The Contractor shall provide cleaning services at the Family shelter for over 56,000 square feet which includes six floors.
- Service is expected from Sunday to Sunday (including Holidays) between the hours of 7:00 a.m. to 7:00 p.m.
- Sweep and wash floors on all floors within with mop and water on a daily basis.
- Completely vacuum all carpeted surfaces including behind and under all furniture and along partitioned areas.
- Chemically freeze and remove chewing gum from carpeted surfaces daily.
- Dust and wipe all desks, chairs, windowsills, ledges, counter tops, and shelving on a daily basis.
- Remove finger marks from doors, glass areas, framework, and around light switches on a daily basis.
- Spot clean walls and doors on a daily basis.
- Dry dust window blinds on a monthly basis.
- Disinfect and damp wipe all telephones on a daily basis.
- Vacuum and damp wipe all air vents and return on a bi-weekly basis.
- Wash and clean inside perimeter windows every week.
- Clean and polish all stainless steel dispensers and waste receptacles on a daily basis.
- General cleaning, top to bottom, in all bathroom facilities on a daily basis.
- Power scrub lavatory floors monthly.
- Clean, disinfect and deodorize all sinks, toilets, urinals, soap dishes, mirrors, and washbasins on a daily basis.
- Damp wipe partitions and stall walls on a daily basis.
- Replenish toilet paper, hand towels, and soap as needed.
- Wash main entrance door surfaces including glass and frames on a daily basis.
- Clean interior glass partitions on a daily basis.
- Remove and dispose garbage from the wastebaskets, and/or garbage bins located in the facility; including but not limited to offices, each apartment and reline all trash receptacles on a daily basis.

Cleaning and Sanitation Due to COVID-19

- Additional cleaning is required at least 3 times per day in all common and heavily traffic areas. Such areas include but not limited to elevators, door knobs, and staircase railings.
- High touch areas must be sanitized 3 times on a daily basis.
Fall Cleaning:

- Conduct heavy duty cleaning of the entire facility; such as offices, common areas, bathrooms, corridors, etc.
- To include: The use of buffing and power machines to scrub and mop floors, clean windows inside and outside, wash and dry blinds, scrub and mop all bathrooms and wash down walls.

Repair services:

- The Contractor shall be responsible for minor repairs and its staff must possess a general knowledge of building repair including but not limited to, maintenance and repair of building systems (i.e. plumbing, electric, HVAC, and fire safety) and repair of interior building components (i.e. carpentry, masonry and tile repair).
- Contractor must hire qualified maintenance staff for the facility who have a satisfactory and detailed knowledge of building maintenance and meet all requirements of WestCOP and DHS.
- Contractor shall be responsible for the preventative maintenance and emergency repairs of the Facility. These maintenance includes but not limited to boiler and elevator inspections, general plumbing, carpentry, electric, window screens, window glass, non-capital masonry, tile repair, door alarms, locks, grounds, equipment, and furnishings.
- The Contractor is responsible for all repairs, major or minor, that is the result of negligence or is the result of vandalism by a staff or client.

Inspection and Violations:

- The Contractor is responsible to engage with WestCOP to cure all existing violations at the facility. The facility must comply with all applicable federal, state and local laws governing the operation of the facility.
- The Contractor shall prepare and submit a corrective action plan (CAP) for curing all non-capital and capital violations, including time frames to cure said violations and written notice once violations have been cured, in accordance with all applicable laws and Shelter Inspection Procedure.

Requirements:

- The Contractor shall provide adequate staffing to perform the cleaning and maintenance services daily.
- The Contractor will be responsible for providing all needed OSHA training. Blood Borne Pathogens, Hazard Communications, Personal Protective Equipment and Electrical Safety/Control of Hazardous Energy Sources to all of your staff to be assigned to our facility once per year.
- The Contractor will provide Sexual Harassment training to all of your staff assigned to our facility once per year, prior to being assigned to the work site.
Criminal Background Check:

- The Contractor will provide proof of whether or not all staff to be assigned to our facility has been convicted of any crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal laws of and State), but not limited to, conviction for commission of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
- The Contractor will provide proof of whether or any staff to be assigned to our facility is subject to any pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal laws of any state).

Contract Conditions:

- The Contractor bid must include a “Certificate of Liability Insurance” naming Westchester Community Opportunity Programs, Inc. as an additional insured, and a Cancellation Clause.
- The contract will read that Westchester Community Opportunity Programs, Inc. can cancel the contract in ten (10) days if funding is lost or terminated.
- Provide insurance coverage for the following amounts:
  - Comprehensive Liability: $1,000,000 per occurrence
  - Workmen’s Compensation Coverage as required by the State of New York.
- Three (3) references are required to accompany your bid.
- Westchester Community Opportunity Programs, Inc. (WestCOP) has a payment term of net sixty (60) days.

SEALED BIDS:
Should be sent to: AAnderson@Westcop.org with the words SEALED BID - MAINTENANCE RFP marked in the subject line and be sent no later than February 26th 2021.