



COMMONWEALTH HEALTHCARE CORPORATION



REQUEST FOR PROPOSAL FACILITY - GENERAL SUPPORT SERVICES (GSS)

HOUSEKEEPING SERVICES RFQ24-CHCC/GSS- -005

The Commonwealth Healthcare Corporation (CHCC) is a public corporation and autonomous agency of the Government of the Commonwealth of the Northern Mariana Islands (CNMI). In accordance with its Procurement Rules and Regulations, NMIAC Subchapter 140-80.1-205(1), CHCC hereby seeks the services of qualified Contractor to Housekeeping Services to the Hospital, Outpatient Clinics, Dental, Executive Offices and Other Federal Programs thru RFP24-CHCC/GSS--005.

The Request for Proposals will be available on January 24th, 2024 online at www.chcc.health, navigate to the RFP tab on the left navigation bar, click on the URL for this RFP24-CHCC/GSS--005.

A mandatory pre proposal meeting and on-site assessment will be held on January 30th, 2024 at 9:00AM at the CHC Continuing Education Room right before the Cafeteria. The Statement of Confidentiality will be collected prior to the actual on-site assessment.

Contractors shall submit proposals and all supporting documents to Corazon P. Ada, Director, CHCC Division of Procurement and Supply Office located at the Main Administrative Building or via email at procurement.chcc@health no later than: 1000hrs (10:00 am) Chamorro Standard Time on February 26th, 2024.

/S/ DR. ESTHER L. MUNA
CHCC.CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1178 Hinemlu St. Garapan, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

FACILITY – GENERAL SUPPORT SERVICES (GSS)

HOUSEKEEPING SERVICES

(Hospital, Outpatient Clinics, Executive/Administrative Offices, Public Areas, Warehouse and Programs)

RFP24-CHCC/GSS-005

I. Introduction

The Commonwealth Healthcare Corporation (CHCC), located in the Commonwealth of the Northern Mariana Islands is soliciting proposals from qualified contractor to provide housekeeping services to the Commonwealth Health Center (CHC) hospital. This RFP package contains the necessary information and guidelines for interested parties to develop and submit proposals.

II. Statement of Objectives and Needs

The CHCC is contracting the housekeeping services of specified areas at CHC to augment/support the existing in-house housekeeping staffing. The objective is to improve and maintain the cleanliness and sanitary condition at CHC.

During the period of the agreement, the contractor is expected to provide trained and qualified housekeeping personnel to provide cleaning service in accordance with established CHCC Housekeeping Policy Manual and other accepted housekeeping and infection control practices for healthcare facilities such as those published in the Guidelines for Environmental Infection Control in Health-Care Facilities, Recommendations of CDC and the Healthcare Infection Control Practices Advisory Committee (HICPAC), CDC MMWR, Recommendations and Reports, Published June 6, 2003 / 52 (RR10); 1-42

The prospective contractor must have experience in housekeeping services in either hospital, industrial, or commercial setting. To qualify for the award of the contract, the prospective contractor must be able to show credentials and proof that it has the capability to provide the manpower, equipment, and financial resources to meet the requirements specified in this RFP.

During the term of the contract, the prospective contractor must be able to accommodate an increase in the scope of work (increase in area of responsibility). The CHCC has the discretion to increase or decrease the scope of work, as the need arise.

III. Designated Areas Assigned to the Prospective Contractor

Listed in the table below are the areas in the Commonwealth Health Center that shall be assigned to the prospective contractor to clean and maintain. Included in the table are the following information, which should be useful to the proposer in preparing a reasonable response to this RFP:

- The office/clinic hours of operation. These are the specific times that the offices/clinics are in use and open to the public.
- The proposed frequencies that the designated areas shall be cleaned and maintained.
- The estimated square footage of the designated areas.

Attached as **Exhibit A** to this RFP are the Ground Floor Plans, Level I and Level II, of CHC. The shaded areas in the floor plan are the designated areas that shall be assigned to the contractor. The prospective contractor shall be able to assess the operational load and traffic in the designated areas during the site visit, please refer to Section VII, General and Administrative Information.

A. Propose Areas for Housekeeping Contract Coverage

DESIGNATED AREA	HOURS OF OPERATION	PROPOSED FREQUENCY OF CLEANING/MAINTENANCE SCHEDULE	SQUARE FOOTAGE
Building I Level I (Main Hospital)			
Chapel and Morgue	24-hour operation	Schedule cleaning <u>once a day</u> and additional clean up shall be on as needed basis	766
Elevators (2 each)	24-hour operation, slow after 1630	Maintain cleanliness and sanitary condition 24-hours	96
Level-I Public Toilets (9 toilets)	0730 to 1630 Mondays to Fridays	Maintain cleanliness and sanitary condition during normal business hours	405
Level-I Hallways, Lobbies (2), housekeeping utilities, stairways (4) (entire Level I Area)	Heavy traffic from 0730 to 1630 Mondays to Fridays	Maintain cleanliness and sanitary condition 24-hours daily	4,998

Building I Level II (Main Hospital)			
L-II Hallways, Waiting Areas, Main Lobby, Toilets (8), and Utility Rooms	24-hours operation	Maintain cleanliness and sanitary condition 24-hours	12,558
Cashier (part of Old ER waiting area)	24-hours operation	<u>Once daily</u> at Cashier's convenience.	200
Laboratory Department (include old Hemo)	24-hours operation	Schedule general cleaning, any time after 1700	3,078
Old Triage Room	0730 to 1630 Mondays to Fridays, closed on Holidays	Schedule general cleaning after 1630	192
Emergency Room (Include new Exam Rm. 2 & 3, ER Dir. Off. and Supply Str. Rm.)	24-hour operation (heavy traffic)	Maintain cleanliness and sanitary condition 24-hours (Note: Does not include old Cashier and Triage 1)	2,694
Out-Patient Pharmacy (customer area)	0800 to 1700 hrs. Monday to Friday Closed on Holidays	Schedule general cleaning before 1630 hrs. Housekeeping-call must be provided as needed.	788
Radiology Department	24-hour operation Monday – Sunday - slow utilization after 1630 hrs.	Schedule general cleaning after 1630	1,891
Radiology Annex (Include Old CT-Scan & Transcription Office)	0730 to 1630 hrs. Mondays to Fridays	Schedule general cleaning after 1630	2,207
Physical Therapy	0730 to 1630 hrs. Mondays to Fridays	Schedule general cleaning after 1630	1,154
Operating Room	0700 to 1630 hrs.	Schedule pre-operation cleaning at 0700 hrs., post-procedure cleaning after each procedure, Terminal Cleaning at end of day (1530 hrs.)	1,650
Psychiatric Ward	24-hours operation Mondays to Sundays	Schedule general cleaning <u>once a day</u> , additional cleaning shall be on call as needed basis	2,048
Pediatric Ward	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis. Terminal Clean after patient discharge	1,473

Med/Surg C-side	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis. Terminal clean after patient discharge.	2,880
Med/Surg D-side and ICU	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis. Terminal cleaning on after each discharge	4,324
DESIGNATED AREA	HOURS OF OPERATION	PPROPOSED FREQUENCY OF CLEANING/MAINTENANCE SCHEDULE	SQUARE FOOTAGE
Med/Surg, Manager's Office	24-hours operation Mondays to Sundays	Schedule general cleaning once a day.	Combined with M/S D-side & ICU
Med/Surg Nurse Lounge	24-hours operation	Schedule general cleaning, daily, once during AM (0730-1130hrs.) shift and once during PM shift (1630-0730)	Combined with M/S D-side & ICU
Obstetric Ward	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis. Terminal clean after patient discharge.	2,784
Neonatal Intensive Care Unit (NICU)	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis.	615
Nursery Unit	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis.	162
Labor and Delivery Department	24-hours operation Mondays to Sundays	Schedule general cleaning once a day, additional cleaning shall be on call as needed basis. Terminal clean after patient transfer/discharge.	1,730
Bldg. II Level I			
Executive Offices	0730-1630hrs. Mondays to Fridays	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis	
Procurement Office	0730-1630hrs. Mondays to Fridays	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis	511.39
Conference Rooms #2 & #3	0730-1630hrs. Mondays to Fridays	Schedule 1x/week general cleaning on Fridays. Daily trash collection.	1,347.76

		Additional cleaning shall be on call as needed basis	
Conference Room Storage (AV Rm)	0730-1630hrs. Mondays to Fridays	Schedule general cleaning once a day	175.91
Human Resources and Grant Management Offices	0730-1630hrs. Mondays to Fridays	Schedule 1x/week general cleaning on Fridays after 1630. Daily trash collection. Additional cleaning shall be on call as needed basis.	1,617.20
Accounting/Human Resources/Med. Exam. Work Areas	0730-1630hrs. Mondays to Fridays	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis	1,458.79
Toilet		Cleaning done once in the morning, after lunch and after business hours, and as needed.	312
L-I Staff Lounge	0730-1630hrs. Mondays to Fridays	Schedule general cleaning once a day, after normal business hours.	335.82
Maintenance Office (Rm. H113) and Maintenance Bathroom	0730-1630hrs. Mondays to Fridays	General cleaning <u>once a week</u> . Cleaning must be scheduled with the Facility Management/ Maintenance personnel assigned to the area.	437.23
Bldg. II L-I Main Lobby, Maintenance Elevator Area, and Public Toilet	0730-1630 hrs. Mondays to Fridays	Cleaning done once in the morning, after lunch and after business hours, and as needed.	867.00
CSR Office	0730 – 1630 hrs.	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis	4,040.00
Bldg. II Level II			
Staff Lounge	0730 -1630 hrs. Mondays to Fridays	Schedule every Tuesdays & Thursdays, additional cleaning shall be on-call as needed basis.	
Psychiatrist Office (2)	0730-1630hrs. Mondays to Fridays	As requested by psychiatrist	341.00
Family Care Clinic	0730 to 1630 Mondays to Fridays, closed on Holidays	Schedule general cleaning after 1630. Housekeeping-call must be provided as needed.	5,600.67
Hemodialysis Unit	0530 hrs. - 2100hrs. 16 hrs. daily), three per day shifts from Monday to Saturday	Schedule routine cleaning after each shift, schedule terminal cleaning after the 4 th shift, and heavy cleaning such as waxing, buffing, washing, stripping on Sundays	13,332.46

Peritoneal Dialysis	0730 to 1630 from Monday to Friday.	Schedule general cleaning after each patient treatment. Terminal cleaning must be done after last patient treatment daily.	209
Public & Staff Toilets (2 ea. Pub. 2 ea. Staff)	0730 –1630hrs. Monday to Friday	Periodic routine inspection (at least every 2 hours) and maintain cleanliness during normal working hours. Terminal cleaning after normal business hours (1630hrs.)	582.60
Lobby, Waiting Areas, Hallways & Corridors	0730-1630hrs. Mondays to Fridays	Periodic routine inspection (at least every 2 hours) and maintain cleanliness during normal working hours. General cleaning after normal business hours (1630hrs.). Maintain cleanliness and sanitary condition Monday to Friday as needed.	3,213.28
Data Processing Rm.	0730 – 1630hrs.	Clean every Tues & Thursday. Cleaning must be scheduled with Data Processing Mgr.	335.82
Patient Registration (Administrative) Area (G205)	0730 – 1630 hrs. Monday to Friday	Schedule general cleaning after normal business hours.	660.07
Stairway Area (2 ea.)	24/7 emergency access	Clean daily after normal work hours and as requested/needed.	376.29
Main Lobby, Hallways/ Corridors and Waiting Areas	0730 –1630 hrs. Monday to Friday	Periodic/routine inspection (at least every 30 minutes) and maintain cleanliness during normal working hours. General cleaning must be done after normal business hours (1630 hrs.). Initial inspection and cleaning at 0600 hrs. Maintain cleanliness and sanitary condition as needed.	2,402.30
Cashier Supervisor Office (G203) and Cashier Area (G204)	0730 – 1630 hrs.	Clean once daily. Cleaning should be scheduled with Cashier Supervisor.	188.33
Public, Staff Toilets and Janitor Room, Old stat lab (Chief of Clinics Office)	0730 to 1630 hrs. Monday to Friday	Periodic/routine inspection (at least every hour) and maintain cleanliness during normal working hours. General cleaning after normal business hours (1630 hrs.). Initial inspection and cleaning at 0600 hrs. Maintain cleanliness and sanitary condition as needed.	717.28

Children Clinic	0730 to 1630 hrs. Monday to Friday	Daily on-call cleaning basis, as needed. Schedule terminal cleaning daily after normal clinic hours Monday through Friday.	3,666.49
Women's Clinic	0730 to 1630 hrs. Monday to Friday	Daily on-call cleaning basis, as needed. Schedule terminal cleaning daily after normal clinic hours Monday through Friday.	
Oncology Department	0730 – 1639 hrs.	Terminal cleaning daily after normal clinic hours Monday through Friday. Daily on-call cleaning basis, as needed.	1748.00
Staff Lounge	0730 to 1630 hrs. Monday to Friday	General clean twice daily: after lunch (1230 hrs.); and, after normal business hours (1630 hrs.).	236.64
Stairway (2 each)	24/7 emergency access	Clean daily after each working day and as needed on call basis.	411.46
Elevators (2)	0730 to 1630 hrs, Monday to Friday	Periodic/routine inspection at least every 1 hour and maintain cleanliness daily during normal business hours. General cleaning daily after normal business hours.	202.18

ADDITIONAL AREAS/LOCATION

DESIGNATED AREA/LOCATION	HOURS OF OPERATION	PROPOSED FREQUENCY OF CLEANING/MAINTENANCE SCHEDULE
MSO Warehouse/Lowerbase	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
BEH/EHDP – Navy Hill	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
Billing Section – N29 – Navy Hill	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
MICAH Office	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis

NCD (Non Communicable Disease Office)	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
Preparedness Office	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
HIV Office	0730 to 1630 hrs, Monday to Friday	Schedule 1x/week general cleaning on Fridays. Daily trash collection. Additional cleaning shall be on call as needed basis
Dental Clinic	0730 to 1630 hrs, Monday to Friday	Schedule Daily general cleaning on Fridays. Periodically trash collection. Additional cleaning shall be on call as needed basis.
Immunization Office/Clinic	0730 to 1630 hrs, Monday to Friday	Schedule Daily general cleaning on Fridays. Periodically trash collection. Additional cleaning shall be on call as needed basis.

IV. General Specifications

Below is a list of the general requirements of the proposed housekeeping service contract:

1. The prospective contractor must assign qualified housekeeping personnel to CHC. The prospective contractor's housekeeping personnel and supervisor assigned to CHC/hospital must have the capability and ability to perform the housekeeping duties as outlined in the CHCC Housekeeping Services Policy Manual marked as **Exhibit B**. In addition, the Contractor is responsible for ensuring that housekeepers assigned to CHC/hospital meet the Custodial Worker Skills Requirements, marked as **Exhibit C**. During the contract period, the CHCC shall have the right to review personnel files and verify credentials of the contractor's employees. The Corporation shall have the authority to select the appropriate staff to be assigned to CHC to perform the services required in the Agreement.
2. The successful bidder shall be required to prepare the detailed duties and responsibilities of the custodial worker, which shall be submitted to the Manager of General Support Services for approval.
3. The prospective contractor shall be required to provide a proposed work schedule, indicating the number of employees assigned in each shift. Please refer to the Information and Format Requirements, Section VI of this RFP. Staffing shortage caused by absenteeism must not interfere with the quality of performance of this contract and the CHCC shall not be required to incur additional costs due to

staffing shortage. The CHCC may require the Contractor to submit on a bi-weekly basis the work schedule of its employees to the Manager of General Support Services.

4. The Contractor is responsible in paying the salaries, wages, and benefits of its employees in accordance with the applicable federal and local laws. The CHCC shall not be responsible for paying overtime, sick, holiday, annual leave and other employee salary and benefit related fees due to the contractor's personnel.
5. The Contractor is responsible in supervising its employees. The contractor's supervisor, which could be a Working Supervisor, must report and coordinate its activities with the Manager of General Support Services. It is required that each shift must have its Working Supervisor and or Assistant Supervisor. The Manager of General Support Services, Supervisor of General Support Services, and Nursing Supervisor on duty must have access to the Supervisor or Asst. Supervisor on duty at all times.
6. All Contractor employees assigned to CHCC must observe all policies and rules and regulations in effect at CHCC, including safety and security procedures. While on CHCC premises, contractor's employees must wear company uniform and proper identification, at all times. The uniform must clearly indicate the name of the company and must be of the same color and design. The identification must clearly show the company's name and employee's full name, picture, and Contractor's authorized signature. CHCC will not allow contractor's employees to remain on the facility without proper uniform and identification. The Contractor's employee, under no circumstances shall represent themselves as employees of CHCC.
7. CHCC is a "Tobacco-Free and Betelnut use is not allowed on CHCC facilities. Contractor employees shall not smoke on any CHCC premises at any time, please refer Policy 3007 marked as **Exhibit D**.
8. The prospective contractor and/or its employees shall agree to adhere to and sign the CHC Statement of Confidentiality, marked as **Exhibit E** to this RFP. Violation by any of the Contractor's employee of the security and confidentiality clause is a ground for termination of the contract.
9. The Contractor shall ensure that all its employees assigned to CHCC are of good moral character. Contractor shall provide a copy of an **original Police Clearance** of its employees to the Manager of General Support Services prior to their assignment to CHCC.
10. Personnel provided by the prospective contractor shall have no previous conviction of a felony or involvement in gross carelessness or gross negligence of duty.
11. Upon the request of the Chief Executive Officer (CEO), Director of Facilities Management or Manager of General Support Services, the prospective contractor must be prepared to immediately remove and replace personnel, who are unacceptable to the Corporation for any reason/cause whatsoever, at no additional cost to the Corporation.

12. The prospective contractor's employees shall comply with the CHCC break time policy, which could only be taken at designated areas. At no time that the prospective contractor's employees shall take their breaks in any of the workstations or hospital staff lounges. No food or drink, except water, shall be allowed at the designated work area.
13. Contractor's employee must leave CHCC Facility immediately after its shift and must not loiter or enter any areas not assigned for their use, especially around nursing stations. The Contractor's employees shall not be allowed to disturb or remove any items from desk drawers, desktops, cabinets, shelves, etc. The Contractor's employee shall not use office equipment and telephone not specifically designated for their use.
14. The Contractor's Housekeeping Supervisor shall continually monitor personnel to ensure that all security guidelines are complied and no theft shall occur. The Contractor's supervisor shall be responsible in reporting any theft discovered to the Nurse Supervisor, Security and Manager of General Support Services and the Department of Public Safety, as appropriate, immediately after discovery of incident. The Contractor's supervisor shall use the CHCC Incident Report Form (Form No. CHC-62-0513-marked as **Exhibit F**) for reporting all incidents. Any recovered item(s) shall be submitted to Security for documentation and return to owner(s), as appropriate. Copy of the documentation shall be furnished to the Risk Management Office for filing with the filed Incident Report.
15. The Contractor shall be responsible for any loss of personal and/or government property due to intentional and/or gross negligence of its employee(s) and shall be responsible for reimbursement, compensation, or replacement of such loss.
16. The Contractor's employees shall not be allowed to carry or bring with them any valuables and personal belongings to their assigned work areas. The Contractor employees shall place all personal belongings (large bags and purses should be avoided) in their assigned locker or break room before proceeding to their assigned work areas. The Contractor shall be responsible in providing pad locks for the assigned lockers.
17. For safety and security purposes, the CHCC shall exercise, to the extent permissible by law its right to either routinely/randomly inspect prospective contractor's employees prior to entering or leaving CHC Facility.
18. Contractor employees shall not be allowed to wear jewelry, wristwatches, or other objects or items that could be the potential cause of an injury or exposure to chemicals and hazardous pathogens. (See Housekeeping Manual).
19. The Contractor employees must not use any CHC emergency exit doors, except in the event of an emergency.
20. The Contractor's Supervisor shall prepare and submit daily report to the Nursing Supervisor on duty on various areas of concerns noted during each shift, such as maintenance, burglary, theft, security, etc.
21. The Contractor and its employees shall perform all housekeeping duties and responsibilities in accordance with the accepted hospital housekeeping standards outlined in the CHCC Housekeeping Policy Manual. It is the responsibility of the

Contractor to comply with the standards and requirements of the Occupational Safety and Health Administration (OSHA), including the Bloodborne Pathogen Standards and hazard Communication standard, etc. (See CHCC Waste Management – marked as **Exhibit G** and Autoclave Operation – marked as **Exhibit H.**)

22. The Contractor is responsible in complying with all other applicable safety and health and infection control practices (including standard precaution, etc.). See Infection Control In Service Education -marked as **Exhibit I.**
23. The contractor shall participate in the CHCC Quality Assurance Performance Indicator Program. The Contractor is also encouraged to make recommendations regarding quality assurance and infection control program.
24. The Contractor is subject to quality assurance, quality control, and infection control inspection at all times. The Contractor is expected to receive acceptable rating for all monitoring standards and guidelines established by CHCC and regulatory agencies. In the event that the Contractor receives an unacceptable rating, Contractor must correct problem immediately and bring the rating to an acceptable level. Failure by the Contractor to correct the problem or improve the rating, after written notices from CHCC/Infection Control or General Support Services, may result in termination of the contract.
- 25. The Contractor shall be responsible in providing in-service training of all its employees on OSHA/NIOSH (National Institute of Occupational Safety and Health) standards and requirements. Contractor must submit OSHA Training Certification.**
26. The Contractor's employees shall comply with the CHCC's Alcohol and Drug Free Workplace policy, marked as **Exhibit J** and shall undergo and pass an Alcohol and Drug Free Test prior to their assignment at CHC. CHCC shall not be billed separately for the cost of the tests. Contractor shall have its employees tested for alcohol and drug abuse annually and a report submitted to the Manager of General Support Services.
27. Contractor is required to do drug tests and remove any employee found positive.
28. The Contractor shall be responsible for filing On-the-Job Injury Report and Claim of its employees incurred during their assignment at CHC with the regulatory agencies and/or insurance companies. The Contractor shall provide a copy of the On-the-Job Injury Report to the Manager of General Support Services, within 3 days of the date of injury. The Contractor is required to follow the CHC reporting protocol for On-the-Job Injury with possible exposure of any type of contamination, such as needle stick. The Contractor is responsible for any cost associated with any On-the-Job Injury of its employees.
- 29. The Contractor's employees assigned to CHC must be free from communicable diseases and therefore, must undergo a yearly physical examination that must include immunization for Hepatitis B (HBV), as required by OSHA standards (3128). The Contractor shall be responsible for the cost associated with this requirement. The Contractor shall provide the Manager of General Support**

Services a copy of the result of physical examination and immunization record of the employees prior to their assignment to CHC.

30. The Contractor shall be responsible their employees Insurance such as Workmen's Compensation.
31. The Contractor shall be required to provide its own Utility Cart System Kit that can hold all the cleaning supplies and equipment safely and securely. The Contractor may recommend the type, size, and number of Carts necessary to be able to perform the housekeeping services required in this RFP. The equipment must meet the infection control standard and occupational hazard safety standards. The Manager of General Support Services shall approve the recommendation of the Contractor.
32. The prospective contractor shall be responsible in providing the janitorial and housekeeping cleaning tools and equipment, including capital equipment, to support their operation at CHC. The tools and equipment should include but not limited to the following:

- Compact Floor Scrubber/Burnisher Machine
- 8 gal. Wet & Dry Vacuum
- Upright Vacuum
- Buffing Machine
- Mop Bucket with wringer for each contractor employee
- Housekeeping Cart with lock for each contractor employee
- Dust Pan for each contractor employee
- Mini Dust Pan with brush for each employee
- Spray Bottle for each Chemical for each contractor employee
- Chemical Safety Goggle for each contractor employee.
- Wall Mop for each contractor employee
- Hand Scrubber for each contractor employee
- 5-quart pail for each contractor employee
- Squeezy for each contractor employee
- Scraper for each contractor employee
- Scrub brush
- 6 ft. Platform Ladder, at least three or as needed
- Step Stool/Step Stand, as needed
- 15' - 20' Extension Ladder
- Chemical Resistant Impervious Gloves.
- Heavy Duty Scrubbing Pads
- Standard Duty Scrubbing Pads

For infection control, the CHCC shall require the Contractor to use its janitorial and cleaning tools, supplies, carts, and equipment exclusively for CHC Facility only. In no way shall the Contractor or its employees are to remove the tools, supplies,

and equipment from CHC. The Corporation shall provide a locked room to store the tools, supplies, and capital equipment.

Please refer to Information and Format Requirements, Section VI (1) of this RFP.

33. The contractor shall be required to submit for approval by the Infection Control Committee and Manager of General Support Services the janitorial and cleaning tools, supplies, and equipment prior to its used at CHC facility.
34. If the Contractor is going to utilize non-resident workers for this contract, it must be prepared to strictly adhere to all CNMI Labor and Immigration laws. The Corporation strongly recommends that the proposer familiarize itself with the Department of Labor and Immigration requirements in order to respond to this RFP appropriately. The CNMI has stringent rules and regulations regarding the recruitment and hiring of non-resident workers. It shall be the responsibility of the Contractor to comply with the laws, rules, and regulations affecting non-resident worker hiring.
35. The Contractor shall be required to provide I-797A proof of CW-1 Status of employees assigned to CHCC and secure the necessary labor and immigration permits and comply with all CNMI Labor and Immigration laws and requirements, and shall, in no way, obligate the CHCC for any expenses associated with these costs.
36. It is important that CHCC must have easy and quick access to the contractor or designated supervisor. Therefore, the Contractor shall be responsible in providing a cellular phone to its designated contact personnel. The contact personnel must response to CHCC's call within five (5) minutes. All costs associated with said communication system shall be the obligation of the Contractor.
37. The Contractor shall be responsible in paying Business Gross Receipts tax, federal and local income taxes, Workmen's Compensation, Social Security, Medicare, and other applicable taxes as provided by law.
38. At the effective date of the contract, the contractor shall to submit to the Manager of General Support Services the current listing of the employees allowed to work at the CHCC facility. The contractor is required to submit a new updated list whenever there is change in personnel. The employees in the list must have meet all the requirements of the job and subject to security clearances as may be required by CHCC. The Manager of General Support Services may request for the immediate removal and replacement of any unauthorized personnel assigned to provide service under the proposed contract.
39. The Contractor shall be responsible for obtaining and maintaining general liability coverage and other liability coverage as is normally required in this type of business, in the amount of at least **\$100,000**. The Contractor shall be required to submit evidence of liability coverage in a form acceptable to the CNMI government before a final contract will be executed. The Contractor shall agree to indemnify, defend, and hold harmless the CNMI government as to any claim or lawsuit that arises as the result of the action of the Contractor's employees. All

litigation costs, including attorney's fees, associated with any lawsuit or other claim filed that involves employees of the contractor shall be the obligation of the contractor. The Contractor must list the CNMI government as an additional named insured of the policy.

40. The Contractor's employees shall participate in any/all Security, Fire Safety, or Disaster Drills.
41. The Contractor must adhere to all Operating Policies referenced to the "Additional Exhibits" below.

V. PROVIDED BY COMMONWEALTH HEALTHCRE CORPORATION

The CHCC shall provide the successful Contractor with the materials/items listed below:

1. Applicable Policies and Procedures
 - i. CHC Floor Plans Bldg. I & II, Level 1 & 2 - Exhibit A
 - ii. Housekeeping Procedure (Policy #4518) - Exhibit B
 - iii. Housekeeping Competency Skills Checklist – Exhibit C
 - iv. Betelnut & Tobacco Chewing - Exhibit D
 - v. Confidentiality Statement – Exhibit E
 - vi. Incident Report-Form CHC-62-0513 – Exhibit F
 - vii. CHC Waste Management – Exhibit G
 - viii. Autoclave Operation - H
 - ix. Infection Control – In Service and Education – Exhibit I
 - x. Alcohol & Drug Free Policy – Exhibit J =
 - xi. Covid Compliant – Exhibit K

ADDITIONAL EXHIBITS:

- xii. Infection Control – Operating Room Cleaning – Exhibit L
 - xiii. Infection Control- Cleaning Definitions – Exhibit M
 - xiv. Infection Control – Privacy Curtain Cleaning Procedure - Exhibit Preparation of Cleaning Solutions – Exhibit N
 - xv. Preparation of Cleaning Solutions – Exhibit O
 - xvi. Workplace Bullying and Harassment – Exhibit P
 - xvii. NO SMOKING – Exhibit Q
 - xii. Work Restrictions for Illness – Exhibit R
2. The CHCC shall provide all cleaning solutions, chemicals, and supplies to the Contractor. The cleaning solutions and chemicals shall be issued to the Contractor on a weekly and as needed basis and should be placed in their cleaning cart. The CHCC shall provide the Contractor copies of Material Safety Data Sheets of all cleaning products and chemicals used by the CHCC Housekeeping Services.
 3. CHCC shall provide the toilet supplies such as, toilet tissues, paper napkin, and hand soap and sanitizers. Contractor housekeeping staff shall be responsible in

inspecting and placing such supplies in the public toilets and other appropriate locations assigned to the contractor.

4. CHC shall provide a break room for the Contractor's employees' use.

VI. INFORMATION & FORMAT REQUIREMENTS

All proposals submitted by prospective contractor must contain the following information:

1. The prospective contractor is required to submit a breakdown of its price quotation as follows:
 - Cost of services, annual. Please refer to the information provided in Section III and IV of this RFP. Included in this section the proposed work schedule, which should include the number of personnel and supervisor/team leader assigned to each shift.
 - Janitorial and Housekeeping cleaning tools and equipment cost per annum. The proposal shall itemize the number and cost of the capital equipment necessary in meeting the requirements of this RFP. The minor tools and equipment could be lumped in one amount.

The Procurement Director/Chief Finance Officer shall make the final determination if it is cost effective, efficient, and advantageous for CHCC to execute a contract inclusive of capital equipment and/or cleaning tools and equipment.

2. A listing of the Board of Directors and Officers-if applicable, and a listing of the employees during the last three years. If the prospective vendor does not have an existing employee base, provide an outline of the vendor's plan to recruit the necessary and qualified manpower to meet the requirements of this RFP.
3. State the company's capabilities and capacity to perform the project as evidenced by the company's record of performance of past or current contracts. Include in this section a brief description of the adequacy of the company's resources to satisfy the requirements of this RFP. Enclose a copy of the company's financial statements or annual tax return for the last two years.

In this section, include a statement supporting the company's familiarity with the standard rules and regulations governing the type of services requested. Include a statement regarding familiarity with infection control, universal precaution, and quality assurance. Include a statement supporting the company's familiarity with the applicable CNMI laws and regulations.

Attach relevant documents that may assist the evaluation team in assessing the company's capabilities, capacity, and financial stability to provide the services requested in this RFP.

4. List of references (arranged in chronological order from most recent projects).
5. Provide a copy of CNMI business license and articles of incorporation or other proof of organization for entities other than a corporation, i.e., sole proprietorship, or partnership. If not currently incorporated or licensed in the CNMI, the successful bidder must establish its existence in the CNMI and obtain a CNMI business license prior to the execution of the contract. No receipts will be accepted as a substitute to the Business License.
6. Name and telephone number of representative(s) authorized to negotiate contracts.

VII. GENERAL & ADMINISTRATIVE INFORMATION

a. Posting of Proposal

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [www.chcc.health]. Once at the site, navigate to the RFP tab on the left navigation bar. Click on the URL for this **RFP24-CHCC/GSS-005**. You will be required to enter the date to allow us to track all requests for this opportunity.

Due to the volume of Exhibits – please email eugenia.reyes@chcc.health, to request for electronic files.

b. Pre-proposal meeting

The Commonwealth Healthcare Corporation (CHCC) will hold a mandatory pre-proposal meeting on **January 30th, 2024 at 9:00AM** at the Commonwealth Health Center Continuing Education Room located by the cafeteria for all interested parties to raise questions and concerns prior to the submission date of this RFP. After the pre-proposal meeting, the CHCC will allow all interested parties to conduct an on-site visit of the Facility. The meeting should not be viewed as a substitute for any written information requested in this RFP. Failure to attend/participate will result in automatic disqualification of the proposer.

For assessments outside of the main Hospital, proposer may coordinate with GSS-Office thru Mr. Tom Palacios or with Ms. Carmelina Taitano.

A Statement of Confidentiality Document will be collected prior to actual on-site assessment. **(Exhibit E)**.

c. General Provision

Until the selection process is completed, the content of the proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract with the successful vendor for an **initial 3-year contract** pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract as applicable.

d. Place, Date, and Time of Submission

Proposers shall submit proposals and all supporting documents to **Corazon P. Ada, Director, CHCC Division of Procurement and Supply, procurement.chcc@health no later than: 1000hrs (10am) Chamorro Standard Time on February 26th, 2024.**

Please note submission instructions:

- All submissions must include the **RFP24-CHCC/GSS-005** and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Proposers may opt to submit out (3) three hard copies in addition to the original proposal (4 in total) to the CHCC Division of Procurement and Supply, CHCC Main Office, Saipan.

Failure to follow the instructions regarding the submission of RFP/ITB responses may result in the CHCC's choice to disqualify such proposals.

e. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to

reject any or all bids for any reason and to waive any defects in said bid, if in its sole opinion, to do so would be in the best interest of CHCC.

f. Other information that may be helpful to the evaluation team.

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

g. Questions, Clarification, or Inquiries:

All questions or requests for clarification must be made in writing through email until close of business **February 19th, 2024**. No oral comment, response, answer, or direction from other CHCC Personnel is binding unless also furnished in writing to all prospective bidders by the CHCC's Procurement Director in the form of an amendment to the RFP.

Email all inquiries to:

Thomas Palacios
Manager, General Support Services
Commonwealth Health Center
tom.palacios@chcc.health
P.O. Box 50409
Saipan, MP 96950
Telephone No. 234-8950 Ext. 2700

Cc:

Carmelina Taitano
Administrative Asst.
carm.taitano@chcc.health
General Support Services (GSS)
670-234-8950 ext 2704

and

Cora P. Ada
Procurement Director
P.O. Box 500409
Saipan MP 96950
Cora.ada@chcc.health
Tel. #234-8950 ext. 3561

h. Assurances of our Contract Agreement

Contractor certifies compliance with CMS QSO-22-07 Guidance for the Interim Final Rule- Medicare and Medicaid Programs; Omnibus Covid-19 Healthcare Staff Vaccination. This rule establishes requirements regarding COVID-19 vaccine immunization of staff among Medicare-and Medicaid-certified Providers and Suppliers. Proposers MUST fill out the attached COVID-19 Compliance Form marked as **“Appendix K”**.

VIII. EVALUATION CRITERIA

Proposals shall be evaluated and selection made based on evaluation factors set forth below:

a. Technical Criteria

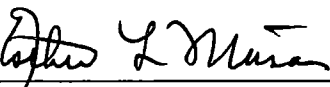
1. Qualification and experience (40%)
 2. Manpower capability (20%)
 3. Capability to provide Equipment (20%)
 4. Cost (20%)
- Total 100%


b. Cost Proposal

Price is also a factor, which will be considered and evaluated in comparison with the overall merit of proposals. Technical merit is more important than price and the Corporation reserves the right to award to other than the lowest priced bidder. As proposals become more equal in technical merit, the importance of price will increase.

IX. SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful vendor will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the RFP will be cancelled and re-advertised.

Approved By:  Date: 1/24/24
Esther L. Muna, PhD, MHA, FACHE
Chief Executive Officer

Approved By:  Date: 1/24/24
Cora Ada
Director of Procurement & Supply