



Request for Proposals for Cleaning Services

RFP No. 2025-GA-02

Massachusetts Technology Collaborative
75 North Drive
Westborough, MA 01581-3340
<http://www.masstech.org>

Procurement Team Leader:

Mauricio Ramirez

RFP Issued:

September 9, 2024

Site Visits by Appointment Only:

September 16 through 20, 2024

Questions Due:

September 27, 2024

Answers to Questions Posted:

October 4, 2024

Responses Due:

October 18, 2024

1. INTRODUCTION

1.1 Overview

Massachusetts Technology Collaborative (“Mass Tech Collaborative” or “MassTech”) is issuing this Request for Proposals for **Cleaning Services** (RFP No.2025-GA-02) (the “RFP”) to solicit responses from qualified contractors (“Respondents”) with experience in Commercial Cleaning Services. Respondents will be competing against each other for selection to provide the services set forth herein (the “Services”). The submissions of all Respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single Respondent may be selected.

Mass Tech Collaborative will enter into a **Facilities Services Agreement and Statement of Work** with selected Respondents containing certain standard provisions (the “Agreement”), located [HERE](#).

1.2 Mass Tech Collaborative

Mass Tech Collaborative is an independent public instrumentality of the Commonwealth of Massachusetts chartered by the Commonwealth to serve as a catalyst for growing its innovation economy. Mass Tech Collaborative brings together leaders from industry, academia, and government to advance technology-focused solutions that lead to economic growth, job creation, and public benefits in Massachusetts. Mass Tech Collaborative has six primary divisions: The Innovation Institute, the Massachusetts Broadband Institute, the Massachusetts CyberCenter, the Center for Advanced Manufacturing, NEMC Hub, and the Massachusetts e-Health Institute. For additional information about Mass Tech Collaborative and its programs and initiatives, please visit our website at www.masstech.org.

2. SERVICES REQUIRED

2.1 Overview

MassTech Collaborative occupies three (3) primary buildings on its Westborough campus: the Kariotis Building, the Innovation Building, and the Weiss Conference Building. The Innovation building will be cleaned (4) nights per week, and the Kariotis and Weiss buildings will be cleaned (3) nights per week, commencing any time after 7:00 p.m. (eastern), with the exception of the evening of any MassTech observed holiday following a regularly scheduled cleaning night.

2.2 Scope of Services

The selected Respondent will be required to perform the following cleaning tasks for each building at the specified frequency. MassTech is seeking multiple pricing options for the services outlined in this procurement but, as stated in Section 2.1, anticipates that the service frequency will be (4) nights per week for the Innovation Building and (3) nights per week for the Kariotis and Weiss Buildings. The cleaning tasks and frequencies are as follows:

Innovation Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles, Vacuum & Dust Sweep and Vacuum Inside and Outside Mats	Nightly
Reception Area	Spot Clean & Vacuum Carpets	Nightly
Offices, Cubicles	Spot Clean & Vacuum All Cubicles & Offices	Nightly
	Empty All Trash Buckets	Nightly

	Empty All Recycling Buckets to Recycling Bins	Nightly
	Remove Newspapers to Recycling Bins	Nightly
	Dust All Areas Within 6 Foot Reach	Nightly
	High and Low Dusting	Weekly
	Spot Clean Walls	Nightly
	Spot Clean Carpet	Nightly
	High, Low Dusting including Clerestory Windows	Weekly
	Clean All Baseboards & Cove Base	Weekly
	Wipe Down Open Cubicle Surface & Overhead	Nightly
	Bins Without Moving Any Items	
	Wipe Windowsills in Offices & Open Areas	Nightly
Conference Rooms (2)	Clean All Glass	Nightly
	Wipe Down Tables	Nightly
	Arrange All Chairs to Normal Position	Nightly
	Remove Cups or Utensils to the Kitchen Dishwasher	Nightly
	Vacuum Floors	Nightly
	Empty All Trash	Nightly
Restrooms (6)	Clean and Sanitize All Fixtures	Nightly
	Clean and Sanitize Sinks, Toilets, Urinals & Dispensers	Nightly
	Wipe Down Partitions & Walls	Nightly
	Refill Paper & Soap Dispensers	Nightly
	Sweep, Mop, Deodorize Floors & Drains	Nightly
	Dust All Areas	Nightly
	Empty All Trash	Nightly
	Clean Showers in Locker Rooms (basement)	Weekly
	Wipe Down Lockers (basement)	Weekly
	Wax Locker Room Floors (basement)	Monthly or as Requested
Kitchen	Empty Trash	Nightly
	Dust All Areas Within a 6 Foot Reach	Nightly
	High and Low Dusting	Weekly
	Clean & Sanitize All Countertops	Nightly
	Wipe Down Tables & Chairs	Nightly
	Clean Sink-Turn on Garbage Disposal	Nightly
	Put All Dishes in Dishwasher & Turn On	Nightly
	Replace Paper Towels	Nightly
	Remove Daily Newspapers to Recycle Bins	Nightly
	Clean Exterior of Refrigerators	Nightly
	Clean Microwaves Inside & Out	Nightly
	Clean Toaster Oven	Nightly
	Empty & Clean Coffee Grinds & Pots	Nightly
	Spot Clean & Vacuum Carpet	Nightly
	Clean All Baseboards & Cove Base	Weekly
Stairs (1)	Clean Rear Entryway & Stairs to Basement	Nightly
Basement	Sweep & Mop from Rear Entry Doors to Fitness Area	Nightly
	Clean Exercise area, Wipe Down Machines	Weekly
	Empty Trash Containers	Nightly
Trash	Throw All Trash in Dumpster	Nightly

Security Re-Lock All Interior Office Doors that Are Locked Nightly

Kariotis Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles, Vacuum & Dust, Sweep & Vacuum Inside & Outside Mats	Nightly
	Empty Exterior Trash Receptacle	Nightly
Reception Area, Offices, Cubicles, Hallways and Atrium Area	Spot Clean & Vacuum Carpets	Nightly
	Spot Clean & Vacuum All Office Areas	Nightly
	Dust Mop Hardwood Floor	Nightly
	Damp Mop Hardwood Floor	Nightly
	Empty All Trash Buckets	Nightly
	Empty All Recycling Buckets to Recycle Bins	Nightly
	Remove Daily Newspapers to Recycle Bins	Nightly
	Dust All Areas Within a 6 Foot Reach	Nightly
	Spot Clean Walls	Nightly
	Hi, Low Dusting	Weekly
Wipe Windowsills in Offices & Open Areas	Nightly	
Boardroom	Clean Conference Table & Brush Chairs	Nightly
	Arrange All Chairs to Normal Position	Nightly
	Dust & Damp Mop Hardwood Floor and Wipe Down Windowsills	Nightly
	Hi, Low Dusting	Weekly
	Remove any Cups or Utensils to Kitchen Dishwasher	Nightly
	Empty All Trash	Nightly
	Clean All Baseboards & Cove Base	Weekly
Restrooms (2)	Clean All Fixtures	Nightly
	Clean Sinks, Toilets, Urinals & Dispensers	Nightly
	Wipe Down Partitions & Walls	Nightly
	Refill Paper & Soap Dispensers	Nightly or as Necessary
	Sweep, Mop, deodorize Floors & Drains	Nightly
	Dust All Areas	Nightly
	Empty All Trash	Nightly
	Polish/Wax Floors	Monthly/As Needed
Kitchen	Empty Trash	Nightly
	Dust All Areas Within a 6 Foot Reach	Nightly
	Hi, Low Dusting	Weekly
	Clean & Sanitize Countertops	Nightly
	Clean sink & Check Garbage Disposal	Nightly
	Put All Dishes in Dishwasher & Turn On	Nightly
	Replace Paper Towels Above Sink	Nightly
	Clean Exterior of Refrigerators	Nightly
	Clean Microwave Inside & Out	Nightly
	Clean Toaster Oven	Nightly
	Spot Clean Baseboards & Cove Base	Weekly
Kariotis Stairways (5)	Vacuum Stairs & Dust Railings to 2 nd Floor	Weekly
	Wax Stairways	As Needed
Trash	Throw All trash in Dumpsters	Nightly

Security Re-Lock All Interior Office Doors That are Locked Nightly

Weiss Conference Building

Area	Task	Frequency
Front Entry	Clean Glass Doors and sanitize handles	Nightly
	Wax Front Entryways	Monthly or As Needed
	Sweep & Vacuum Front Mats	Nightly
Classrooms, Offices & Hallways	Spot Clean & Vacuum Hallways	Nightly
	Spot Clean & Vacuum All Office Areas	Nightly
	Clean Tables & Chairs in All Classrooms	Nightly
	Arrange All Chairs to Normal Positions	Nightly
	Empty All Trash Buckets	Nightly
	Empty All Recycling Buckets to Recycling Bins	Nightly
	Dust All Areas Within a 6-foot Reach	Nightly
	Spot Clean Walls	Nightly
	Hi, Low Dusting	Weekly
	Clean All Baseboards & Cove Base	Weekly
	Clean All Windowsills	Nightly
Restrooms (2)	Clean All Fixtures	Nightly
	Clean Sinks, Toilets, Urinals & Dispensers	Nightly
	Wipe Down Partitions and Walls	Nightly
	Refill Paper & Soap Dispensers	Nightly or as Necessary
	Sweep, Mop, Deodorize Floors & Drains	Nightly
	Dust All Areas	Nightly
	Empty All Trash	Nightly
Kitchen	Empty Trash	Nightly
	Dust All Areas within a 6 Foot Reach	Nightly
	Hi, Low Dusting	Weekly
	Clean Tables & Chairs	Nightly
	Arrange All Chairs to Normal Position	Nightly
	Clean Sink & Sanitize Countertop	Nightly
	Clean Any Dishes, Mugs & Coffee Pots	Nightly
	Replace Paper Towels Above Sink	Nightly
	Clean Exterior of Refrigerator	Nightly
	Clean Microwave Inside & Out	Nightly
	Clean Toaster Oven	Nightly
Vacuum Carpet	Nightly	
Clean All Baseboards & Cove Base	Weekly	
Trash	Throw All Trash in Dumpster	Nightly
Security	re-Lock All Interior Office Doors That are Locked	Nightly

MassTech Collaborative will provide some basic supplies, such as hand soap, dishwasher soap, sponges, etc., and paper goods, including toilet tissue, paper towels, multi-fold towels, trash bags, etc. Any machines and all other related materials/supplies needed for the daily cleaning of the floors, rugs, walls, doors, mirror glass, drains, toilets, sinks, etc. will be provided by the selected vendor. MassTech requires, for the health and safety of their employees, that the selected vendor use approved cleaners listed on the following website on all high-touch areas to prevent the spread of COVID-19. Please refer to EPA N List for approved disinfectants [List N Tool: COVID-19 Disinfectants | US EPA](#)

The selected vendor's staff will be responsible for using the Nightly Log Book(s) for communication with MassTech staff on service notes, supply needs, or notation of any maintenance issues notices while performing the services. The cleaning supplies are delivered to and stored in the Innovation Building basement. Cleaning Staff will be responsible for transporting the necessary supplies used in each building and stockpiling enough cleaning supplies for each building's kitchen, bathrooms, and general use to last at least one week.

3 APPLICATION PROCESS

3.1 Application and Submission Instructions

Respondents are cautioned to read this RFP carefully and to conform to its requirements. Failure to comply with the requirements of this RFP may serve as grounds for rejection of an Application.

- a. All Applications must be submitted electronically.
- b. Required Submissions- All Applications must include the items listed below:
 - Application Cover Sheet (Attachment A)
 - Application, which shall include:
 - A description of Respondent (including descriptions of proposed subcontractors, if any), whether Respondent is a minority or women owned business, and Respondent's qualifications to perform the services.
 - The proposed approach to providing the Services. Additionally, Respondents are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of services.
 - Respondents must submit a proposed budget using the Bid Form in Attachment C. The budget must include the proposed total price to perform the services on a fixed fee basis under the scope of services as well as pricing for alternative frequencies (Alternatives 1 and 2 in attachment). Respondents will include an hourly rate for extra services, such as shampooing carpets and grout cleaning. Fixed rates for each building's exterior window and carpet cleaning shall also be included. List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, the Mass Tech Collaborative does not pay markups on reimbursable or out-of-pocket expenses. The Mass Tech Collaborative does not pay for word processing, overtime, or meals. For travel costs, the Mass Tech Collaborative pays the IRS rate per mile.
 - Three references for work previously performed by the Respondent that is substantially similar to the Services. References should include a contact person, address and phone number.
 - Authorized Application Signature and Acceptance Form (Attachment B). **By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFP, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFP, (2) acknowledge and understand the procedures for handling materials submitted to the Mass Tech Collaborative as set forth in subsection d. below, (3) agree to be bound by those procedures, and (4) agree that the Mass Tech Collaborative shall not be liable under any circumstances for the disclosure of any materials submitted to the Mass**

Tech Collaborative pursuant to this RFP or upon the Respondent’s selection.

- Exceptions to the *Facilities Services Agreement and Statement of Work*, located [HERE](#), if any.
 - Organization W-9
- c. Applications **must** be delivered electronically to proposals@masstech.org (please include the RFP number in the subject heading).
- d. Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFP shall become Mass Tech Collaborative’s property and shall be subject to public disclosure. As a public entity, the Mass Tech Collaborative is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If a Respondent wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Respondent must submit a written request to the Mass Tech Collaborative’s General Counsel’s office no later than 5:00 p.m. fourteen (14) business days prior to the required date of Application submission set forth in Section 3.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Respondent. The General Counsel will issue a written determination within ten (10) business days of receipt of the written request. If the General Counsel approves the request, the Respondent shall clearly label the relevant information and/or documentation as “**CONFIDENTIAL**” in the Application and **shall only include the confidential material in the hard copy of the Application**. Any statements in an Application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

3.2 Application Timeframe

The application process will proceed according to the following schedule. The target dates are subject to change. Therefore, Respondents are encouraged to check Mass Tech Collaborative’s website frequently for updates to the schedule.

Task	Date:
RFP Released	September 9, 2024
Site Visits by Appointment Only	September 16 through September 20, 2024 Email: ramirez@masstech.org
Questions Due	September 27, 2024 @ 5:PM EST
Question and Answer File Posted	October 4, 2024 @ 5:PM EST
Applications Due	October 18, 2024 @ 3:PM EST

3.3 Questions

Questions regarding this RFP must be submitted by electronic mail to proposals@masstech.org with the following Subject Line: “Questions – RFP No. 2025-GA-02“. All questions must be received by 5:00 p.m. EST on September 27, 2024. Responses to all questions received will be posted on or before 5:00 p.m. on October 4, 2024 to Mass Tech Collaborative and COMMBUYS website(s).

3.4 Site Visits

Site Visits will be held September 16, 2024 through September 20, 2024 by appointment only. All potential Respondents interested in participating Site Visits must register with Mass Tech Collaborative by 5:00 p.m. on September 12, 2024 in order to obtain an appointment date and time. To register, please email Mauricio Ramirez at ramirez@masstech.org. Mass Tech Collaborative will confirm all appointments individually. Mass Tech Collaborative will post summary responses to procedural questions and issues addressed during Site Visits and collected during the formal Questions period on the Mass Tech Collaborative's and the COMMBUYS websites.

4 EVALUATION PROCESS AND CRITERIA

4.1 Process

The Mass Tech Collaborative shall evaluate each Application that is properly submitted. As part of the selection process, Mass Tech Collaborative may invite finalists to answer questions regarding their Application in person or in writing. In its sole discretion, Mass Tech Collaborative may also choose to enter into a negotiation period with one or more finalist Respondent(s) and then ask the Respondent(s) to submit a best and final offer.

4.2 Criteria

Selection of a Respondent to provide the services sought herein may be based on criteria that include but are not limited to:

- Quality of Response and responsiveness to RFP Requirements
- Reasonableness of Pricing outlined in Attachment C
- Respondent's qualifications to perform the services
- Demonstrated experience in providing commercial services outlined in this RFP
- Successful review of References provided

Lack of debarment status by either the state or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFP is to select and enter into an Agreement with the Respondent that will provide the best value for the Services to achieve MassTech Collaborative's goals. Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

5.0 GENERAL CONDITIONS

5.1 General Information

- a) If an Application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. The Mass Tech Collaborative reserves the right to waive omissions or irregularities that it determines to be not material.
- b) This RFP, as may be amended from time to time by Mass Tech Collaborative, does not commit Mass Tech Collaborative to select any firm(s), award any contracts for services pursuant to this RFP, or pay any costs incurred in responding to this RFP. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFP, to engage in preliminary discussions with prospective Respondents, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to Applications in accordance with negotiations, all to the same extent as if this were a Request for Information.
- c) On matters related solely to this RFP that arise prior to an award decision by the Mass Tech

Collaborative, Respondents shall limit communications with the Mass Tech Collaborative to the Procurement Team Leader and such other individuals as the Mass Tech Collaborative may designate from time to time. No other Mass Tech Collaborative employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP. Respondents may contact the Procurement Team Leader for this RFP in the event this RFP is incomplete.

- d) The Mass Tech Collaborative may provide reasonable accommodations, including the provision of materials in an alternative format, for Respondents with disabilities or other hardships. Respondents requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. The Mass Tech Collaborative reserves the right to grant or reject any request for accommodations.
- e) Respondent's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Respondent's capabilities and experience. Should any statement asserted by Respondent prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for Mass Tech Collaborative in its sole discretion to reject the Application and/or terminate of any resulting Agreement.
- f) Costs that are not specifically identified in the Respondent's response and/or not specifically accepted by Mass Tech Collaborative as part of the Agreement will not be compensated under any contract awarded pursuant to this RFP.
- g) Mass Tech Collaborative's prior approval is required for any subcontracted services under any Agreement entered into as a result of this RFP. The selected Respondent will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Respondent is responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Respondent.
- h) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.
- i) Mass Tech Collaborative reserves the right to amend the Agreement at any time prior to execution. Respondents should review the Agreement as they are required to specify any exceptions to the Agreement and to make any suggested counterproposal in their Application. A failure to specify exceptions and/or counterproposals will be deemed an acceptance of the Agreement's general terms and conditions, and no subsequent negotiation of such provisions shall be permitted.

5.2 Posting of Modifications/Addenda to RFP

This RFP has been distributed electronically using the Mass Tech Collaborative and COMMBUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. It is the responsibility of each potential Respondent to check the Mass Tech Collaborative and COMMBUYS websites for any addenda or modifications to the RFP. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Respondents who submit a response based on an out-of-date RFP.

Attachment A
Application Cover Sheet

Name of Respondent			
Mailing Address	City/Town	State	Zip Code
Telephone	Fax	Web Address	
Primary Contact for Clarification		Primary Contact E-mail Address	
Authorized Signatory		Authorized Signatory E-mail Address	
Legal Status/Jurisdiction (e.g., a Massachusetts Corporation, LLC, LLP, etc.)		Respondents DUNS or UEI No.	

Attachment B
Massachusetts Technology Collaborative
Authorized Respondent's Signature and Acceptance Form

The undersigned is a duly authorized representative of the Respondent listed below. The Respondent has read and understands the RFP requirements. The Respondent acknowledges that all of the terms and conditions of the RFP are mandatory, and that Respondent's response is compliant with such requirements.

The Respondent understands that, if selected by the Mass Tech Collaborative, the Respondent and the Mass Tech Collaborative will execute an Agreement specifying the mutual requirements of participation. The undersigned has either (*please check one*):

- specified exceptions and counter-proposals to the terms and conditions of the [Facilities Services Agreement](#); or
- agrees to the terms and conditions set forth therein;

The undersigned acknowledges and agrees that the failure to submit exceptions and counter-proposals with this response shall be deemed a waiver, and the Agreement shall not be subject to further negotiation.

Respondent agrees that the entire bid response will remain valid for sixty (60) days from receipt by the Mass Tech Collaborative.

I certify that Respondent is in compliance with all corporate filing requirements and State tax laws.

I further certify that the statements made in this response to the RFP, including all attachments and exhibits, are true and correct to the best of my knowledge.

Respondent: _____
(Printed Name of Respondent)

By: _____
(Signature of Authorized Representative)

Name: _____

Title: _____

Date: _____

Attachment C
Budget Template

SEE WORD DOCUMENT