

SCOPE OF WORK

The intent of these specifications is that the facilities known as the Allentown Housing Authority (AHA) 1) Administrative Office, located at 1339 W. Allen Street, Allentown, Pennsylvania and 2) Overlook Park Community Building, 445 Hanover Avenue, Allentown, Pennsylvania will be professionally cleaned and neat at the start of every work day.

Because of ongoing modernization and revitalization projects, the Allentown Housing Authority reserves the right to amend the scope of this bid, remove portions of the sites from the service schedule, and prorate the payment schedule accordingly at any time during the term of the Contract.

I. GENERAL CONDITIONS

A. Preparation and Submittal of Bid

Refer to HUD-5369 (10/2002), *Instructions to Bidders for Contracts*, Section 2, for detailed instructions regarding bid preparation and submission.

1. The Bidder shall at all times observe and comply with all laws, ordinances, and regulations of the Federal, State, and Local Governments which may in any manner affect the preparation of proposals for the performance of the contract.
2. All pages of this solicitation shall be completed and returned with the Bidder's proposal.

B. Pricing

1. Minimum Bid Acceptance Period. No bid may be withdrawn for a period of **60 days** after the Bid Opening Date.
2. The Housing Authority of the City of Allentown, PA, is exempt from State and Federal taxes.
3. All discounts are to be included in bid prices. Prompt payment discounts will not be considered.
4. All prices shall be based on delivery to the destination indicated, including packaging charges.
5. Machines, equipment, and vehicles shall be fully assembled, serviced, and ready for use.
6. Construction and any service prices shall include all labor, tools, and materials needed to complete the work unless specified otherwise.
7. Upon request, previously awarded contracts are available for public review. However, financial information, such as financial statements and credit information, is strictly confidential and will not be accessible for public review.

C. Prevailing Wage Rates

1. The U. S. Housing Act of 1937, Section 12(a) mandates the payment of HUD-determined prevailing wage rates to all maintenance laborers and mechanics engaged in the operation of Public Housing Authority (PHA) low-income projects. The HUD-approved Maintenance Wage Rate Decision for the Maintenance Laborer work classification is recorded on HUD Form 52158 and is included in this solicitation Section 15: Pages 1. In accordance with this legislation, the prevailing hourly wage rates for Bid No. 2020-009-900-50-4430023/2020-010-000-50-4430023 and the subsequently awarded contract are as follows:

\$15.57 - Basic Hourly Wage
\$10.54 - Fringe Benefits

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2. In accordance with Federal regulations standards for the U. S. Department of Labor, in general, a fringe benefit in this application includes any bona fide benefit provided by the employer that the employer is not obligated to provide by Federal, State, or local law. The most common types of fringe benefits to be included in the HUD-determined prevailing wage rate are as follows:
 - Medical or hospital care
 - Pensions on retirement or death
 - Compensation or insurance to provide for injuries or illness resulting from occupational activity
 - Unemployment benefits
 - Life insurance
 - Disability and sickness insurance or accident insurance
 - Vacation and holiday pay
 - Defrayment of cost of apprenticeship or other similar programs
3. The HUD-predetermined prevailing wage rate for the work classification specified herein will remain in effect for the first year of the awarded Contract. This rate may be adjusted annually effective July 1 of each Contract year. The AHA will provide a minimum of thirty (30) days' notice of any changes to this rate to the awarded contractor. This prevailing wage rate represents the minimum hourly wage and fringe benefits that the awarded contractor is required to pay employees in the work classification specified. Contractors may pay employees a higher rate than the prevailing wage rate required by the contract.

D. Quantities

The quantities set forth in the proposal are estimates. Awards may be made for more or for less. The Housing Authority may make an award for all or for some of the items, whichever is most advantageous to the Authority.

E. Specifications/Product Description

1. When brand names, trade names, model numbers, catalog numbers, etc. are listed, they are included for the purpose of furnishing Bidders with information concerning the style, type, or kind of article desired. A Bidder may offer an article which he certifies to be equal in quality, performance, and other kinds of essential characteristics. Any printed or written material or literature which describes the product being offered for sale must be included with the bid.
2. The Housing Authority shall be the sole judge of suitability of substitutes offered. When a formal numbered specification is referred to in this invitation, NO DEVIATION will be permitted. The Bidder will be required to furnish articles in conformity with that specification as stated.
3. Supplies, materials, equipment, and packaging must meet or exceed all OSHA requirements.

F. Guarantee and Warranty

- a. The Bidder guarantees that all articles offered for sale comply fully or are fully equal to the item as required and specified.
- b. All expenses covering return or replacement of defective or improper merchandise will be assumed by the vendor.
- c. In no instance shall the vendor refer the Housing Authority to any distributor or

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manufacturer for settlement of any claim arising from defective or improper merchandise.

- d. If the vendor shall fail to fix or replace any defective or improper article within 30 days from date of notice, the Housing Authority may make the necessary corrective arrangements and charge the cost to the money due the vendor or bill the vendor. The vendor agrees to reimburse the Housing Authority in such instance.
- e. for sale shall be Samples or any warranties or guarantees which will apply to the goods being offered part of the bid.

G. Protest Policy and Procedure

In accordance with HUD-5369, *Instructions to Bidders for Contracts*, Section 2, all protests to this solicitation or to a proposed or actual award of contract pursuant to this solicitation shall be resolved as follows:

1. Any actual or prospective contractor may protest the solicitation or award of a contract for serious violations of the principles of this Policy. Any protest against a solicitation must be received before the due date for the receipt of bids or proposals, and any protest against the award of a contract must be received within ten (10) calendar days after the contractor receives notice of the contract award, or the protest will not be considered.
2. All bid protests shall be in writing, submitted to the Contracting Officer or designee, who shall issue a written decision on the matter. The Contracting Officer may, at his/her discretion, suspend the procurement pending resolution of the protest if the facts presented so warrant.

H. Eligibility for Consideration of Bid Submittal.

Eligibility requirements are defined in HUD 5369, *Instructions to Bidders for Contracts*, Section 2, and HUD 5369-A, *Representations, Certifications, and Other Statements of Bidders*, Section 3. Additionally, the following bidders shall **not** be eligible to participate in Bid No. 2020-009-900-50-4430023/2020-010-000-50-4430023:

1. Bidders who have contracted previously with the Allentown Housing Authority and whose contract has been terminated.
2. Bidders who appear on the most current List of Parties Excluded from Federal Procurement and Nonprocurement Programs which may be sourced at <http://www.sam.gov/>.

I. References.

1. Each bidder must submit a list of not less than four (4) professional references for services that are currently contracted or contracts completed within the past three (3) years. The company name, name of contact person, and telephone number must be included in the information provided. Refer to **Statement of Bidder's Qualifications**, Section 7, Items 6 and 12.
2. **Criminal Clearances and Certifications.**
 - a. Upon request by the Allentown Housing Authority, the awarded contractor must submit any or all of the criminal clearance certifications required by local, State, or Federal law for any or all employees performing services on AHA property. These certifications include, but are not limited to, the following:
 - Report of criminal history from the Pennsylvania State Police
 - Child Abuse History Certification from the Department of Human Services (Child Abuse)
 - Fingerprint-based federal criminal history submitted through the Pennsylvania

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State Police or its authorized agent (FBI)

- b. All associated costs to obtain and submit these certifications are the responsibility of the awarded contractor.

J. **Section 3**

This Contract is subject to the requirements of Section 3 of the Housing and Urban Development Act of 1968, as amended, which provides that training, employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by Section 3, shall, to the greatest extent feasible, be directed to low, and very low, income persons, particularly persons who are recipients of HUD assistance for housing.

1. **Section 3 Resident** is:

- a. A public housing resident; or
- b. A low, or very low, income person residing in the metropolitan area where the Section 3 covered assistance is expended.

2. **Section 3 Business Concerns** are businesses that can provide evidence that they meet one of the following criteria:

- a. Fifty One (51) percent or more owned by Section 3 residents; or
- b. At least Thirty (30) percent of its full time employees include persons that are currently Section 3 residents, or were Section 3 residents within three (3) years of the date of first hire; or
- c. Provides evidence, as required, of a commitment to subcontract in excess of 25 percent of the dollar award of all subcontracts to business concerns that meet one of the first two (2) qualifications above.

K. **Term of Contract.**

2. It is the Housing Authority's intention that the *base* term of this contract shall be for a period of one (1) year, **beginning September 1, 2020, and ending August 31, 2021.**
3. Each optional extension year shall be exercised at the sole discretion of the Housing Authority. There will be no renegotiation of the proposed prices offered on the **Form of Bid** for either of the two (2) extension years. The AHA shall notify the awarded Contractor, in writing, by **July 1** if the contract will be extended for an optional year beginning September 1.
4. Termination of contract shall be for unsatisfactory work and/or noncompliance with Contract requirements.

L. **Award of Contract**

1. It is the intention of the AHA to award separate contracts to the lowest *responsible* bidder for each of the two locations identified herein: Bid 2020-009-900-50-4430023/2020-010-000-50-4430023: Gross Towers Administrative Office and Overlook Park Community Building. However, it is possible that the same bidder may be awarded contracts for both **Bid A** and **Bid B** if they submit the lowest responsible bid for each location.
2. The decision to award each Contract shall be based on the **aggregate sum** of the **base one (1)-year period** (52 weeks) and the two (2) separate extension years.
3. Bids shall be submitted so as to show the cost for each location for a **three (3)-year** period. The award of contract shall be to the lowest *responsible* bidder for each location based on the Grand Total of 156 weeks of service offered on the **Form of Bid**. All daily services as well as periodic floor maintenance services and supplies, where specified, shall be factored into the Grand Total.
4. In submitting a bid, it is agreed that all parts of Bid No. 2020-009-900-50-

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- 4430023/2020-010-000-50-4430023 become part of the Contract.
5. The successful vendor after receiving the contract documents has fourteen (14) calendar days in which to sign them and return them with all other required documents as specified.
 6. **Stipulation Against Liens.**
 - a. This document is part of the Form of Contract. Upon completion of the signing of the contract and prior to the AHA issuing authorization to proceed, the awarded Contractor has **ten (10) days** to execute the Stipulation Against Liens by **recording** this document with the **Clerk of Courts, Lehigh County Courthouse**, 455 W. Hamilton Street, Room 122, Allentown, PA 18101. The hours of operation are Monday through Friday, 8:00 AM to 4:30 PM. The telephone number is 610-782-3148.
 - b. The Contract shall not be binding and the AHA will not issue the Notice to Proceed until the Contractor presents a **copy of the receipt** as proof of recording this document.
 7. Should the selected vendor fail to deliver a suitable item within the time limits specified, the Housing Authority may choose to readvertise for bids—or, if time is critical, after negotiation select one of the Bidders ranked second or third in the original bid opening and tabulation.

M. Public Liability Insurance

1. Before commencing work, the Contractor and each Subcontractor shall furnish the Housing Authority with an **original** Certificate of Insurance showing that the following insurance is in force and will insure all operations under the Contract:
 - a. **Worker's Compensation**, in accordance with State or Territorial Worker's Compensation laws. The Contractor will file with the Allentown Housing Authority proof of compliance with the Worker's Compensation Laws of the Commonwealth of Pennsylvania and protect the Housing Authority against suits, liens, or damages due to injury or loss of life of the Contractor's employees while working on the premises.
 - b. **Commercial General Liability** with a combined single limit for bodily injury and property damage of not less than \$1,000,000 per occurrence to protect the Contractor and each Subcontractor against claims for bodily injury or death and damage to the property of others. This Certificate shall **name the Authority as Additional Insured**. This insurance shall cover the use of all equipment, hoists, and vehicles on the site(s) not covered by Automobile Liability under Item c below. If the Contractor has a "claims-made" policy, then the following additional requirements apply: the policy must provide a "retroactive date" which must be on or before the execution date of the Contract; and the extended reporting period may not be less than five years following the completion date of the Contract.
 - c. **Automobile Liability** on owned motor vehicles used on the site(s) or in connection therewith.
2. This coverage shall remain in full force for the duration of the Contract and any awarded Contract extensions. As coverage is renewed or revised, an updated **original** Certificate shall be forwarded to the Purchasing Office prior to the expiration of the existing Certificate. In order for the awarded Contractor or Subcontractor to perform services on Housing Authority property, this document must remain current at all times.

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- N. **Business License.** Within fourteen (14) calendar days of notification of award of Contract, the **awarded Contractor** will be required to submit a business license for the City of Allentown for the current calendar year. This license is renewable at the beginning of each calendar year; a copy of the Contractor's business license must be submitted to the Purchasing Office at the beginning of each calendar year of the Contract term and **must remain current** at all times.
- O. **Sales Tax License – Commonwealth of Pennsylvania.** **All bidders** are required to submit a current copy of their Certificate of Registration Sales Tax License issued by the Commonwealth of Pennsylvania Department of Revenue with their bid proposal. This license must remain current at all times for the duration of the Contract. Upon renewal, the awarded Contractor must submit a copy to the Purchasing Office.
- P. **Invoicing and Payment.**
1. Invoices shall be accepted a *minimum* of once a week upon completion of services. The **weekly** fee shall be the bid total for the one (1)-year base contract divided by 52. If invoices are submitted monthly, the **monthly** fee shall be the bid total divided by 12 (Refer to **Form of Bid**).
 2. For any awarded extension years, the **weekly** fee shall be the one (1)-year bid total for the extension year divided by 52. If invoices are submitted monthly, the **monthly** fee shall be the bid total for the extension year divided by 12 (Refer to **Form of Bid**).
 3. The successful Contractor may expect payment within thirty (30) calendar days of receipt of invoice, contingent upon inspection and acceptance by the AHA Representative of the cleaning services rendered for the period.
 4. The determination of unsatisfactory performance or inadequate personnel coverage shall be documented and forwarded to the Contractor no later than the following day during which the service was rendered. Repeated notifications of unsatisfactory performance or coverage shall result in delayed payments and, ultimately, termination of the Contract.
 5. Invoices shall be itemized as to cost center/service address and include the following information:
 - a. Dates of service (The work "week" shall be defined as Sunday through Saturday.)
 - b. Staff hours worked for the period
 - c. Itemized documentation of periodic services (i.e. floor maintenance)
 - d. Invoice number and date
 - e. Contract number
 6. Invoices shall be e-mailed to accouting@allentownhousing.org or mailed to the following address:
 The Housing Authority of the City of Allentown, PA
 Administrative Office
 1339 West Allen Street
 Allentown, PA 18102-2191
 7. The awarded Contractor must accommodate and agree to accept payments through an **Automated Clearing House (ACH)** system.
- Q. **Cancellation of Contract.** The Housing Authority reserves the right or option to cancel the unexpired term of this Contract, with cause, by providing at least thirty (30) days' prior *written* notice to the Contractor. However, in the event of repeated delays, non-performance, or non-compliance by the Contractor, the Authority may terminate the Contract upon two (2) days *written* notice without penalty to the Authority.

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R. Pre-Bid Conference.

1. Each Bidder must completely satisfy himself as to the exact nature and existing conditions of the bid as well as the requirements of the specifications for extent and quality of work to be performed. Failure to do so will not relieve the successful Contractor of their obligation to carry out the provisions of the Contract.
2. Furthermore, submission of a bid shall be deemed conclusive evidence that the Bidder has satisfied himself as to the scope, general conditions, and specifications of this bid and, therefore, shall constitute a waiver by each of all claims of error in bid, withdrawal of bid, or payment of extras, or combination thereof, under the executed contract.
3. A pre-bid conference will be held on **Tuesday, June 9, 2020**, beginning at **10:00 AM** at the Gross Towers Administrative Office, 1339 W. Allen Street, Allentown, PA. or by an online Zoom Meeting, details to follow. Please note that this is the **only** conference to be held. Attendance is **not mandatory** for submitting a bid, but bidders are encouraged to attend. Either an informational session will be followed immediately by a tour of the facilities or tours will be set by appointment, if requested.
4. Parking is available in the visitors' lot at the front of the building or on the street; all other lots are reserved parking. Attendees shall provide their own transportation to other sites.
5. In order to facilitate meeting preparation, bidders interested in attending this conference are asked to confirm their attendance by contacting the Purchasing Office at 610-439-1575 or accounting@allentownhousing.org no later than **Friday, June 5, 2020**.
6. The drawings adjoining Bid No. 2020-009-900-50-4430023/2020-010-000-50-4430023 are intended as guidelines only. Bidders are required to field verify all data at their discretion. Bidders interested in measuring areas may do so at the conclusion of the site tour.
7. **This bid package is available online at:**
https://ha.internationaleprocurement.com/requests.html?company_id=20663
It is recommended that all attendees bring a copy of the bid package to this meeting.

II. GENERAL SPECIFICATIONS

- A. The successful Contractor agrees to provide quality services of a standard customarily provided in first-class office buildings. If the level of service is considered to be unacceptable to AHA, at any time, the Contractor shall be required to increase the staff or take whatever measures are required to overcome the unacceptable conditions.
1. **Staffing and Coverage.**
 - a. The **minimum** number of assigned hours for routine daily services shall be **four (4) hours**.
 - b. Bidders shall indicate the minimum and maximum **weekly** staff hours *available* to perform the services described herein (Refer to **Form of Bid**, Section 5). This information shall reflect the regularly scheduled staff hours as well as hours available on a contingency or substitute basis.
 - c. At the complete discretion of the Authority, payment deductions may be assessed for lack of coverage.
 - d. In the case of inclement weather, the Contractor shall make all *reasonable* attempts to provide staffing to meet the Contract requirements.
 - e. The Contractor shall utilize additional staff to perform the periodic services specified without decreasing the minimum staff required to complete daily and weekly services.
 - f. The Contractor will employ competent personnel to perform the Scope of Work to be completed. Personnel, including subcontractors, that in the opinion of the AHA are not competent to produce the desired result, may be ordered from the work site by an AHA representative.
 - g. Any subcontractor must be named by the Contractor and approved by the Housing Authority prior to commencing work on the premises.
- B. The Bidder will have included labor, supplies, services, equipment, taxes, bonds, insurance, and any other expenses in the total bid proposal to perform the services as may be necessary for the proper and complete performance of the Scope of Work specified, *except* the cost of supplies specifically stated as being supplied by AHA in Section II, Item D.
- C. Bidders shall provide a list of equipment available to execute this Contract. This equipment includes, but is not limited to, vehicles and floor care (tile and carpet) equipment (Refer to **Statement of Bidder's Qualifications**), Section 7.
- D. **Supplies.**
1. All supplies and materials required to complete the job shall be Contractor-provided.
 2. The **exception** to this specification is that **AHA will provide** the following supplies for the **Gross Towers Administrative Office only**:
 - Toilet tissue
 - Liquid hand soap
 - C-fold towels
 - Trash can liners
- E. **Chemicals and Safety Data Sheets (SDS).**
1. Upon request, the successful Contractor(s) shall provide samples of any and all chemicals and cleaning supplies for AHA approval. Equipment or supplies used without approval will be at the risk of subsequent rejection.
 2. The successful Contractor(s) will submit SDS *at the time of Contract signing* for all products proposed for the completion of the work specified.

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3. The **awarded Contractor(s)** is responsible to ensure that SDS remain current at all times and are readily accessible to Contractor personnel as well as AHA employees. Introduction of a new chemical during the course of the Contract must be accompanied by the submittal of the associated SDS to the Property Manager and Director of Maintenance Operations.
4. Chemical storage, usage, and documentation are subject to all government regulatory legislation.

F. Supervision.

1. The awarded Contractor(s) will employ a Supervisor/Project Coordinator and any necessary assistants, who shall have complete charge of the work.
2. The Supervisor will ensure that an acceptable condition of cleanliness and sanitization is maintained as well as instruct, monitor, and correct personnel conduct regarding building security, safety, and enforcement of work regulations and Contract specifications.
3. A **minimum of one (1) supervisory visit and site inspection each week** is required.
4. The Supervisor shall have the authority to represent the owner in his absence.

G. Communication.

1. The Supervisor will coordinate with the AHA representative:
 - a. The communication of supply replenishment for Gross Towers Administrative Office, (at least **5 working days** in advance of need)
 - b. Accident and damage reports, and
 - c. Any cleaning related problems.
2. All communications shall be of a prompt and timely fashion. In the event that same day contact is required outside scheduled office hours, the successful Contractor will contact the Authority's answering service. Clarification of procedures for these circumstances will be provided by the AHA representative.
3. The Housing Authority will provide contact information to the awarded Contractor.

H. Record Keeping.

The Contractor will maintain records and reports as required by these Specifications:

1. Develop a Procedure Book for Supervisor and assistants.
2. Maintain Log Book Record, supplied and owned by AHA, to communicate and exchange routine information. (Refer to **Appendix III.**) *All Contractor staff, including supervisors, daily personnel, and staff performing periodic services shall sign in and out upon each premise visit.*

I. Work Scheduling.

1. **Routine Services.** These services shall be completed Monday through Friday, **between the hours of 5:00 PM and 6:00 AM.** Deviations from this schedule must be presented to the AHA representative, in writing for prior approval.
2. **Periodic Services.**
 - a. Semi-monthly, monthly, semi-annual, and annual services may be performed on Fridays after 5 PM, Saturdays, Sundays, and the AHA holidays listed below, subject to AHA approval.
 - b. All services shall be scheduled so that all floor areas are completely dry by the start of the next business day.

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- c. The **schedule** for these services must be **submitted for prior approval** to the AHA representative, *in writing*, **at least one week prior to date of service**.
 - d. As a courtesy to the Contractor and to maximize results, AHA employees and tenants are notified of quarterly, semi-annual, and annual floor care services so that the areas that are scheduled for service are cleared of obstructions and personal items as much as possible.
3. **Overlook Park Community Building.**
- a. Services at this location may begin at **3:00 PM**. However, the services must be coordinated as not to disturb activities and tenants.
 - b. Evening activities may impact the accessibility of specific areas during certain periods. For example, the Multipurpose Room (Room 211) as well as the computer classrooms on the second floor may be in use, typically 5:00 PM to 9:00 PM. Work schedules must be adjusted and Contractor personnel who are working during these hours must plan the task sequence accordingly to ensure that the rooms and lobby areas in use are serviced as part of the daily routine.
4. **AHA Holidays.** Following is a list of AHA scheduled holidays for the **base contract period**, September 1, 2020, through August 31, 2021. Holiday schedules for optional contract years are also provided for your reference.
- | | |
|---|---|
| <ul style="list-style-type: none">• Labor Day
Monday, September 7, 2020
Monday, September 6, 2021
Monday, September 5, 2022• Veteran's Day
Wednesday, November 11, 2020
Thursday, November 11, 2021
Friday, November 11, 2022• Thanksgiving Day
Thursday, November 26, 2020
Thursday, November 25, 2021
Thursday, November 24, 2022• Day after Thanksgiving
Friday, November 27, 2020
Friday, November 26, 2021
Friday, November 25, 2022• Christmas
Friday, December 25, 2020
Friday, December 24, 2021
Monday, December 26, 2022• New Year's Day
Friday, January 1, 2021
Monday, January 3, 2022
Monday, January 2, 2023 | <ul style="list-style-type: none">• Martin Luther King, Jr. Day
Monday, January 18, 2021
Monday, January 17, 2022
Monday, January 16, 2023• Presidents' Day
Monday, February 15, 2021
Monday, February 21, 2022
Monday, February 20, 2023• Good Friday
April 2, 2021
April 15, 2022
April 7, 2023• Memorial Day
Monday, May 31, 2021
Monday, May 30, 2022
Monday, May 29, 2023• Flag Day
Monday, June 14, 2021
Tuesday, June 14, 2022
Wednesday, June 14, 2023• Independence Day
Monday, July 5, 2021
Monday, July 4, 2022
Tuesday, July 4, 2023 |
|---|---|
5. **Contractor Holidays.** The awarded Contractor shall provide a list of all observed holidays during which services are unavailable. This list must be presented *at the time of Contract signing*.

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J. Security

1. Access Cards, Access Codes, and Keys.

- a. The Contractor will be issued any applicable security card(s) and/or codes to be granted passage through the intrusion alarm system and any keys to areas within the office/building areas as necessary.
- b. The Contractor will have access to a lock box for all security cards and keys issued. These items shall remain the property of the Housing Authority and shall remain on the AHA premises.
- c. A minimum fee of **\$10.00** will be assessed for each lost card and/or a minimum fee of **\$500.00** for each lost key to cover the expense of rekeying, lock changes, and redistribution to employees and building residents.

2. Alarm System

- a. If the intrusion alarm system is activated through improper use, Contractor(s) staff shall adhere to the following procedure for each respective building:
 - 1) **Gross Towers Administrative Office**
 - a) The Contractor's staff shall be required to notify the AHA's answering service emergency number *immediately* at (888) 943-2988 to report the false alarm.
 - b) If police, emergency, and/or AHA Maintenance standby personnel respond to an alarm, the Contractor's staff shall be prepared to show photo identification to the responding parties.
 - 2) **Overlook Park Community Building**
 - a) No response is required from Contractor staff.
 - b) The Contractor's staff shall be prepared to show photo identification to responding police, emergency personnel, and/or Pennrose Properties LLC Maintenance standby personnel.
- b. In the event of a false alarm, the successful Contractor will be charged for Maintenance standby personnel responding to the alarm at the standby overtime rate in effect at the time of the incident. The current overtime rate for AHA personnel is **\$44.69 an hour**.
- c. Additionally, any fee by the Allentown Police Department to the AHA for false alarms initiated by the Contractor in excess of three (3) a month to the same location, will be assessed to the Contractor.

3. Doors

- a. Gross Towers Administrative Office
 - 1) All security doors in the main corridor (110) leading to the inner office areas **must** be closed and locked upon completion of services and prior to leaving the premises.
 - 2) Upon arrival to perform services, any doors to individual staff offices that are **closed and locked** shall not be entered; it is understood that when this condition exists, these areas will not be serviced. If waste cans are placed in the hallway outside of these offices, they shall be emptied and returned to the same location.
 - 3) Doors to individual staff offices that are either **unlocked or standing open** shall be serviced and left in that position when services are completed.

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- 4) The following offices will be **closed but unlocked** when Contractor personnel arrive. However, these offices shall be **closed and locked** at the completion of services:
 - Room 100 – Executive Secretary
 - Room 101 – Director of Maintenance Operations
 - Room 102 – Executive Director
 - Room 107 – Comptroller
 - 5) Regarding the Reception Waiting Room, Room 148, this room must be accessed from the building hallway outside of the Administrative Office with a key. Upon completion of services, this room must be secured with a key.
4. **Overlook Park Community Building**
- a. This building is divided into zones or partitions. Contractor staff will be required to disarm the zone in which it is working and, upon completion of services in that area, alarm the zone prior to leaving that zone. Staff shall not disarm all zones simultaneously upon reporting for duty; the building is not globally programmed; rather, each zone is controlled by a dedicated keypad.
 - b. Building tenants conducting evening activities are responsible for disarming and arming only the respective zones in which activities are performed and building access is required.
 - c. Upon the departure of the Contractor staff, all doors, both exterior and interior, shall be closed and locked and the building secured ensuring that all zones are armed.
- K. **General Operational Procedures and Information**
1. **Business Hours.** In general, normal business hours for each location are as follows:
 - a. Gross Towers Administrative Office – 8:30 AM – 4:30 PM, Monday-Friday
 - b. Overlook Park Community Building – 7:30 AM – 5:30 PM, Monday-Friday
 2. **Contractor Storage Areas.** The Housing Authority shall provide a secured designated area for limited storage of Contractor supplies, materials, tools, and equipment; however, the Authority assumes no risk or liability for any damage or loss of these items. All other debris, supplies, materials, tools, and equipment shall be removed from the premises at the end of each work period.
 3. **Property Damage.** The Contractor shall be responsible for all damages caused to the property of the Authority by Contractor personnel and shall compensate the Authority for the repair or replacement of this property to the sole satisfaction of the Authority.
 4. **Lights.** Motion sensors (10-minute cycle) activate the lighting in the corridors and all but a few selected individual rooms and/or offices. Contractor personnel shall not deactivate the light switches that control these sensors.
 5. **Security.**
 - a. Unauthorized persons, including family/friends of the Contractor's staff, shall not be allowed access into the secured building, Administrative Office, and/or into any alarmed areas during the Contract period.
 - b. Contractor's staff shall not access the buildings unless scheduled to performed authorized services.
 - c. Residents shall not be allowed access to the Gross Towers Administrative Office.

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6. There will be **no smoking** in any part of the building areas covered by the specifications. Smoking is allowed within ten (10) feet of any outside entrance to the building.
7. Eating and drinking shall be allowed in designated areas only, such as the Employee Lounge (Room 132) at Gross Towers Administrative Office or the first floor Kitchenette (Room 139) or the second floor Multipurpose Room (Room 211) at the Overlook Park Community Building. All areas shall be cleaned and refuse removed prior to leaving the area.
8. The successful Contractor's personnel will not disturb papers on desks, file cabinets, or tables and will not open drawers or file cabinets, nor use any telephones (*except* in an emergency), radios, coffee makers, typewriters, copy machines, fax machine, or any other equipment.
9. Office equipment WILL NOT BE CLEANED. This equipment includes, but is not limited to, computer CPUs, monitors, and keyboards; printers, copiers, typewriters, fax machines, calculators, and telephones.

III. TECHNICAL SPECIFICATIONS: **BID A – GROSS TOWERS ADMINISTRATIVE OFFICE**

A. Types/Frequencies of Cleaning Services to be Provided

1. **Trash and Recycling Removal**

- a. Collect recyclables in green recyclable containers weekly (Monday); deposit recyclables in designated blue 96-gallon totes.
- b. Empty waste paper can daily; place waste in appropriate collection container.
- c. Reline waste paper can “as needed” or weekly (minimum); liners provided by AHA
- d. Empty and reline garbage cans daily (liners provided by AHA); place waste in appropriate collection container.
- e. Spot clean or wash recyclable containers, waste paper, and garbage receptacles, as required, or on a minimum weekly basis.

2. **Carpet Care**

- a. Vacuum daily, chemically spot clean as required, move chairs, and clean all corners.
- b. Vacuum semi-weekly, chemically spot clean as required, move chairs, clean all corners.
- c. Clean carpets quarterly with shampoo/extraction equipment. Remove all residue from doors, cabinets, furniture, base cove, etc. that remains as a result of the cleaning process.
- d. Clean carpets semi-annually with shampoo/extraction equipment. Remove all residue from doors, cabinets, furniture, base cove, etc. that remains as a result of the cleaning process.
- e. **Carpet Tile (Room 109LL)** (Installed April 2009). Clean carpet tile annually using a ***dry carpet cleaning method only***. Wet extraction method shall not be performed on this carpeting for the duration of the awarded Contract. (Milliken #P/6724 Random). Refer to **Appendix II – Carpet Tile (Lower Level)** for manufacturer’s maintenance specifications.

3. **VCT and Ceramic Tile Floor Care**

- a. VCT or ceramic tile - Sweep and wash daily. Refer to **Appendix II – Ceramic Tile (Corridors)** for manufacturer’s cleaning instructions.
- b. VCT or ceramic tile - Sweep and wash weekly. Refer to **Appendix II – Ceramic Tile (Corridors)** for manufacturer’s cleaning instructions
- c. VCT only - Spray buff weekly, manually clean and prepare edges and corners where floor machine cannot reach.
- d. VCT only - Spray buff VCT monthly, manually clean and prepare edges and corners where floor machine cannot reach.
- e. VCT only - Remove old finish, seal, and re-wax annually.
- f. Ceramic tile only - Machine scrub (bristle brush) with mild, non-acid-based grout cleaner quarterly; wet vacuum tile to extract grime; manually clean and prepare edges and corners where floor machine cannot reach. Refer to **Appendix II – Ceramic Tile (Corridors)** for manufacturer’s cleaning instructions.
- g. Ceramic tile only - Apply water-based impregnator annually in **October or November** of each contract year to protect tile from soil and water penetration; manually clean and prepare edges and corners where floor machine cannot reach. No other finishes shall be applied.

4. **Floor Mat Care**

- a. Vacuum daily.

5. **Cleaning and Detailing**

- a. Dust all horizontal surfaces daily, wash as required (Includes, but is not limited

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to, window sills, handrails, filing cabinets, shelves, ledges, vents, grills, and tables).

- b. Dust all horizontal surfaces weekly, wash as required (Includes, but is not limited to, window sills, handrails, filing cabinets, shelves, ledges, vents, grills, and tables).
- c. Vacuum upholstered furniture monthly, clean any related wood or vinyl surfaces.
- d. Clean and polish desks and overhead storage cabinets weekly on a designated night (Friday). Refer to **Appendix II – The HON Company – Laminate Furniture** for manufacturer’s cleaning instructions for the laminate desktops, cabinets, files, and accessories.

Regarding the desktops and cabinet tops, do only the **desktops** and cabinet tops that the employees have removed all papers and personal items.

Equipment such as typewriters, calculators, printers, monitors, CPUs, etc. may remain but *shall not be cleaned*.

- e. Spot clean vinyl/plastic chairs, walls, doors, frames, and switch plate covers on a daily basis as required. This specification includes the removal of cobwebs (high dusting) from ceilings and corners of rooms and corridors.
 - f. Spot clean walls, doors, frames, and switch plate covers on a weekly basis as required. This specification includes the removal of cobwebs from ceilings (high dusting) and corners of rooms and corridors.
6. **Restroom Sanitation to be Completed on a Daily Basis**
- a. Wash and disinfect toilets, urinals, sink basins, and all related plumbing fixtures, hardware, and related piping. Wash partitions and spot clean wall surfaces, doors, and frames.
 - b. Wash mirrors, countertops, and shelves
PLEASE NOTE: To reduce the spread of germs, staff shall remove rubber or latex gloves after sanitizing bathroom(s).
 - c. Replenish expendable items such as hand towels, toilet tissue, urinal deodorizers, and hand soaps as needed. These items will be provided by AHA.
 - d. Ensure that one (1) toilet tissue roll is on the holder and one (1) spare roll is placed on the toilet tank lid or on a nearby shelf. Where large toilet tissue dispensers exist, place a small roll of toilet tissue on top of the dispenser when the dispenser is almost empty.
7. **Kitchen Facilities**
- a. **Room 102B – Executive Director’s Office**
 - 1) Replenish paper towels as needed.
 - 2) Wash and shine range top and stainless steel sink and fixtures daily. Wipe cabinets, cupboards, and exterior surface of refrigerator daily.
 - b. **Room 132 – Employee Lounge**
 - 1) AHA employees are responsible for cleaning and maintaining appliances, dishes and silverware, tables, countertops, sink, and cabinetry.
 - 2) Replenish paper towels as needed.
8. **Glass Areas**
- a. Wash interior and exterior door glass and glass partitions daily removing fingerprints and smudges.
 - b. Wash interior and exterior door glass and glass partitions weekly removing fingerprints and smudges.
PLEASE NOTE: Regarding Room 132, the Employee Lounge, the exterior window glass is not safely accessible and is not included in the scope of work.

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B. Bid A – Gross Towers Administrative Office: Services Required for each Room Number

Refer to the Technical Specifications and Appendix IA: Floor Plan)

Room No.	Room Title	1. Trash Removal	2. Carpet Care	3. Tile Floor Care	4. Floor Mat Care	5. Cleaning/Detailing	6. Restroom Sanitation	7. Kitchen Facilities	8. Glass Areas
100	Executive Secretary	b,c,e	a,d			b,c,d,f			
101	Dir. of Main. Operations	b,c,e	a,d			b,c,d,f			
102	Executive Director	b,c,e	a,d			a,c,d,e			
102A	Exec. Dir. Restroom	b,c,e		a,f		a,e	a,b,c		
102B	Exec. Dir. Kitchen		a,d			a,e		a	
104	Board Room	b,c,e	a,d			a,c,e			
106	Accounting	b,c,e	b,d			b,c,d,f			
107	Comptroller	b,c,e	b,d			b,c,d,f			
108	Accountant	b,c,e	b,d			b,c,d,f			
109UL	Information Technology	b,c,e	b,d			b,c,d,f			b
109LL	Lower Level	b,c,e	b,e	a,f,g		b,c,d,f			b
109LL		Note: Carpet Care (Item 2b) includes stairs to lower level. Note: Cleaning/Detailing (Item 5b) includes railings along stairs to lower level.							
110	Corridor (West Wing)		a,c			b,e			
110		Note: Carpet Care (Items 2a and 2c) includes the carpet areas of #119, and #126.							
110	Corridor (East Wing)			a,f, g	a	b,e			b
112	Restroom (Men)	b,c,e		a,f			a,b,c		
113	Restroom (Women)	b,c,e		a,f			a,b,c		
114A	Conference Room	b,c,e	a,d			a,c,e			b
116	Paper Storage	a		b,d,e		f			

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Room No.	Room Title	1. Trash Removal	2. Carpet Care	3. Tile Floor Care	4. Floor Mat Care	5. Cleaning/ Detailing	6. Restroom Sanitation	7. Kitchen Facilities	8. Glass Areas
118	Central File Room (West Wing)	b,c,e		b,d,e		b,f			
119	Purchasing Clerk	b,c,e	a,c			b,c,d,f			
121	Purchasing Agent	b,c,e	b,d			b,c,d,f			
126	Compliance	b,c,e	a,c			b,c,d,f			
127	Management Aide	b,c,e	b,d			b,c,d,f			b
128	Director of Compliance	b,c,e	b,d			b,c,d,f			b
129	Restroom (Women)	b,c,e		a,f			a,b,c,d		
130	Restroom (Men)	b,c,e		a,f			a,b,c,d		
132	Employee Lounge	a,d,e		a,c,e	a	a, e		b	b
133	Restroom	b,c,e		a,f			a,b,c,d		
134	(Vacant)	b,c,e	a,c			b,c,d,e			b
137	Mobility Coordinator	b,c,e	a,c			b,c,d,e			
138	Management	b,c,e	a,c			b,c,d,e			
139	Conference Room	a,b,c,e	a,c			b,c,d,e			
140	File Room (East Wing)	b,c,e		b,d,e		b,f			
141	Social Services Dir.	b,c,e	a,c			b,c,d,e			
142	HCVP Director	b,c,e	a,c			b,c,d,e			
143	Property Manager	b,c,e	a,c			b,c,d,e			
144	Property Manager	b,c,e	a,c	a,f,g		b,c,d,e			a
145	Waiting List	b,c,e	a,c	a,f,g		b,c,d,e			a

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Room No.	Room Title	1. Trash Removal	2. Carpet Care	3. Tile Floor Care	4. Floor Mat Care	5. Cleaning/ Detailing	6. Restroom Sanitation	7. Kitchen Facilities	8. Glass Areas
146	Waiting List	b,c,e	a,c	a,f,g		b,c,d,e			a
147	Receptionist	b,c,e	a,c			b,c,d,e			a
148	Waiting Room			a,f,g	a	a,e			a
149	Vestibule/ Corridor			a,f,g	a	a,e			a

IV. TECHNICAL SPECIFICATIONS: **BID B – OVERLOOK PARK COMMUNITY BUILDING**

A. Types/Frequencies of Cleaning Services to be Provided

1. **Trash and Recycling Removal**

- a. Collect recyclables in green recyclable containers weekly; deposit recyclables in designated areas.
- b. Empty waste paper can daily; place waste in appropriate collection container.
- c. Reline waste paper can “as needed” or weekly (minimum); liners provided by the Contractor.
- d. Empty and reline garbage cans daily (liners provided by the Contractor); place waste in appropriate collection container.
- e. Spot clean or wash recyclable containers, waste paper, and garbage receptacles, as required, or on a minimum weekly basis.
- f. Sweep exterior entrance within a ten (10) foot area collecting and disposing debris and cigarette butts daily.

2. **Carpet Care**

- a. Vacuum daily, chemically spot clean as required, move chairs, and clean all corners.
- b. Vacuum semi-weekly, chemically spot clean as required, move chairs, clean all corners.
- c. Clean carpets quarterly with shampoo/extraction equipment. Remove all residue from doors, cabinets, furniture, base cove, etc. that remains as a result of the cleaning process.
- d. Clean carpets semi-annually with shampoo/extraction equipment. Remove all residue from doors, cabinets, furniture, base cove, etc. that remains as a result of the cleaning process.

3. **VCT and Ceramic Tile Floor Care**

- a. VCT or ceramic tile - Sweep and wash daily.
- b. VCT or ceramic tile - Sweep and wash weekly.
- c. VCT only - Spray buff/burnish weekly, manually clean and prepare edges and corners where floor machine cannot reach.
- d. VCT only - Spray buff/burnish VCT monthly, manually clean and prepare edges and corners where floor machine cannot reach.
- e. VCT only - Remove old finish, seal, and re-wax semi-annually.
- f. Ceramic tile only - Machine scrub (bristle brush) with mild, non-acid-based grout cleaner semi-annually; wet vacuum tile to extract grime; manually clean and prepare edges and corners where floor machine cannot reach.

4. **Hardwood Floor Care**

- a. Dry mop flooring with soft, non-abrasive cloth daily. Spot clean spills with slightly damp soft cloth and dry.

5. **Floor Mat and Stair Tread Care**

- a. Vacuum floor mats daily.
- b. Sweep and wash rubber stair treads weekly.

6. **Cleaning and Detailing**

- a. Dust all accessible horizontal surfaces daily, wash as required (Includes, but is not limited to, window sills, handrails, filing cabinets, shelves, ledges, vents, grills, and tables). Lightly dust/featherdust table accents, lamps, artificial plants, and wall hangings.

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- b. Dust all accessible horizontal surfaces weekly, wash as required (Includes, but is not limited to, window sills, handrails, filing cabinets, shelves, ledges, vents, grills, tables, and stairwell bannisters). Lightly dust/featherdust table accents, lamps, artificial plants, and wall hangings.
- c. Vacuum upholstered furniture monthly, dust or clean any related wood or vinyl surfaces
- d. Clean and polish computer desks and keyboard trays weekly. Electronics and/or computer components *shall not be moved or cleaned*. Only the horizontal surfaces around this equipment shall be cleaned.
- e. Clean and polish desks and overhead storage cabinets weekly on a designated night (Friday).

Regarding the desktops and cabinet tops, do only the **desktops** and cabinet tops from which the employees/tenants have removed all papers and personal items. Equipment such as telephones, typewriters, calculators, printers, monitors, CPUs, and any other equipment may remain but *shall not be moved or cleaned*.
- f. Spot clean walls, doors, frames, and switch plate covers on a daily basis as required. This specification includes the removal of cobwebs (high dusting) from ceilings and corners of rooms and corridors. Elevator walls, doors, and handrails shall be cleaned with a stainless steel cleaner.
- g. Spot clean walls, doors, frames, and switch plate covers on a weekly basis as required. This specification includes the removal of cobwebs from ceilings (high dusting) and corners of rooms and corridors.
- 7. **Restroom Sanitation to be Completed on a Daily Basis**
 - a. Wash and disinfect toilets, urinals, sink basins, and all related plumbing fixtures, hardware, and related piping.
 - b. Sanitize hand rails, grab bars, and exterior of waste receptacles and dispensing units.
 - c. Wash partitions, mirrors, countertops, and shelves. Spot clean wall surfaces, doors, and frames. PLEASE NOTE: To reduce the spread of germs, staff shall remove rubber or latex gloves after sanitizing bathroom(s).
 - d. Replenish expendable items such as hand towels, toilet tissue, urinal deodorizers, liquid hand soap, sanitary napkins, sanitary napkin receptacle liners, trash liners, and toilet seat liners, as needed. These items shall be provided by the Contractor as part of the bid offered. Ensure that one (1) toilet tissue roll is on the holder and one (1) spare roll is placed on the toilet tank lid or nearby horizontal surface.
- 8. **Kitchen Facilities**
 - a. Replenish paper towels as needed. Contractor shall supply this item as part of the bid offered.
 - b. Scour and dry stainless steel sink and fixtures daily.
 - c. Clean and sanitize tables and countertops daily.
 - d. Wipe exterior of cabinetry weekly.

Building tenants are responsible for cleaning and maintaining all appliances (coffee pots, refrigerators, microwaves, etc.).
- 9. **Glass Areas and Water Fountains**
 - a. Wash interior and exterior door glass and glass partitions daily removing fingerprints and smudges.
 - b. Wash interior and exterior door glass and glass partitions weekly removing fingerprints and smudges.
 - c. Wash first floor interior and exterior building entrance door glass transoms and glass areas above 5'6" quarterly
 - d. Sanitize and polish drinking fountain.

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B. Room 150: Special Conditions

1. The current tenant occupying this classroom is Headstart of the Lehigh Valley. Because of regulatory guidelines, the organization's personnel is responsible for maintaining the cleanliness of the environment and assumes many of the daily tasks otherwise assigned to the Contractor. Therefore, please note carefully the abbreviated task list for this room in Section IV, Item C.
2. The organization will vacate the premises from approximately June 1 – August 1 for summer vacation. Prior to vacating personnel will pack the contents of the classroom and move all furniture so that the annual VCT floor care service may be performed by the Contractor.

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C. Bid B – Overlook Park Community Building: Services Required for each Room Number (Refer to the Technical Specifications and Appendix IB: Floor Plan)

Room No.	Room Title	1. Trash & Recycling Removal	2. Carpet Care	3. Floor Care	4. Hardwood Floor Care	5. Floor Mat Care	6. Cleaning/ Detailing	7. Restroom Sanitation	8. Kitchen Facilities	9. Glass Areas
FIRST FLOOR										
L1	Lobby (Office)	b,f		a,c,e		a	a,c,f			a,c,d
O1	Office	b,c,e	b,d				b,c,e,g			b
O2	Office	b,c,e	b,d				b,c,e,g			b
T1	Restroom	b,d,e		a,f				a,b,c,d		
104	Conference Room	b,c,e			a		b,c,g			b
105	Reception	b,c,e			a	a	a,c,e,f			a
109	Workroom/ Kitchen	a,b,c,d,e			a		b,f		a,b,c,d	
110	Office	b,c,e			a		b,c,e,g			b
C1	Corridor			a,c,e			a,f			a
E1/E2	Elevator			a,c,e			a,f			
L2	Lobby (Elevator)			a,c,e		a	a,f			a,c
S1	Stairwell			b,e		b	b,g			b
T2	Restroom (Women)	b,c,e		a,f				a,b,c,d		
T3	Restroom (Men)	b,c,e		a,f				a,b,c,d		
123	Classroom	b,c,e	a,c				b,c,d,e,g			
126	Office	b,c,e	a,c				b,c,d,e,g			b
133	Classroom	b,c,e	a,c				b,c,d,e,g			b
135	Office	b,c,e	a,c				b,c,d,e,g			b
S2	Stairwell			b,e		b	b,g			b
139	Kitchen	a,b,c,d,e		a,d,e			b,f		a,b,c,d	b

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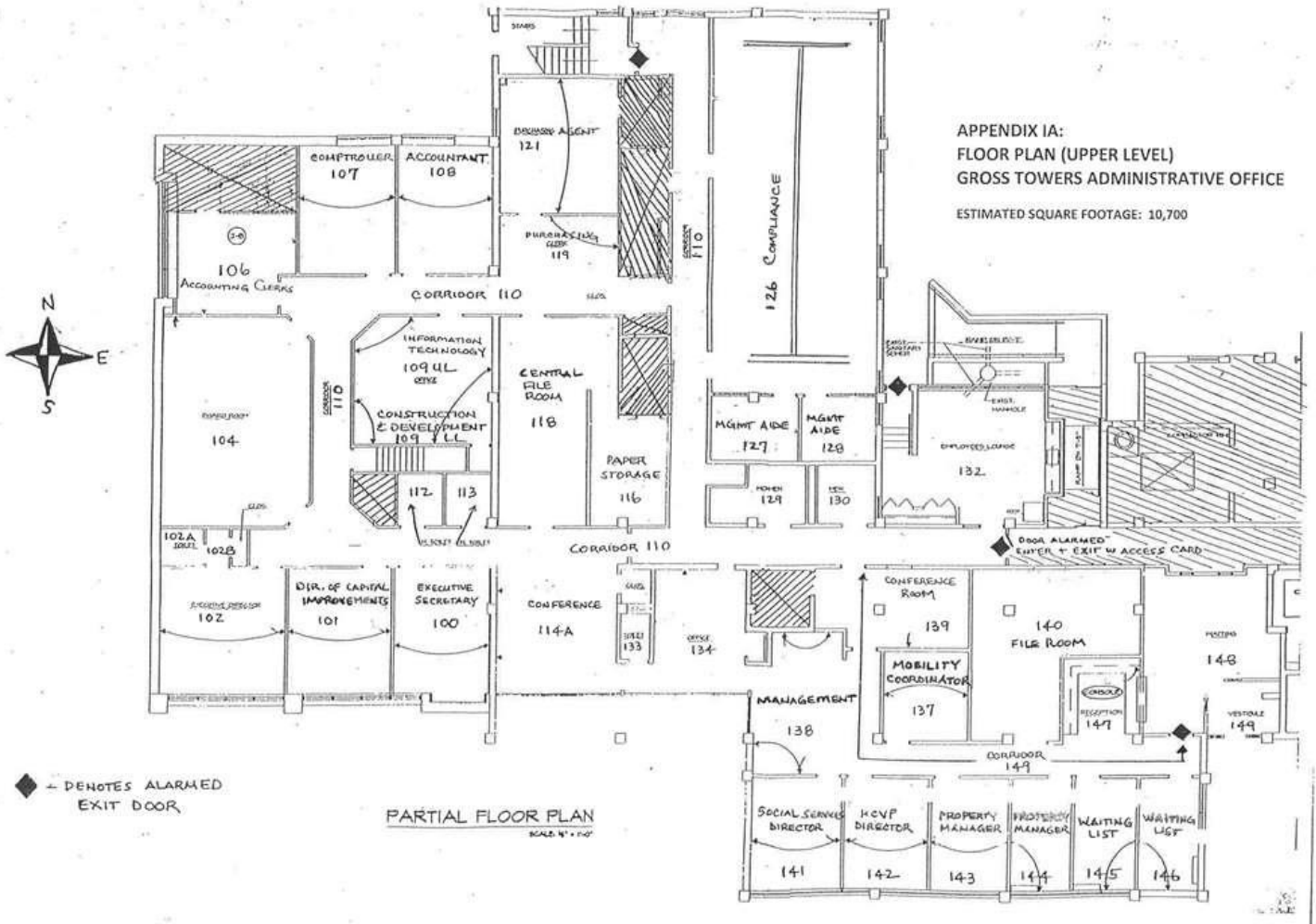
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150	Classroom	a,b,c,d,e		a,d,e		a			a	a
T4	Restroom (Children)	b,c,e		a,f				a,b,c,d		
T5	Restroom (Children)	b,c,e		a,f				a,b,c,d		
L3	Lobby (Classroom)			a,c,e		a	a,f			a,c
SECOND FLOOR										
C2	Corridor			a,c,e			a,f			a
L4	Lobby (Elevator)			a,c,e			a,f			a
T6	Restroom (Men)	b,c,e		a,f				a,b,c,d		
T7	Restroom (Women)	b,c,e		a,f				a,b,c,d		
204	Conference Room	b,c,e	b,c				b,c,g			b
205	Office	b,c,e	b,c				b,c,e,g			b
206	Information Technology	RESTRICTED AREA: NO SERVICES REQUIRED								
207	Office	b,c,e	b,c				b,c,e,g			b
208	Computer Lab	b,c,e	a,c				b,c,d,e,g			b
209	Computer Lab	b,c,e	a,c				b,c,d,e,g			b
211	Multipurpose Room	a,b,c,d,e		a,c,e			a,c,f		a,b,c,d	a

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APPENDIX IA

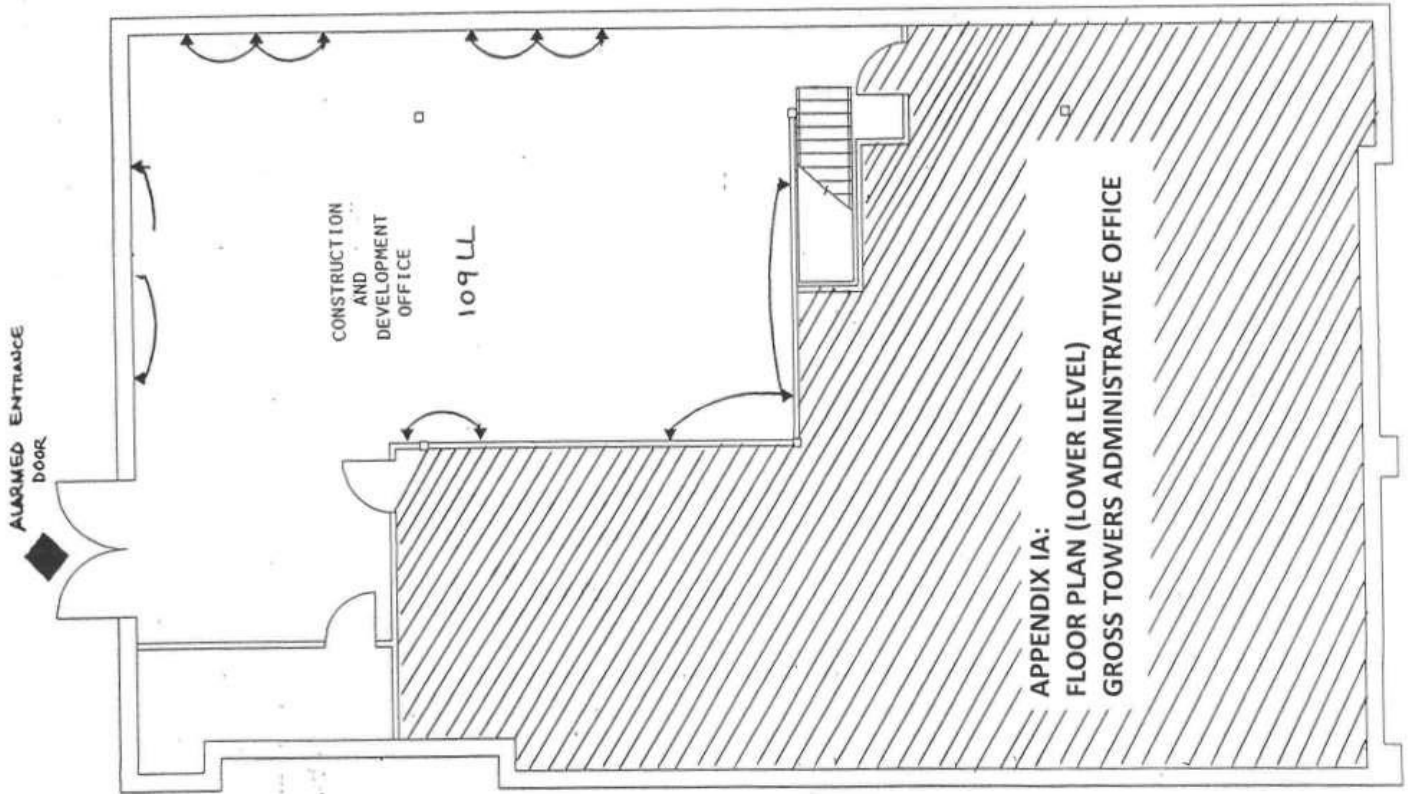
Gross Towers Administrative Office: Floor Plan



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APPENDIX IA

Gross Towers Administrative Office: Floor Plan (Continued)

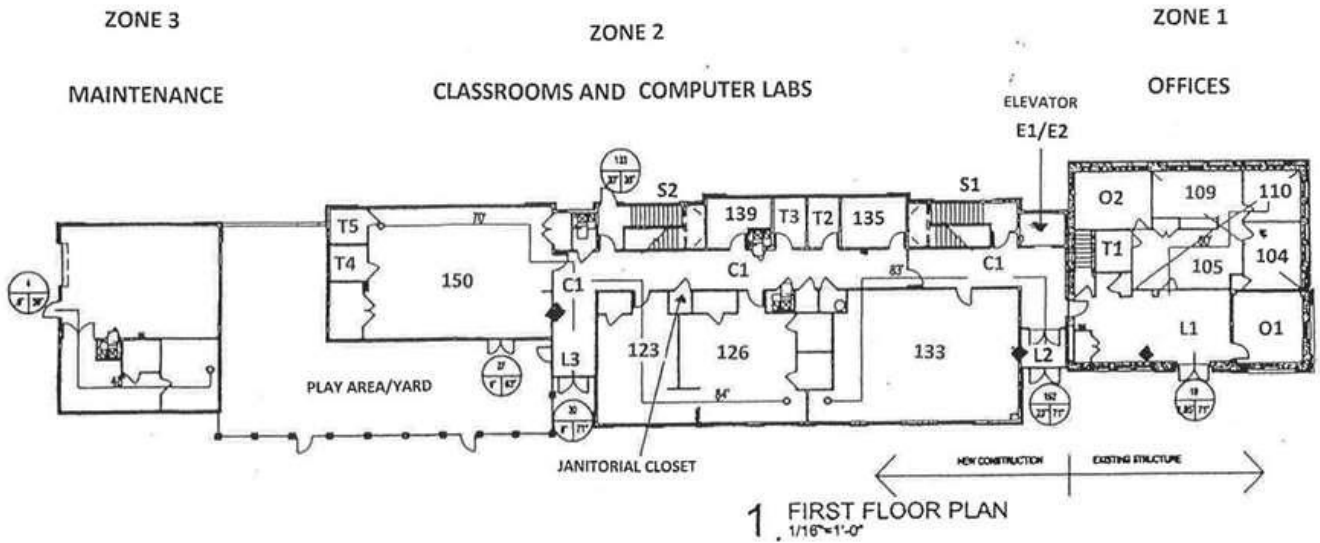


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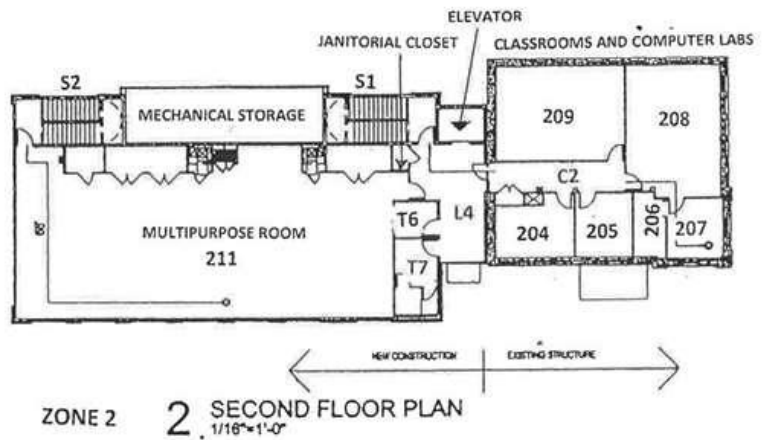
APPENDIX IB

Overlook Park Community Building: Floor Plan



◆ KEYPAD (ALARM SYSTEM)

APPENDIX IB: FLOOR PLAN
OVERLOOK PARK COMMUNITY BUILDING



APPENDIX II

THE HON COMPANY: LAMINATE DESKS, CABINETS, FILES, ACCESSORIES

CLEANING TIP NOTES

Cleaning Tips:

Everyday cleaning of our products is as simple as a quick wipe with a damp sponge. All resist muddy fingerprints, coffee spills and so much more.

Be sure to read and follow the recommended care and cleaning procedures:

To clean the surface, use a damp cloth or sponge and a mild soap or detergent.

Difficult stains such as coffee or tea can be removed using a mild household cleaner/detergent and a soft bristled brush, repeating as necessary.

If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush.

Light scrubbing for 10 to 20 strokes should remove most stains. Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Apply the bleach or nail polish remover to the stain and let stand *no longer than two minutes*. Rinse thoroughly with warm water and wipe dry. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

WARNING:

Prolonged exposure of the laminate surface to bleach will cause discoloration.

Special Tips:

Always rinse laminate surfaces after cleaning! Failure to rinse after cleaning is the single greatest cause of damage to a laminate surface. If even a small amount of cleaning solution remains on the surface, moisture from cups or dishes can reactivate it and result in permanently-etched scars. Always rinse thoroughly with clean water and a clean cloth.

To keep the surface beautiful, use a **non-oily furniture spray**. (Remember to clean the spray off several times a year to prevent build up.) Furniture polish can also help hide fine scratches in the surfaces.

Caution Notes:

Acidic or **abrasive** cleaners can damage laminate surfaces; **do not use them**.

Drain cleaners containing **lye** will permanently damage surface.

Hair, textile, and food dyes can cause permanent stains. If dye should happen to spill, wipe it up immediately with dishwashing detergent or an all-purpose cleaner.

Rust re-overs contain harsh chemicals which will quickly cause permanent damage. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.

Toilet bowl cleaners contain harsh chemicals that can cause permanent damage. If spills occur, wipe up immediately, wash surface with soapy water and rinse several times.

APPENDIX II: CERAMIC TILE (CORRIDORS)

CERAMIC TILE -ROUTINE CARE

Cleaning Tips:

Contaminants and spills on a glazed ceramic tile are, generally, easier to clean than other surfaces. Glazed tile products should be cleaned routinely with an all-purpose, low VOC household or commercial cleaner. The product chosen should also be grout joint cleaning compatible. The type or product may vary depending on the tile application and use. A multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for every day use, can be used on wall tile areas in residential baths and showers.

The entire area should be cleaned and scrubbed with cleaner solution through the use of a cotton mop, cloth, sponge, or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue. Remember that you should sweep or vacuum floor areas prior to cleaning to remove any dust or debris. Routine cleaners should never contain hazardous or polluting products including, but not limited to acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout.

Unglazed tile should be cleaned routinely with concentrated tile cleaners that have a neutral pH for safe regular use. These cleaners are better suited at removing grease, oils and normal spills from unglazed products. Again these products will vary depending on the application, amount of traffic and the use. The product chosen should also be compatible with cleaning the grout joints at the same time.

CERAMIC TILE -GROUT CARE

Grout is the material used to fill the spaces between the individual tiles. Grout comes in many colors. While color is important to the final finished look of the tile installation, it has little effect on the functionality of the grout. The purpose of grout is, simply, to fill the joint between the tiles and becomes a permanent, integral component of the finished installation.

Grout Maintenance

Grout needs to be cleaned on a periodic basis to remove any surface build-up. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner depending on the application. When heavy duty grout cleaning is required, you will need to use a professional strength Tile & Grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains, algae, and synthetic or acrylic waxes from the grout joints. However, such a product should contain non-polluting chemicals and low VOC levels. This type or product can be purchased from most Home Centers, or through your local professional Floor Covering Dealer

APPENDIX II: CARPET TILE (LOWER LEVEL)

MILLIKEN CARPET MAINTENANCE SPECIFICATIONS

Introduction

Carpet is a long-term investment and requires a maintenance program to protect and prolong its appearance. Programmed maintenance is also the key to extending the life expectancy of carpet. Every building must have clean, healthy carpet every day of the year. This can be accomplished by the selection of the maintenance system that best meets the facility's needs. The next step is to program the system so as to provide great looking carpet every day and at the same time protect the carpet investment by extending the beauty and life of the carpet surfaces.

DAILY ACTIVITIES

Vacuuuming

Proper vacuuming is one of the most important parts of a total preventative program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems. The janitorial/housekeeping staff is typically assigned the task of scheduling vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectation.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

The amount of vacuuming performed should be in direct proportion to the amount and location of the traffic. Areas near entryways, lobbies, elevators, and ground floors are considered heavy soiling areas and require more frequent vacuuming. By spending more time on heavily trafficked areas with a vacuum program, less soil is tracked farther into the building. Vacuum heavy traffic areas with regularity, even if soil is not visible.

The upright vacuum machine with brush action is effective for soil removal. The action of the brush agitates the pile surface of the carpet and brushes soil from the fibers. The vacuum motor and suction then removes the soil from the carpet.

Vacuum bags should be emptied frequently, and never allowed to become more than one-quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas bags should be checked and emptied often. Top fill vacuums are more efficient than other types.

Typical vacuuming frequencies are as follows:

HIGH TRAFFIC:

Every full workday. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

MEDIUM TRAFFIC:

Every other workday. All secondary corridors, conference rooms, and private offices

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LOW TRAFFIC:

Once a week. Minimal use corridors, rarely used conference rooms and training rooms. Daily vacuuming of high traffic areas should be performed with a two motor top fill upright with nylon bristle brushes.

Minimum Specifications for Vacuums

Total Wattage:	900 watt
Vacuum Motor:	750 watt one horsepower
Brush Motor:	150 watt
Vacuum Performance:	69 inches
Air Volume:	91 CFM
Cable:	40 foot, 18 gauge
Bag Fill Location:	Top Fill
Bag Capacity:	300 cubic inches
Housing:	Injection molded, high-impact ABS plastic
Filtration System:	Minimum 95% efficiency for dust and contaminants to .3 microns in size.

Pile Brushing

Pile brushing is a recommended supplement to routine vacuuming in high traffic area, under chairs and in pivot point areas. The pile brush lifts the carpet fibers to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas. For best results, pile Brushing should be performed with a Certified Pile Brush, manufactured by Nilodor, Inc.

Pile Brush Specifications

Vacuum Motor:	3/4 horsepower
Brush Motor:	1/2 horsepower
Brush Size:	4" diameter, 15" length
Brush Type:	Self-leveling, reversible, vegetable fill or solid core, Nylon tufted
Cable:	50 foot
Filtration System:	Cloth zippered bag with a paper bag insert. This is critical for proper retrieval

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

Spot Cleaning

Spots and stains are one of the biggest detriments to high appearance levels. In order to maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff.

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All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Material Safety Data Sheets (M.S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibers, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide and even, overall appearance to the carpet. Place emphasis on actually removing the spot during the process. Keep the carpet as dry as possible. If loosened to quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibers deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots the only a professional cleaner should attempt either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rusts, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

Pretest Every Cleaning Agent

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any color change, do not continue. Pretest additional products until a safe spotting agent is found or call a professional cleaning technician.
2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.
3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry cleaning compound.

Wet Spotting

1. The general rule is that unless you know the origin of the stain and have determined that a wet spotter is required, you should always start with a nonflammable dry cleaning solvent (available through a janitorial supply company.) Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any dry cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately

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- moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.
2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colors a slight "white halo" may remain. Immediately vacuum with wet/dry vacuum. Blot with a stock of white paper towels until the moisture is absorbed.

Gum Removal

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive "fuzzing"

Wet Extraction

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment
4. Extract the area with warm water only (not exceeding 135 degrees Fahrenheit). Continue extraction until clear water is being recovered from the carpet.
CAUTION – Do not over wet the carpet.
5. Allow time for the area to completely dry.
6. Additional pile-lifting may be necessary in areas that still show signs of Crushing.
7. Move chairs and small furnishing back to original positions.

NOTE: This complete cleaning process may need to be accomplished on multiple (or consecutive days) at the cleaning site due to the time required for the carpet to completely dry before the final cleaning.

If the area to be cleaned is heavily soiled with any oily or greasy substance, then spray a fine mist of precondition over the area five to ten minutes prior to extraction cleaning. Hot water extraction injects the carpet face yarn under pressure, then immediately extracts the dirt and grime. Very little moisture is left in the carpet to air dry. The cleaning solution nozzle pressure should be a maximum of 400 psi, which is gentle enough not to damage the carpet pile yarn and low enough not to inject water under carpet modules. The maximum dry time is 2 – 4 hours.

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APPENDIX III: SAMPLE OF LOG BOOK

DATE	TIME		EMPLOYEE NAME (PLEASE PRINT)	EMPLOYEE SIGNATURE
	SIGN IN	SIGN OUT		
COMMENTS:				
DATE	TIME		EMPLOYEE NAME (PLEASE PRINT)	EMPLOYEE SIGNATURE
	SIGN IN	SIGN OUT		
COMMENTS:				

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Form of Bid

FORM OF BID

To: The Housing Authority of the City of Allentown, PA
The John T. Gross Towers
1339 Allen Street
Allentown, PA 18102-2191

Gentlemen:

1. The undersigned, having familiarized _____
(Himself, Themselves)

with the local conditions affecting the cost of the work, and with the Specifications, including Invitation for Bids, Instructions to Bidders, this Bid, the Form of Bid Bond, the Form of Non-Collusive Affidavit, the General Conditions and Special Conditions, the Technical Specifications, and Drawings and Addenda (if any thereto), on file in the office of The Housing Authority of the City of Allentown, PA, hereby proposes to furnish all labor, materials, equipment, and services required to perform and complete the work and further agrees to accept in full compensation therefore the sum of:

- A. **Bid A – Gross Towers Administrative Office**, 1339 W. Allen Street, Allentown, PA 18102
Office Cleaning Services in accordance with the specifications and drawings as detailed in **Bid No. 2020-009-900-50-4430023/2020-010-000-50-4430023** for the one (1)-year Base Contract period of **September 1, 2020, through August 31, 2021.**

<u>Contract Period</u>	<u>Cost per Week</u>		<u>Weeks per Period</u>		<u>Total for Base Contract</u>
Base Contract 09/01/20 – 08/31/21	\$ _____	X	52	= \$	_____

Optional Extension Years

Each optional extension year shall be exercised at the sole discretion of the Allentown Housing Authority. There will be no renegotiation of the proposed prices offered below for any of the two (2) extension years. In order to be considered for award of contract, bidders must offer a cost for each of the two optional extension years.

<u>Contract Period</u>	<u>Cost per Week</u>		<u>Weeks per Period</u>		<u>Total for Period</u>
Optional Extension Year 1 09/01/21 – 08/31/22	\$ _____	X	52	= \$	_____
Optional Extension Year 2 09/01/22 – 08/31/23	\$ _____	X	52	= \$	_____

Gross Towers Administrative Office
Grand Total: \$ _____

(Print **GRAND TOTAL** Cost for three (3) years above)

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- B. **Overlook Park Community Building**, 445 Hanover Avenue, Allentown, PA 18109
Office Cleaning Services in accordance with the specifications and drawings as
detailed in **Bid No. 2020-009-900-50-4430023/2020-010-000-50-4430023** for the period
of **September 1, 2020, through August 31, 2021.**

<u>Contract Period</u>	<u>Cost per Week</u>	<u>Weeks per Period</u>	<u>Total for Base Contract</u>
Base Contract 09/01/20 – 08/31/21	\$ _____	X 52	= \$ _____

Optional Extension Years

Each optional extension year shall be exercised at the sole discretion of the Allentown Housing Authority. There will be no renegotiation of the proposed prices offered below for any of the two (2) extension years. In order to be considered for award of contract, bidders must offer a cost for each of the two optional extension years.

<u>Contract Period</u>	<u>Cost per Week</u>	<u>Weeks per Period</u>	<u>Total for Period</u>
Optional Extension Year 1 09/01/21 – 08/31/22	\$ _____	X 52	= \$ _____
Optional Extension Year 2 09/01/22 – 08/31/23	\$ _____	X 52	= \$ _____

**Gross Towers Administrative Office
Grand Total:**

\$ _____

(Print **GRAND TOTAL** Cost for three (3) years above)

2. ADDITIONAL INFORMATION REQUIRED WHEN SUBMITTING BID NO. 2020-009-900-50-4430023/2020-010-000-50-4430023:

AVAILABLE WEEKLY STAFF HOURS

	<u>Gross Towers Administrative Office</u>	<u>Overlook Park Community Building</u>
Total minimum weekly staff hours available:	_____	_____
Total maximum weekly staff hours available:	_____	_____

3. In submitting this bid, it is understood that the right is reserved by The Housing Authority of the City of Allentown, PA to reject any and all bids. If written notice of the acceptance of this bid is mailed, telegraphed, or delivered to the undersigned within sixty (60) days after the opening thereof, or at any time thereafter before this bid is withdrawn, the undersigned agrees to execute and deliver a contract in the prescribed form and further the required bond within fourteen (14) calendar days after the contract is presented to him for signature.

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4. Attached hereto is an affidavit in proof that the undersigned has not entered into any collusion with any person in respect to this proposal or any other proposal or the submitting of proposals for the Contract for which this proposal is submitted.
5. Also attached is a Statement of Bidders' Qualifications.
6. The bidder represents that he (has), (has not) participated in a previous contract or sub-contract to either the equal opportunity clause herein or the clause originally contained in Section 301 of the Executive Order No. 10925; that he (has), (has not) filed all required compliance reports signed by the proposed subcontractors, will be obtained prior to subcontract awards. The bidder further represents that he will, if required, submit and require proposed subcontractors to submit a compliance report prior to the award of the contract or subcontract.
7. Certification of Non-segregated Facilities - by signing this bid, the bidder certifies that he does not maintain or provide for his employees any segregated facilities at any of his establishments and that he does not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained. He certifies further that he will not maintain or provide for his employees any segregated facilities at any of his establishments and that he will not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained. The bidder agrees that a breach of the certification is a violation of the Equal Opportunity Clause in this Contract. As used in this certification, the term, "Segregated Facilities" means any waiting rooms, work areas, rest rooms and wash rooms, restaurants or other eating locations, time clocks, locker rooms, and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom or otherwise.

He further agrees that (except where he has obtained identical certifications from proposed subcontractors for specific time periods) he will obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding \$20,000.00 which are not exempt from the provisions of the "Equal Opportunity Clause" that he will retain such certifications in his files; and that he will forward a notice to his proposed subcontractors as provided in the Instructions to Bidders.

8. I hereby acknowledge receipt of Addendum No. _____ dated _____ as part of this bid (if applicable).

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001.

[SIGNATURES TO FOLLOW]

1339 Allen Street
Allentown, Pennsylvania 18102-2191

COMPANY: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME : _____

TITLE: _____

DATE: _____

ADDRESS: _____
