

Request for Qualifications

Massachusetts Convention Center Authority Boston, Massachusetts

Cleaning and Ancillary Services Boston Convention and Exhibition Center and Hynes Convention Center

July 6, 2010

Questions Due: 5 p.m., July 14, 2010

Qualifications Statements Due: 12 noon, July 28, 2010



MASSACHUSETTS CONVENTION CENTER AUTHORITY
415 Summer Street, Boston, Massachusetts 02210
T: (617) 954-2177 F: (617) 954-2299 website: www.massconvention.com

MASSACHUSETTS CONVENTION CENTER AUTHORITY
REQUEST FOR QUALIFICATIONS
for the
PROVISION OF CLEANING AND ANCILLARY SERVICES:
BOSTON CONVENTION AND EXHIBITION CENTER
HYNES CONVENTION CENTER

The Massachusetts Convention Center Authority requests Qualifications Statements from firms interested in providing cleaning and certain ancillary services for the Boston Convention and Exhibition Center and the John B. Hynes Veterans Memorial Convention Center. The contract with the selected firm will commence on or about October 1, 2010, for a term of three years (subject to cancellation), and may be renewed for three additional one-year terms at the election of the Authority. Qualified firms will be issued a Request for Proposals.

By means of this Request for Qualifications (RFQ), the Authority seeks to prequalify firms which will be requested to submit proposals to provide the services.

Qualifications Statements shall be submitted, in accordance with instructions in the RFQ, to the Executive Office of the Authority, Boston Convention & Exhibition Center, 415 Summer Street, Boston, Massachusetts 02210, not later than 12 noon, July 28, 2010.

The contract will require the selected firm to provide at the Hynes Convention Center and Boston Convention and Exhibition Center a full-time facility manager, two assistant facility managers and 8 full-time operations supervisors; approximately 55 full-time cleaners/utility workers. The convention center operates 24 hours per day, 7 days per week. Deployment of cleaners/utility workers is dependent on the schedule of events taking place in the facility.

The RFQ sets forth minimum qualifications standards (including experience, staffing resources, insurance requirements, bid and performance bond requirements, and inspection of a current comparable cleaning operation), which applicants must meet in order to be deemed qualified to receive a Request for Proposals. The Request for Proposals will set forth complete contract terms and conditions.

From and after the date of this announcement, any firm that contacts directly or indirectly any Member or employee of the Authority in connection with the selection process or the contract contemplated herein, other than for the purpose of obtaining a copy of this RFQ or to submit a written question or request for clarification as prescribed by the RFQ, is subject to disqualification.

The Request for Qualifications will be available on and after July 6, 2010, via the Authority's website www.massconvention.com or at the Executive Office, Boston Convention & Exhibition Center, 415 Summer Street, Boston, MA 02210.

James E. Rooney, Executive Director
MASSACHUSETTS CONVENTION CENTER AUTHORITY

DATE: July 6, 2010

MASSACHUSETTS CONVENTION CENTER AUTHORITY

REQUEST FOR QUALIFICATIONS

for the

PROVISION OF CLEANING AND ANCILLARY SERVICES: BOSTON CONVENTION AND EXHIBITION CENTER AND HYNES CONVENTION CENTER

The Massachusetts Convention Center Authority requests Qualifications Statements from firms interested in providing cleaning and ancillary services (hereinafter, "cleaning services") for the Boston Convention and Exhibition Center (BCEC) and John B. Hynes Veterans Memorial Convention Center (Hynes). The contract with the selected firm (hereinafter, "the cleaning firm") will commence on or about October 1, 2010.

By means of this Request for Qualifications (RFQ), the Authority seeks to prequalify firms which will be issued a Request for Proposals and requested to submit proposals to provide the services.

1. Background

The Massachusetts Convention Center Authority is the state authority responsible for the operations of the Boston Convention and Exhibition Center, the John B. Hynes Veterans Memorial Convention Center and the Springfield Mass Mutual Center (not a part of this contract) and the Boston Common Garage (not a part of this contract).

The Boston Convention and Exhibition Center (BCEC) is located at 415 Summer Street, Boston and is one of the country's premier convention center facilities. This expansive convention complex is the largest in the Northeast and provides unparalleled meeting and exhibition opportunities. It offers over 500,000 square feet of contiguous exhibition space, 160,000 square feet of meeting space, 86 meeting rooms, and a dramatic 41,000 square foot ballroom with an adjacent 1,200 room hotel.

The Hynes, located in Boston's Back Bay is a convention and trade show venue, an 800,000-square-foot facility with 193,000 square feet of exhibition space and 95,000 square feet of meeting room space, as well as kitchen, dining, office, and ancillary public and mechanical space. The Hynes hosts some 500,000 attendees annually at trade shows, conventions, and other events. The events range in size up to 22,000 attendees at any one time.

2. Scope of Services

The cleaning firm will clean the facilities as well as set up and take down tables, chairs, podiums, risers, etc., at both facilities. The firm will report to the Authority's Superintendent of Building Services.

This contract will be awarded for a term of 36 months (subject to cancellation by the Authority), and may be renewed for three additional one-year terms at the sole election of the Authority.

The contract will require the selected firm to provide two full time managers and at least two assistant facility manager with a minimum of 10 full-time operations supervisors; approximately 55 full-time cleaners/utility workers (approximately 130,000 hours annually) and except that up to 80 additional cleaners/utility workers may be required during certain events and only 10 cleaners may be required for a period of approximately six weeks annually. The convention center operates 24 hours per day, 7 days per week. Deployment of cleaners/utility workers is dependent on the schedule of events taking place in the facility. Staffing levels may change at the sole discretion of the Authority.

3. Selection Procedures

Prequalification. Following receipt and review of the Qualifications Statements received by the Authority in response to this RFQ, the Authority will determine which applicants meet the minimum requirements as stated in this RFQ. Those firms will be deemed qualified.

Request for Proposals. Those firms which are found qualified in accordance with this RFQ will be issued a Request for Proposals (RFP). The RFP will set forth the terms of the contract and the criteria by which the Authority will select from among the prequalified competing firms.

4. Submission Requirements for Qualification Statements

Contents of Qualifications Statements. Qualifications Statements shall contain the information set forth below.

(a) **Office.** Address, staffing level, and hours of operation of the Massachusetts office that will administer this contract.

(b) **Business history.** Description of business organization, date of organization, and number of years in the business of providing services within the scope of this engagement.

(c) **Local office's comparable client/service experience.** Client's name and address, and name(s), address(es), and description(s) of **every** comparable client **within the service area of the office identified pursuant to paragraph (a), above**, for which the firm has provided comprehensive cleaning services **within the last three years**; include those clients for which the firm no longer provides such services. A "**comparable client**" shall include a major convention/trade show facility, shopping arcade, college or university, hospital, or convention hotel (more than 500 rooms) requiring not less than an average of 1,000 hours of cleaning services per week (or 50,000 hours in any 12-month period), exclusive of supervisory time.

(d) **Facility manager and assistant facility managers.** Identify the facility manager and the assistant facility managers for this contract, providing a resume indicating each individual's experience in overseeing cleaning services for a comparable client. The facility manager and the assistant facility managers will be assigned full-time, on-site, to manage this contract. If an individual identified for either position is not currently employed by the firm, include a letter of interest from the individual stating that he/she would accept employment by the firm in the capacity of facility manager or assistant facility manager for this contract.

(e) **Staffing resources.** The firm shall provide a schedule showing the name, address, and type of facility at which it currently provides cleaning services and from which it intends to draw any cleaning staff when needed to provide services under this contract. For each such location, provide the total number of full-time employees, part-time employees, and supervisors employed, and the number of full-time employees, part-time employees, and supervisors the firm intends to draw upon when needed to provide services under this contract.

(f) **References.** List **every** client for which the firm has provided, during any 12-month period within the three years preceding the submission of the Qualifications Statement, more than 30,000 hours of cleaning services, identifying the name and address of the facility, the type of facility, the period of service, and the number of hours of cleaning service provided annually. For each such client, and for each comparable client identified pursuant to paragraph (c), above, list the name, title, address, and telephone number of the individual employed by such client having the principal responsibility for cleaning.

(g) **Minority/Women Business Enterprise.** At the time for receipt of responses to the Request for Proposals, each firm will be required to submit M/WBE plans along with signed letters of intent with M/WBE firms. At this time (with your qualification statement), your firm must demonstrate how it has developed or plans to develop business relationships with M/WBEs and how it has utilized or plans to utilize Minority and Women Business Enterprises in connection with performance of this Contract. A Minority Business Enterprise (MBE) or a Woman Business Enterprise (WBE) is defined as a business that has been certified by the State Office of Minority and Women Business Assistance.

(h) **Insurance.** Provide a brief description of the cleaning firm's current general liability insurance coverage, including limits and deductibles. Provide a statement declaring the cleaning firm's agreement, if awarded this contract, to purchase and maintain and to provide a certificate evidencing insurance, in amounts not less than set forth in the Minimum Qualifications Standards of this RFQ, issued by a corporation licensed or authorized by the Commissioner of Insurance to do business in the Commonwealth of Massachusetts. In the event that the firm represents that it is self-insured, submit as part of the Qualifications Statement evidence (e.g., an independently audited financial statement, updated to disclose loss contingencies) which reasonably establishes that the firm has assets to support the amount self-insured.

(i) **Bid and Performance Bonds.** Each firm will be required to submit a certified check or bid bond, with its response to the Request for Proposal, in the amount of 5% of the total first-year contract sum (which will be estimated on the basis of anticipated hours of service provided in the Request for Proposals). The firm awarded the contract will be required to provide a performance bond, in the amount of \$250,000. The firm shall **list in the Qualifications Statement** the name(s) and address(es) of the surety company or companies which will furnish all required bonds. Each surety company must be licensed or authorized by the Commissioner of Insurance to do business in the Commonwealth of Massachusetts.

(j) **Certifications.** The Qualifications Statement must contain the attached Certifications, signed by an authorized representative of the firm submitting the Qualifications Statement.

Format of Statements; Number of Copies. Qualifications Statements should be set forth in the sequence and utilizing the headings listed above under "Contents of Qualifications Statements." All Qualifications Statements should be printed or typed on 8½" by 11" paper.

Photographs or pictorial representations of officers or employees of the firm shall not be submitted, and material containing photographs or pictorial representations shall be returned. Applicants shall submit one signed original, one electronic and five paper copies of their Qualifications Statements. Envelopes containing Qualifications Statements should be clearly marked, on the outside thereof, "Qualifications Statement Enclosed/Provision of Cleaning Services".

Time and Place of Submission. Qualifications Statements shall be submitted to the attention of Theresa Ruane, Contract Administrator, Executive Office of the Authority, Boston Convention & Exhibition Center, 415 Summer Street, Boston, Massachusetts 02210, **not later than 12 noon, July 28, 2010.**

All respondents are cautioned to allow ample time for transmittal of their Qualifications Statements. Respondents are solely responsible for delivery to, and receipt by, the Authority. Qualifications Statements received after the specified time will not be accepted or recognized. The time of receipt will determine the acceptability of mailed Qualifications Statements, regardless of the postmark.

Qualifications Statements will not be read publicly, but a register will be maintained of those firms submitting timely Qualifications Statements.

5. Minimum Qualifications Standards

In order to be deemed qualified, a firm must demonstrate through its Qualifications Statement that it meets the following minimum requirements:

(a) **Office.** The firm must as of the time of submission maintain, in Massachusetts, an office that is staffed and open five days a week throughout the year, holidays excepted.

(b) **Business history.** The firm, in its present form of business organization, must have been providing comprehensive cleaning services for not less than five years immediately preceding the date of submission of the Qualifications Statement.

(c) **Local office's comparable client/service experience.** The firm, within the service area of office that would administer this contract for the Authority, shall have performed comprehensive cleaning services for at least two different comparable clients within the last three years (and shall currently be performing such services for one such client). A "**comparable client**" shall include a major convention/trade show facility, shopping arcade, college or university, hospital, or convention hotel (more than 500 rooms) requiring not less than an average of 1,000 hours of cleaning services per week (or 50,000 hours in any 12-month period), exclusive of supervisory time.

(d) **Facility manager and assistant facility managers.** The firm shall identify a facility manager and an assistant facility manager for each facility for this contract. The facility manager shall have not less than seven years of experience in overseeing (either as top manager or second in command) cleaning concerns of a comparable client, as defined herein, and the assistant facility manager shall have not less than five years of experience (either as top manager or second in command) in overseeing the cleaning concerns of a comparable client, as defined herein. Each individual shall currently be employed by the firm or shall have executed a letter of

intent, submitted with the Qualifications Statement, stating that he/she would accept employment by the firm in the capacity of facility manager or assistant facility manager for this contract. The firm will be permitted to propose qualified substitutes in its proposal, provided the firm submits with its proposal either a statement that the individual so substituted is then employed by the firm or a letter of intent from the individual. However, in order to be deemed qualified, the firm shall at the time it submits its Qualifications Statement demonstrate that it either currently employs or has secured letters of intent from qualified individuals who are available for assignment to this contract.

(e) **Staffing resources.** The firm shall demonstrate that it currently has sufficient numbers of employees, which it is prepared to draw upon when needed to provide services under this contract, based on the levels of staffing set forth in Section 2 of this RFQ. At a minimum, the firm shall identify, in its submission, by source facility, at least 135 cleaners/utility workers which the firm could draw upon, if needed, to provide services under this contract.

(f) **References.** The Authority will contact some or all references provided by the firm, and may contact other representatives of clients of the firm, whether or not the firm has identified them as references. The firm shall receive uniformly positive recommendations regarding the firm's compliance with the terms of the firm's contractual cleaning obligations.

(g) **Minority/Women Business Enterprise.** At the time for receipt of responses to the Request for Proposals, each firm will be required to submit M/WBE plans along with signed letters of intent with M/WBE firms. At this time (with your qualification statement), your firm must demonstrate how it has developed or plans to develop business relationships with M/WBEs and how it has utilized or plans to utilize Minority and Women Business Enterprises in connection with performance of this Contract. A Minority Business Enterprise (MBE) or a Woman Business Enterprise (WBE) is defined as a business that has been certified by the State Office of Minority and Women Business Assistance.

(h) **Insurance.** The firm shall have general liability insurance on an occurrence basis with limits not less than a combined single limit per occurrence of \$1,000,000, \$2,000,000 general aggregate for bodily injury and property damage; \$1,000,000 for personal/advertising injury. The firm shall also maintain umbrella form excess liability insurance on an occurrence basis containing a minimum total occurrence and aggregate limit of \$5,000,000, for a total aggregate coverage under the basic policy and the umbrella policy of \$7,000,000.

(i) **Bid and Performance Bonds.** Each firm will be required to submit a certified check or bid bond, with its proposal (*not with the Qualification Statement*), in the amount of 5% of the total first-year contract sum (which will be estimated on the basis of anticipated coverage hours provided in the Request for Proposals). The firm awarded the contract will be required to provide a performance bond, in the amount of \$250,000. The firm shall **list in the Qualifications Statement** the name(s) and address(es) of the surety company or companies which will furnish all required bonds. Each surety company must be licensed or authorized by the Commissioner of Insurance to do business in the Commonwealth of Massachusetts. A letter of credit will **not** constitute an acceptable substitute for a bond.

6. Addenda and Interpretation of RFQ

All questions and requests for clarification of this RFQ shall be in writing, addressed to the Massachusetts Convention Center Authority, Attention: Theresa Ruane, Contract Administrator, Boston Convention & Exhibition Center, 415 Summer Street, Boston, Massachusetts 02210, and received at least five days prior to the date fixed for submitting Qualifications Statements.

From and after the date of issuance of this RFQ, any firm that contacts directly or indirectly any Member or employee of the Authority in connection with the selection process or the contract contemplated herein, other than for the purpose of obtaining a copy of this RFQ or to submit a written question or request for clarification as prescribed by this section, is subject to disqualification.

Clarifications or interpretations and any supplemental instructions, if issued, will be issued in the form of written Addenda. Addenda will be sent via email, or by U.S. Postal Service "Express Mail" next day delivery service or similar express delivery service, or by facsimile transmission to all parties who, according to the Authority's records, have obtained or requested this RFQ and have furnished the Authority an address or facsimile telephone number for such purposes. Each respondent shall be responsible for determining that it has received all Addenda issued. All Addenda so issued shall become part of this RFQ. Oral clarifications or interpretations will be of no effect. The Authority will not be responsible for, and a respondent may not rely upon or use as the basis of a claim against the Authority or a consultant of the Authority, any information, explanation, or interpretation of the RFQ rendered in any fashion except as herein provided.

7. Schedule for Selection

The following is the Authority's anticipated schedule for prequalification, contractor selection, and contract award. This schedule is subject to change.

!	Submission of Qualifications Statements	7/28/10
!	Prequalification, distribution of Request for Proposals	8/2//10
!	Submission of proposals	8/24/10
!	Selection of most advantageous proposal	9/16/10
!	Commencement of contract	10/1/10

8. Additional Information.

Additional information pertaining to the BCEC and Hynes, including floor plans, can be obtained on the Authority's website: massconvention.com.

CERTIFICATIONS

Pursuant to Section 67A of Chapter 266 of the Massachusetts General Laws, which prohibits in any matter relating to a public procurement the intentional making of a material statement that is false or the intentional omission or concealment of a material fact in a written statement, the undersigned certifies that all statements contained in this Qualifications Statement are true and complete.

The undersigned certifies under the penalties of perjury that this Qualifications Statement is in all respects bona fide, fair and made without collusion or fraud with any other person. As used herein the word "person" shall mean any natural person, joint venture, partnership, corporation or other business or legal entity.

The undersigned further certifies under penalty of perjury that neither said undersigned nor the respondent on whose behalf this Qualifications Statement is submitted is presently suspended or debarred under the provisions of M.G.L. c.29, §29F, or any other applicable debarment provisions of any other chapter of the General Laws or any rule or regulation promulgated thereunder.

The undersigned further certifies under the pains and penalties of perjury, pursuant to M.G.L. c.62C, §49A(b), that the respondent on whose behalf this Qualifications Statement is submitted has complied with all laws of this Commonwealth relating to taxes.

Date: _____

Social Security Number or
Federal Identification
Number: _____

Print Name of Signatory

By: _____
Signature

Title of Person Signing
Qualifications Statement

Business Address

City, State and Zip Code

Telephone: (____) _____

Facsimile: (____) _____

NOTE: If the applicant is a corporation, indicate state of incorporation; if a partnership, give full names and addresses of all partners; and, if an individual, give residential address if different from business address.

If a Corporation:

Incorporated in what state: _____

President: _____

Treasurer: _____

Secretary: _____

If a Partnership: (Name all Partners)

Name of Partner: _____

Residence: _____

Name of Partner: _____

Residence: _____

Name of Partner: _____

Residence: _____

If an Individual:

Name: _____

Residence: _____

If an Individual Doing Business Under a Firm Name:

Name of Firm: _____

Name of Individual: _____

Business Address: _____

Residence: _____

Other Form of Business Organization:
