



Connecticut Lottery Corporation
15 Sterling Drive
Wallingford, CT 06492
860-713-2791

**Request for Qualifications and Pricing (“RFQ”)
Custodial and General Cleaning Services
CLC# 202403**

Deadline For Submissions: 3:00 PM EST, March 7, 2024

This document is subject to change.

The Connecticut Lottery Corporation (“CLC”), a quasi-public agency, is soliciting statements of qualification and competitive pricing from qualified, professional, and reliable vendors for part-time custodial support and general cleaning services for its headquarters located at 15 Sterling Drive, Wallingford, CT 06492. To participate in this RFQ, vendors must have demonstrated prior experience servicing commercial or institutional customers with custodial and cleaning needs similar in scope as the CLC’s and attend a mandatory pre-submission site visit of CLC’s headquarters. Vendors must also be insured and possess all licenses, registrations, and permits to conduct business and operate as a commercial cleaning services company in Connecticut. The selected vendor cannot subcontract the required custodial and general cleaning services outlined in this RFQ.

This RFQ is not a contract or an offer to contract and does not obligate the CLC to make an award, negotiate, or pay any costs or damages incurred by vendors participating in this RFQ. Unless and until a written contract resulting from this RFQ is signed by the CLC and the selected vendor, the CLC shall have no obligations.

Site visits will occur **February 26-27, 2024**. Interested vendors must pre-register by emailing Purchasing Officer Stephen Day, Stephen.Day@ctlottery.org, no later than **10:00 AM EST, February 23, 2024**, and must provide their company name, mailing address, and the names and titles of their representatives who will attend the pre-submission site visit. Each vendor is limited to two (2) representatives.

The CLC must receive questions regarding this RFQ by **10:00 AM EST, February 28, 2024**. Email questions only to Stephen.Day@ctlottery.org. Contact with any other CLC employee, member of the CLC Board of Directors, or State of Connecticut official concerning this RFQ may result in disqualification.

I. SCOPE OF SERVICES

The CLC is seeking part-time custodial and general cleaning services to maintain its Wallingford headquarters in a safe, clean, orderly, and inviting condition. The selected vendor and its employees must perform services with professionalism, discretion, and minimal disruption or interference with CLC’s business operations.

Any resultant contract from this RFQ will be for an initial term of three (3) years. The CLC, in its sole discretion, may extend the contract for up to three (3) additional years (in one or more extensions and in any combination of months or years). Submissions must include pricing, in Appendix A, for the three (3) year initial contract term, and the three (3), one (1) year-extensions.

The CLC’s headquarters is a single-story facility with an estimated 50,900 square feet of combined office, cafeteria, and common space. The CLC requires the primary custodial services identified in Appendix B on a weekly basis; the CLC may request other general cleaning services on an as needed basis at other times during the contract (e.g., floor waxing, carpet cleaning).

Service areas will include the CLC’s lobby/claims area, cafeteria, executive wing bathrooms, common areas, hallways, as well as trash and recycling collection from staff offices and workstations. Service areas may change during the contract.

The selected vendor must assign a minimum of two (2) employees to perform the services during the contract – one (1) primary custodian and one (1) back-up custodian. Current custodial services at CLC are generally performed by a primary custodian from 7:00 am to 11:00 am, Monday through Friday. The service schedule may vary according to the CLC’s needs and is subject to state holidays and other CLC planned and unplanned office closures. The selected vendor may deploy the back-up custodian in the event the primary custodian becomes unavailable (e.g., illness, emergencies, inclement weather) or if the CLC requests the services of both workers. Nothing prevents the selected vendor from employing more than two (2) employees, at its sole cost and expense.

As of the issuance of this RFQ, the selected vendor and its assigned custodians are not required to obtain separate vendor and occupational licenses from the Connecticut Department of Consumer Protection (“DCP”) to service the CLC’s account. Licensing may be required at a later date during the contract if the DCP so determines.

The selected vendor will perform all work in a safe, workmanlike, and courteous manner, which may involve temporarily closing off areas being serviced to prevent potential injury to CLC staff and visitors.

The selected vendor must be responsive and adaptive to the CLC’s needs, concerns, and feedback, demonstrating flexibility to accommodate changes, special events, and unforeseen circumstances. Working closely with CLC staff, the selected vendor will ensure proper supervision, scheduling, coordination of services, and ascertaining project needs.

II. SUBMISSION & CONTENT REQUIREMENTS

A. Submission Requirements

The CLC must receive submissions by **3:00 PM EST, March 7, 2024**. Proposals must be sent in pdf format to Stephen.Day@ctlottery.org with email subject line “Submission – Custodial Services RFQ CLC202403”.

Public Copy Requirement: The CLC is subject to the Connecticut Freedom of Information Act (“FOIA”). This means that any information vendors provide to the CLC could be shared with the public. The CLC strongly recommends that vendors not include any proprietary or confidential information in their submissions. If a vendor chooses to include proprietary or confidential information in its submission, then it must provide the CLC a second copy of its submission labeled “Public Copy” with this information redacted. The CLC will not honor submissions with general proprietary notices or markings, or that use page headers or footers that arbitrarily mark all pages “confidential.” Furthermore, pricing, resumes, copyrighted materials, and marketing information has been found to be subject to public disclosure. Despite what a vendor redacts as protected information, the final determination as to whether it is subject to public disclosure resides solely with the CLC. The CLC will interpret a vendor’s failure to provide a “Public Copy” as the vendor’s acknowledgment that its submission contains no protected information, and the CLC may disclose the submission to the public upon request without notice or liability to the vendor.

B. Content Requirements

Submissions must conform to the requirements of this RFQ and demonstrate the experience, competence, and capabilities of the vendor and the qualifications of the particular staff to be assigned to this engagement. Submissions must also demonstrate the vendor’s understanding of the services to be performed and its commitment to perform the work. Submissions must include the information below and must be labeled as such.

1. Point of Contact

Vendor point of contact for this RFQ with name, address, telephone number, email address, and website for the vendor.

2. Vendor Profile

Vendor details including history, number of employees, and, if applicable, whether vendor is a diverse business enterprise.

3. Qualifications and Experience

The names, qualifications, and experience of all personnel that will be assigned to the CLC's account, including, primary and backup custodians and supervisors.

4. References

Descriptions of similar custodial support and general cleaning services completed by vendor within the last three (3) years, including reference contacts.

5. Business Licenses, Permits, Registrations, or Certifications

Copies of any business licenses, permits, registrations, or certifications possessed that are pertinent to the services herein and/or required by federal, state, and local laws. A copy of a DBE certification, if applicable, should be included as part of the vendor's submission to this RFQ.

6. Additional Service Offerings

Identify any other custodial or general cleaning services offered by the vendor that are not outlined in Appendix B.

7. Price Quote

Vendors must provide a Price Quote (Appendix A) completed and signed. This template provides a consistent format that all vendors must use to submit pricing. The CLC will not accept pricing submitted on vendor quotation forms. Further, vendors should not include their standard terms and conditions, unless expressly requested by the CLC.

8. Required State Certifications

Vendors must include with their submissions a signed [Campaign Contribution Certification, OPM Form 1 \(ct.gov\)](#).

III. GENERAL TERMS & CONDITIONS

In addition to the requirements found elsewhere in this RFQ, any resultant contract between the CLC and the selected vendor will include the following provisions or substantially similar provisions:

- A. The selected vendor will be solely responsible and fully liable for performing all services, and will be the CLC's point of contact for all issues under, and requirements of, the contract. The CLC will monitor the effectiveness and efficiency of vendor staff and may request additions or replacements of staff as necessary. The CLC has the right at any time to direct the immediate removal and replacement of any staff that the CLC, in its sole judgment, finds unfit or whose conduct is detrimental to the CLC's best interests.
- B. The selected vendor will be solely and fully responsible and liable for its acts and omissions and those of its staff as well as for any alleged breach or default of the contract by it and its staff. This obligation will include indemnification, defense, and payment of damages, awards, settlements, attorney's fees, and other costs and expenses in connection with any third party demand or action brought against the CLC or the State of Connecticut (including its agencies), and each of their respective directors, officers, employees, or representatives arising from such acts and omissions or alleged breach or default.

- C. The selected vendor must maintain general liability, automobile, workers compensation, and fidelity bond/crime insurance covering its services, and provide a certificate of insurance per insurance requirements to be provided by the CLC after award.
- D. The selected vendor will preserve and make available to the CLC and other authorized entities or individuals all books and records relating to their performance (“Records”) during the contract and for no fewer than five (5) full years from the date of final payment by the CLC. Records must be maintained in a manner and form that makes them readily accessible and easy to understand for audit and assessment.
- E. The “Mandatory State Contract Provisions” found on the CLC’s website (<https://www.ctlottery.org/ProcurementForms>) will be incorporated by reference and made a part of the contract as if fully set forth therein. The inclusion of all or some of these mandatory provisions is dependent upon the overall value of the contract.

IV. CLC RESERVATIONS

In addition to any rights set forth elsewhere in this RFQ, the CLC reserves the right to take any of the following actions, in its sole discretion, at any time:

- A. Accept or reject any or all submissions, in whole or in part, and to award or not award a contract based on submissions received;
- B. Waive any mandatory, non-material specification(s) that cannot be complied with by all vendors;
- C. Waive any informality in the RFQ process if doing so, as determined solely by the CLC, is in the CLC’s best interest;
- D. Conduct discussions with any or all vendors for the purpose of clarification and/or modification of their submissions, or to request best and final terms from vendors deemed most qualified to provide the required services and with submissions within an acceptable competitive range;
- E. Arrange to receive services sought under this RFQ from other providers, or perform the services itself;
- F. Solicit additional and/or new submissions from anyone;
- G. Clarify, supplement, modify, suspend, or terminate this RFQ in whole or in part, or withdraw and reissue a new RFQ, including an RFQ with terms and conditions materially different from this RFQ;
- H. Obtain information from any and all sources concerning a vendor that the CLC considers relevant to this RFQ, and to consider such information in evaluating the vendor’s submission;
- I. Make a whole award, multiple awards, a partial award, or no award;
- J. Disqualify any vendor whose conduct and/or submission fails to conform to the requirements of this RFQ;
- K. Negotiate contract provisions, including provisions not found in this RFQ, with one or more potential vendors in any manner the CLC deems fit (negotiations may be held with multiple vendors concurrently or on an individual basis at separate times as the CLC determines); and
- L. Set aside the original selected vendor if the CLC determines that the vendor is unable to fulfill the CLC’s requirements for any reason. The CLC may, but shall not be obligated to, award the contract to a different responsible vendor.

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Appendix A**

Price Quote

In submitting this Price Quote, the vendor acknowledges and agrees that:

- a. Pricing will be fixed for the duration of the contract and include all direct, ancillary, and other expenses associated with services, unless the CLC agrees in writing to pay these expenses prior to the expense being incurred. The CLC will not pay travel or fuel expenses.
- b. The Connecticut Lottery Corporation will make no, and have no liability to make, additional payment of any kind for the services performed under the price(s) as proposed.

The CLC is exempt from paying all Connecticut state taxes, including sales and use taxes, as well as certain federal taxes. Vendor shall not charge the CLC any such taxes on products/services.

	Custodial Services		Other General Cleaning Services	
	Hourly Rate	Weekly Rate	Hourly Rate	Weekly Rate
1st Year	\$	\$	\$	\$
2nd Year	\$	\$	\$	\$
3rd Year	\$	\$	\$	\$
1st Year Ext.	\$	\$	\$	\$
2nd Year Ext.	\$	\$	\$	\$
3rd Year Ext.	\$	\$	\$	\$

NOTE:

- The weekly rate is determined as twenty (20) hours.
- Price proposals must clearly identify any other pricing assumptions.

By: _____
(Print name)

Title: _____

(Signature)*

Date: _____

***NOTE:** In order to be considered valid, this Price Quote must be signed by a principal officer or owner of the business entity that is submitting the Quote.

**Request for Qualifications and Pricing (“RFQ”)
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Appendix B**

Service Schedule

Location: Lobby/Claims	
Area must be completed by 8:20 am EST each day	
Services	
Vacuum	
Wet Mop	
Wipe claims booth and reception desk (windows and counters with special cleaner)	
Clean visitor entrance door glass and handles	
Dust/Wipe furniture and décor	
Clean bathrooms (including sweeping/mopping, disinfecting all door handles, and replenishing paper towels and soap)	
Men’s Bathroom	Women’s Bathroom
One (1) Sink	One (1) Sink
One (1) Toilet	One (1) Toilet
Floor	Floor

Location: Executive Wing Bathrooms	
Services	
Clean bathrooms (including sweeping/mopping, disinfecting all door handles, and replenishing paper towels and soap)	
Men’s Bathroom	Women’s Bathroom
Three (3) Sinks	Three (3) Sinks
Two (2) Toilets / Two (2) Urinals	Four (4) Toilets
Floor	Floor

Location: Cafeteria	
Services	
Sweep	
Wet Mop	

Location: Main Common Areas & Hallways*	
Services	
Vacuum	
*High traffic areas, e.g., employee entrance, may require more frequent vacuuming when there is snow or inclement weather	

Trash/Recycling Collection	
Services	
Empty containers left for pickup outside of general offices and cubicles	