



REQUEST FOR PROPOSAL CUSTODIAL SERVICES

July 11, 2024

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Science Center Background

The Connecticut Science Center opened its doors in Hartford, Connecticut, in 2009. Now more than ten years later, the Connecticut Science Center features more than 165 hands-on exhibits, a 3D digital theater, an immersive Butterfly Encounter, an outdoor Science Plaza, a stunning sixth-floor Rooftop Garden, four educational classroom style labs, plus daily LIVE science programs and a range of special events, and endless ways for children, teens, and adults to explore science.

The implications for Connecticut's science education are promising. The Science Center offers exciting tools to help educators and parents bring textbooks to life. Creating unforgettable experiences with science motivates students and visitors of all ages to enthusiastically embrace science at school, at home, and in their communities.

With an attraction of this magnitude, exhibits rivaling the most unique in the world, programs with the potential to become national models, partnerships with a range of educational organizations, and involvement from global business leaders and benefactors, the Science Center is Connecticut's premier destination for informal science learning and is well on its way to becoming the state's foremost Science, Technology, Engineering and Mathematics (STEM) resource.

Science Center Purpose

The Connecticut Science Center is dedicated to inspiring lifelong learning through interactive and innovative experiences that explore our changing world through science. We strive to be a pillar of Connecticut and a beacon for science. To accomplish this, we need to be the trusted cultural treasure of Connecticut, an educational destination and resource that contributes to quality of life, a promoter of Connecticut's culture and standing as a place of innovation, and a generator of opportunity and economic activity.

We want to empower people to make the world better by inspiring them to respect and use science and technology to improve the world around them, spark people of all ages and backgrounds to see themselves in STEM learning, action and careers, support schools and teachers to strengthen STEM education, and become an independent source for science and exploration.

Science Center Vision

The Connecticut Science Center has three strategic vision pillars that we operate under.

World Class Science Center

- Fun, safe, engaging destination for people to enjoy together
- Inspiring, memorable educational programs and content
- Remarkable visitor experience that engenders loyalty and advocacy

Integrated In-Person and Online Experiences

- A customer journey that integrates exhibitions, programs, and digital engagement
- Data-driven customer relationship and value via digital platforms
- Extend engagement and connectedness targeted to segment needs

Exploring the STEM Topics, Issues, & Challenges of Our Time

- Basic and topical science content for schools and individuals
- Content and programs keyed to global STEM needs, workforce, and education
- Experiences that are meaningful for all people and inspire continued learning

Diversity, Equity, Inclusion & Accessibility

The Connecticut Science Center is an influential and exemplary leader in creating equitable engagement and access to STEM learning opportunities and STEM careers. We realize this vision with the proficiency and experience of our diverse team, supported by research and insight from our community and partners within the STEM ecosystem. We share the advantages that STEM affords to individuals and communities as beneficiaries.

Overview of the Project

The purpose of this Request for Proposal (RFP) is to solicit proposals with pricing to provide comprehensive custodial services to the Connecticut Science Center seven (7) days per week. Custodial or Custodial Services means all labor (custodial, janitorial, housekeeping and other typical services). The objective of contracting for the services described in this RFP is to implement a program that maintains the cleanliness, hygiene, and overall appearance of the facility to the highest standards. This includes, but is not limited to regular daily, weekly, monthly and yearly cleaning, waste management, restroom maintenance, managing supply inventory, event setup and takedown, and other related custodial services to ensure a safe and welcoming environment for our visitors, staff, and partners. We invite proposals from firms that have a proven track record in delivering exceptional custodial services in high-traffic public spaces.

Project Scope

The Science Center is seeking proposals from experienced and qualified Contractors for Custodial Services that will provide maximum value through trained staff, superior customer service, streamlined processes, sustainability efforts and reasonable costs. The Science Center requires a clean, safe and healthy environment for visitors, guests and staff. The scope of services is detailed below.

Financial considerations are important but will not be the sole determinant for the award. Within this RFP, the Science Center challenges the proposer to carefully study the unique aspects of the building and submit unique proposals to demonstrate the ability to operate in the environment and maintain quality levels of work.

The Science Center maintains the right to cancel for cause if performance is not to standard.

Daily Basis

These tasks may vary as directed by the Director of Facilities.

- Remove debris/litter from outside walkways, plaza and grounds.

- All tile floors shall be swept with broom or treated dust mop, damp mopped, or spray buffed nightly.
- All carpeting and walk off mats shall be vacuumed nightly. Carpet shall be spot cleaned or shampooed as needed, utilizing an approved cleaning solution designed for this process.
- Concrete flooring dust mopped.
- Wash and sanitize 26 restroom floors with an approved germicidal disinfectant.
- Wash and sanitize rubber floor in KidSpace Exhibit with an approved germicidal disinfectant.
- Sweep and damp mop rubber treads.
- Clean all elevator cabs, elevator doors, tracks and escalator for smudges and fingerprints.
- Keep entrance areas dry at all times.
- Dispose of trash and mop floor in the theater concession area.
- Clean up any spills including biohazard on floors or carpets as required
- Damp wipe benches, tables and furniture
- Empty all waste baskets and remove trash to appropriate dumpsters. Damp wipe soiled receptacles. Replace plastic liners when soiled.
- Place all single stream materials in proper trash compactor.
- Interior glass panels, door panels, etc. cleaned nightly.
- Spot-clean glass in doors, partitions and on the inside of windows to remove smudges.
- Spot-clean walls, doors and ledges as needed.
- Clean all sinks and replenish paper towel, soap and toilet paper containers.
- Remove any graffiti as needed
- Check to make sure all plumbing is operational; that there are no stoppages or leaks. Report any problems to the Director of Facilities.
- Clean and sanitize water fountains and touch points on exhibits (i.e. buttons, levers, wheels etc.).
- All publicly accessible restrooms must be checked every 30 to 60 minutes during public hours to ensure there is sufficient paper and soap products; clean-up spills and empty full waste receptacles.
- washed on an as needed basis, but no less than twice a year.
- Walls and baseboards shall be wiped and spot cleaned as needed.
- Clean counters, common areas, ticketing area, interior glass panels, door panels.
- All return and supply air grills and diffusers shall be completely vacuumed and damp wiped with a suitable spot cleaning solution as needed.
- Banisters and railings to be damp wiped nightly.
- General dusting or damp wiping of all sills, ledges, shelves, furnishings, table tops, etc. nightly.
- Receive office cleaning equipment and supplies and deliver to intended locations.
- Set up furniture for meetings and events. Arrange furniture as described in the Event Notification Form (ENF). Break down furniture following the meeting/event.
- Clean rooms and remove trash after field trip lunches.
- Wipe down tables, benches and remove trash located on the plaza throughout the day.
- Remove trash and spot sweep theater floor between shows; thoroughly clean theater at the end of the day.

Weekly Basis

These tasks may vary as directed by the Director of Facilities.

- Wash and sanitize all kitchenette floors with an approved germicidal disinfectant.
- Remove all gum and foreign objects from common area floors.
- Clean all custodial closets.
- Clean doorknobs, push plates and kick plates using a mild germicidal disinfectant.
- Check for and remove cobwebs.
- Clean exterior glass window or doors.
- Wash handrails.
- Damp wipe Discovery Center lab tables using a mild germicidal disinfectant.
- Damp wipe benches, tables and furniture using a mild germicidal disinfectant.
- Vacuum/dust mop all stairwells
- Clean common areas corners & edges.
- Clean offices as requested.
- Damp wipe all doors as needed.
- Dust vertical furniture surfaces, wall & ceiling vents, and vertical trim including all TV and computer monitors

Monthly Basis

These tasks may vary as directed by the Director of Facilities.

- Remove excess wax or product build-up on all surfaces as needed.
- Machine scrub kitchen floors, excluding commercial kitchen.
- High dusting (over 6" feet high).
- Damp wipe tabletops and chairs with mild germicidal disinfectant.
- Damp wipe all doors.
- Dust light fixtures and partitions.
- Wipe baseboards.
- Trach baskets, pails, tubs, etc., shall be thoroughly washed on an as needed basis, but no less than twice a year.
- Vacuum upholstered furniture.
- Machine scrub locker and shower rooms floors
- Clean showerheads, handles and other washroom hardware using a mild germicidal disinfectant.
- Provide heavy cleaning of floors and carpets in gift shop, cafe, service and concession area, kitchen and storage areas.

Yearly Basis

These tasks may vary as directed by the Director of Facilities.

- All tile floors are stripped and waxed.
- Carpet Cleaning – carpets are to be cleaned using the extraction method of cleaning. Machine cleaning (bonnet, shampooing) may be used to augment this process to clean surface staining.

- All restrooms and locker rooms (including shower areas) are to be mechanically scrubbed and/or power washed.
 - An approved 'green' germicidal cleaner and 'green' degreaser is to be used. No deviation is allowed unless approved by the Director of Facilities.
- All light fixtures (including lenses) are to be cleaned using a mild solution of soap and water. Glass cleaner is an acceptable alternative.
- Upholstered chairs must be cleaned

Custodial Personnel Specifications

Individuals fulfilling the duties of Custodian must comply with the following criteria:

- Be eighteen (18) years of age, or older.
- Have a friendly, yet professional, customer focused, demeanor.
- Ability to prepare written reports and keep accurate records.
- Always maintain a neat and professional appearance, including personal hygiene.
- Ability to stand and walk for long periods of time.
- Ability to lift up to 50 lbs.
- Must pass a criminal/sexual offender background check before assignment at the Science Center.
- Be in generally good health.
- Designate a Lead Custodian or Custodial Manager who will manage the contract. The Science Center reserves the right to interview and approve the selection of the Custodial Lead or Manager.
- Lead Custodian must be bi-lingual and speak/understand English and Spanish fluently.
- The Lead Custodian will manage the inventory of cleaning supplies and paper products and will create a monthly supply order to be reviewed and approved by the Director of Facilities.
- The Lead Custodian will spot check daily to make sure all work has been satisfactorily completed
- Contractor must be willing to reassign any employees from direct contact with Science Center personnel or visitors when requested to do so. Such request shall only be made on the grounds that continued employment in contact with visitors or staff of the Science Center would be detrimental to Science Center public relations.

RFP Dates

RFP Release Date	July 15, 2024 12:00 Noon EST
On-Site Tour	July 30, 2024 and July 31, 2024 1:00pm EST
Deadline for Clarifying Questions	August 9, 2024 12:00 Noon EST
RFP Submission Deadline	August 16, 2024 12:00 Noon EST
Contractor Interviews/Presentation	TBD
Evaluation and Award	September 30, 2024
Targeted Contract Execution, Start Date	November 1, 2024

A facilities tour will be held at the Science Center. This tour will provide Proposers the opportunity to view the building and ask questions. Attendance is limited to two representatives from each participating Contractor. Once the proposal is submitted, call to schedule a tour.

Building Tour Schedule

Date: July 30 & July 31
Time: 1:00pm EST
Call: Brendan McNelis 860-520-2130 to confirm attendance or;
Email: Brendan McNelis at bmcnelis@ctsciencecenter.org

Addenda to the Request for Proposal

Any changes, additions, or deletions to the RFP will be in the form of written addenda issued by the Science Center. Any addenda to this RFP will be posted publicly on the Science Center's website at: <https://ctsciencecenter.org/about/rfp/>

The Science Center shall not be responsible for failure of any prospective Proposer to receive such addenda. All addenda so issued shall become part of this RFP.

Instructions for Submitting Proposals

The intent of this solicitation is to provide the Science Center with successful implementation of the custodial program as specified. Qualifications of Proposers is broken into the two sections below, Minimum Mandatory Requirements and Other Qualification Standards.

Minimum Mandatory Requirements are defined as requirements essential to the Science Center for proposal consideration. Automatic disqualification from the proposal process will result from a Proposer's failure to provide or be in compliance with any one or more of the following requirements:

- Attendance to the on-site tour
- No late proposals will be accepted. Any proposal received after the specified deadline for submission will not be considered.
- Collusions among Proposers is not allowed. If there is proof of collusion among Proposers, all proposals involved in the collusive action will be rejected.
- Proposers must have the ability to obtain the necessary insurance.
- Proposers must possess all trade, professional or business licenses as may be required by the work contemplated for this RFP
- Proposers must operate within the guidelines of all Federal, State, and Local laws.

Other Qualification Standards – are defined as standards that if not met or supplied by the Proposer, the Science Center reserves the sole right to reject proposal(s) without limitation.

- Proposer should have verifiable successful experience in the last five (5) years in providing the range of services specified in this RFP as a primary Contractor for at least two (2) accounts of similar size and complexity.

- Proposer shall present evidence that its management personnel have been engaged for at least the past three (3) years in providing custodial services as listed in the RFP.
- In order to establish its financial capability to provide the required products and services on a long-term contract basis, contractor should submit audited financial statements, or equivalent data for the prior two (2) years.
- Proposer should be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel and warehouse/distribution facilities, product line, order processing, delivery capabilities, maintenance, support, systems, organization structure, operations controls, quality control, or other related factors.
- The proposal should be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal.

In addition to the information required above, the Science Center may request additional information either from the Contactor or others, and may utilize site visits and Contractor presentation, as reasonably required by the Science Center to verify the Contractor's ability to successfully meet the requirements of this RFP.

Proposal Evaluation Process

The Science Center will focus its evaluation of all proposals based on the following criteria in addition to other requirements as outlined in this RFP:

- Overall proposal suitability – proposed solution(s) must meet the scope, requirements, and needs included herein and be presented in a clear and organized manner.
- Organizational experience – Proposers will be evaluated on their overall experience pertaining to this project's scope.
- Previous work – Proposers will be evaluated on references from existing or prior clients.
- Value and cost – Proposers will be evaluated on the proposed costs of their solution(s) based on the work to be performed in accordance with this project's scope. The lowest bidder may not necessarily prevail as the Science Center is ultimately looking for the most qualified Contractor that can clearly demonstrate ability and previous experience to complete the job of this scope and scale.
- Technical expertise and experience – Proposer must provide detailed descriptions and documentation of staff expertise and experience that directly relates to the scope, requirements, and needs of this project.

Proposal Requirements

Proposals must follow the format specified in this section. The submission of a signed proposal will confirm understanding and acceptance of all requirements, terms, and condition of the RFP unless specific exception are taken and alternative language or provisions are offered. The response submitted should have all business, technical, and financial information and pricing. Proposers should including the following information as a minimum:

Contractor Information

- The legal name of the Contactor, address and telephone number, as well as the information on any local office that may assist in the provision of services.
- Executive Summary with a brief company introduction and background history, including the year the company was established as currently being operated.
- The structure of the organization (e.g. sole proprietorship, partnership, corporation) including organizational and staffing chart of those positions to be utilized in the performance of this contract.
- The name address and telephone number of the person to whom correspondence should be directed
- A certified financial statement or audited financial statement for the last two (2) years.
- Identify any subcontractors (name and business address) the Proposer intends to use for this project and describe the services to be performed by each subcontractor.

Contractor Work Experience

- Proposer must be able to demonstrate and show evidence of having the capability to provide the required service by possessing adequate available resources, including personnel, product line, order processing, deliver capabilities, maintenance, support systems, organization structure, operational controls, quality control, and other related factors.
- Describe experience in servicing a building of similar size to the Science Center.
- Provide (5) similar customer references, at least (3) current and (2) former clients, comparable in size, complexity and operations and with names of organizations and names and phone numbers of contact person.

Staffing Plan

- Provide a staffing sheet that shows the number of proposed full-time and part-time employees required to accomplish the project.
- Explain the staffing and management plan.
- Summary of training provided to employees.
- The hourly rate charged for any supplemental work requested.

Operations Plan

- Explain quality control procedures
- Explain emergency cleaning procedures
- List grades, qualities, and brand names of chemicals that would be used at the Science Center
- Provide a general plan of safety practices.
- To insure a smooth transition and uninterrupted service of operations, proposers should submit a detailed transition plan as part of the proposal

Pricing Schedule

The proposer agrees to furnish all labor, materials, tools, supplies and equipment to provide custodial services to the Science Center unless otherwise explicitly provided by the Science Center. Proposers will provide quotes for each item below with bundled pricing with products/supplies and unbundled pricing without products/supplies.

- The pricing schedule must include pricing for services for the initial contract term (one year and multi-year) and each renewal term options including escalation per renewal term.
- The pricing schedule must include, at a minimum, a labor cost, supplies cost and cost per cleanable square foot with a total proposed cost for the regular custodial services required under this contract.
- Pricing should be specific to the resources required to clean the facility.
- Provide your standard billing rate for each service level (i.e. custodian, custodian lead) and the percentage added to each for overtime work.
- Provide costs for additional services required.

Additional Items

The proposal must be signed by the individual(s) legally authorized to bind the contractor. If complete responses cannot be provided without referencing supporting documentation, such documentation must be provided with the proposal and specific reference made to the tab, page, section and/or paragraph where the supplemental information can be found.

Proposal Format

- Proposers must submit one original proposal marked "ORIGINAL" and two (2) identical copies.
- Proposals shall be in an 8 ½" x 11" format. Supplemental information such as firm brochures, publicity material will be accepted. Organize response information in the same format and order of this RFP. Any variances from specification which may proposed must be specifically noted and marked as an "Exception".

Submittal Requirements

For questions regarding this RFP, submit all inquiries via email to bmcnelis@ctsciencecenter.org by 12:00PM/Noon/EST on August 9, 2024. Responses to questions will be posted to the RFP page on the Science Center's website at <https://ctsciencecenter.org/about/rfp/> for all potential bidders to review. The Connecticut Science Center is not responsible for any emails that are rejected, lost, or undelivered.

- Submit three (3) hard copies of your proposal and a flash drive with all documents in digital format by 12:00 Noon August 16, 2024 to:

Brendan McNelis, Director of Facilities
Connecticut Science Center
250 Columbus Boulevard
Hartford, CT 06103
Email: bmcnelis@ctsciencecenter.org

- Proposals can be mailed or hand delivered in a box or envelope and label mailings as follows:

REQUEST FOR PROPOSAL
FOR: Custodial Services

- In addition to the submission of three (3) hard copies of your proposal, you are also required to submit an electronic PDF formatted copy of your document on a labeled flash drive.

Proposals that do not arrive by the specified date and time, WILL NOT BE ACCEPTED. Proposers may submit their proposal any time prior to the above stated deadline. At its sole discretion, the Science Center may reject incomplete proposal submittals if, in its judgement, the submittal lacks information needed to effectively evaluate the proposal. Nothing in this request for proposals implies a contractual obligation with any firm, nor will the Science Center reimburse costs for submittal preparation.

Insurance Requirements

The awardee company shall be responsible for maintaining insurance coverage in force for the term of the agreement, of the kinds and in adequate amounts to secure all of the Company's obligations.

The kinds and amounts of such insurance coverage shall not be less than the kinds and amounts designated below:

- A. Workers' Compensation – CT Statutory Coverage required
- B. Commercial General Liability* - \$ 1,000,000 per occurrence/\$2,000,000 aggregate combined single limit for bodily injury/property damage limit.
- C. Automobile Liability* - \$ 1,000,000 per occurrence combined single limit for bodily injury/property damage, including hired & non-owned vehicles.
- D. Employers Liability* - \$ 1,000,000 each accident
- E. Products/Completed Operations* - \$ 1,000,000 per occurrence/\$2,000,000 aggregate combined single limit for bodily injury/property damage limit
- F. Umbrella Liability - \$ 5,000,000 excess over underlying limits above
- G. Coverage will be on an occurrence basis and CONNECTICUT SCIENCE CENTER must be named as an "Additional Insured." With no exclusion for sexual abuse/molestation. Certificate should so indicate, and a copy of the endorsement naming CONNECTICUT SCIENCE CENTER should be attached to the certificate.

*Note: these limits may be lower if an Umbrella policy raises the liability limit to meet the requirement.

Waiver

By submitting a proposal, the Proposer agrees to waive any claim it has, or may have, against the Science Center and its agents, representatives, or employees, arising out of, or in connection with, the administration, evaluation, or recommendation of any proposal; waiver of any requirements under the

proposal document or the contract documents; acceptance or rejection of any proposals; and award of the contract.

Withdrawal of Proposal

A request to withdraw a proposal must be made in writing and filed with the Connecticut Science Center.

Non-Responsive Proposals

Any Proposer that fails to respond to any request for information may be deemed non-responsive and its proposal may not be considered for the award.

Right to Reject

The Connecticut Science Center reserves the right, at its sole discretion to:

- Terminate the proposal process at any time;
- Reject any or all proposals; and
- Waive formalities and minor irregularities in the proposals received.

The Connecticut Science Center further reserves the right to conduct a pre-award survey of any Proposer under consideration to confirm any of the information furnished by the Proposer or to require other evidence of managerial, financial, technical, and other capabilities, the positive establishment of which is determined by the Connecticut Science Center to be necessary for the successful performance of the contract. The Connecticut Science Center further reserves the right to cancel or amend this RFP at any time and will attempt to notify recipients accordingly.

Non-Discrimination

The selected Proposer shall comply, and shall require its agents, employees, directors and/or assigns to comply, with all applicable federal, state, and local laws, ordinances, rules and regulations regarding nondiscrimination in employment because of race, creed, color, ancestry, national origin, religion, sex, gender, marital status, age, medical condition, pregnancy, disability, or any other prohibited basis.

Minority Participation

The Science Center encourages meaningful participation from minority-owned businesses. The contractor candidates will be evaluated as to the extent that the Proposer identifies and commits to minority-owned businesses, whether as a prime contractor or through the use of sub-contractors.

Compliance with the American with Disabilities Act (ADA)

The Science Center does not discriminate against any individual having any judicially recognized disability of any kind.

The Science Center does not discriminate against any company or organization that has an officer or employee with a disability of any kind.

All products, materials and services of this project shall be in compliance with the Americans with Disabilities Act (ADA).

Contract Terms and Conditions

The Connecticut Science Center will negotiate contract terms upon selection, and a project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget, and other necessary items.

This request for proposal is subject to the rights reserved by the Connecticut Science Center, including, but not limited to the Science Center's right to:

- Withdraw and/or cancel this RFP at any time before final award of the contract.
- Request clarification and/or additional information from any or all Proposers.
- Amend any term or requirement of this RFP at any time before award of a contract (Proposers may amend their Proposals, as directed by the Science Center if the Science Center materially alters or amends the RFP after submission of Proposals)
- Alter any key dates or deadlines to this RFP.
- Award the work, in whole or in part, to one or more Proposers with or without interviews or negotiations.
- Reject any proposal that does not strictly confirm to the requirements of this RFP.
- Conduct an interview with any, all or none of the Proposers to aid the evaluation process.
- Negotiate potential contract terms with any Proposer.

The Connecticut Science Center is not liable or responsible in any way for any expenses incurred in the preparation of a Proposal in response to this RFP.