

REQUEST FOR PROPOSALS (RFP)

After-Hours Environmental Cleaning Services

Issued by: Kennedy Community Health

Issue Date: October 12, 2026

Proposal Due Date: December 2, 2026

1. INTRODUCTION

This request for proposals (RFP) issued by Edward M. Kennedy Community Health Center, Inc. (Kennedy Community Health), is intended to solicit bids from qualified vendors to provide after-hours environmental cleaning (EVS) services across multiple healthcare facilities on behalf of the health center.

The selected vendor(s) must demonstrate expertise in healthcare cleaning, infection prevention, and regulatory compliance.

The Edward M. Community Health Center, Inc. is a Federally Qualified Health Center ("FQHC") that receives federal grant support from the Health Resources and Services Administration ("HRSA") within the United States Department of Health and Human Services ("DHHS"), pursuant to Section 330 of the Public Health Service Act ("Section 330"), to provide, or arrange for the provision of, high quality, cost-effective, community- based comprehensive primary and preventive health care and related services (including, but not limited to, ancillary and enabling services) to medically underserved communities in its service area, regardless of the individual or family's ability to pay for such services;

An entity conducting business with the health center and on behalf of the health center agree that comprehensive culturally and linguistically competent primary health care, preventive care and related services (including essential ancillary and enabling services) should remain accessible and available to all persons in the service areas in Massachusetts seeking such services, regardless of any individual or family's ability to pay;

All parties responding to this RFP warrants that it is not, nor hires, retains or uses any individual or entity that is excluded, debarred, suspended or otherwise ineligible to participate in (collectively, “debarred”) federal or state healthcare programs, or federal or state procurement or non-procurement programs in connection with obligations set forth in this Agreement, including without limitation persons or entities listed on the HHS/OIG List of Excluded Individual/Entities (<https://exclusions.oig.hhs.gov>) or the SAM exclusion database: (<https://sam.gov/entity-information>), or persons or entities debarred by the FDA. Either party shall have the right to terminate this Agreement immediately without further obligation in the event that the other party becomes debarred or hires, retains, or uses an individual or entity that is debarred. Each party attests to an annual review of any individual or entity and will provide notification within forty-eight hours of discovery that an employee, contract, or subcontractor is added to either list. We reserve the right to terminate all contracts without cause.

2. SCOPE OF SERVICES

The contractor shall provide comprehensive after-hours cleaning services, including but not limited to:

- Clinical and non-clinical area cleaning
- Exam room cleaning and disinfection
- Restroom sanitation
- Trash removal and liner replacement
- Consumable replacement (papers, trash liners, soap, sanitizers, etc.) provided by the health center
- High-touch surface disinfection
- Floor care (vacuuming, mopping, stain removal, periodic maintenance)
- Waiting areas, offices, and common spaces
- Breakrooms and administrative areas

6th Day Service Requirement

For buildings with 6-day service:

- Day 6 = Partial Building Cleaning Only, site specific.

3. FACILITY DETAILS & SERVICE FREQUENCY

Building	Square Footage	Service Frequency
19 Tacoma Street, Worcester	30,384 sq ft	6 days/week
354 Waverly Street, Framingham	19,490 sq ft	6 days/week
41 Cape Road, Milford	12,506 sq ft	5 days/week
605 Lincoln Street, Worcester	25,906 sq ft	6 days/week
115 NE Cutoff, Worcester	9,522 sq ft	Wednesdays only

4. TRAINING & CERTIFICATION REQUIREMENTS

All vendor personnel must be trained in:

Required Compliance Training

- OSHA Bloodborne Pathogens Training
- OSHA Hazard Communication (HazCom) Training
- HIPAA Awareness Training

Healthcare-Specific Training

- Environmental Services (EVS) training aligned with Association for the Healthcare Environment (AHE), or equivalent

Documentation

- Vendors must provide training records upon request annually.
- Annual refresher training is required and must be provided to the health center.

5. CLEANING STANDARDS & CHEMICAL REQUIREMENTS

- All disinfectants must be EPA-registered for healthcare use
- Vendors must follow CDC infection control guidelines
- Proper disinfectant dwell times must be adhered to

Safety Requirements

- Vendor must supply all cleaning products and equipment
- Vendor must maintain an up-to-date Safety Data Sheet (SDS) book onsite at all times
- All chemicals must comply with OSHA and EPA regulations

6. STAFFING REQUIREMENTS

Vendors must:

- Provide sufficient staffing for each facility at all times
- Ensure staff are:
 - Background-checked (CORI/OIG/SORI)
 - Identifiable
 - Trained in healthcare environments
- Provide a designated site supervisor/account manager

7. PRICING REQUIREMENTS

Vendors must submit clear, itemized pricing per building.

Base Pricing (Required)

Provide for each building:

- Cost per square foot

- **Monthly cost**
- **Annual cost**
- **Emergency Service Cost**

Buildings:

- **19 Tacoma Street (30,384 sq ft – 6 days/week)**
- **354 Waverly Street (19,490 sq ft – 6 days/week)**
- **41 Cape Road (12,506 sq ft – 5 days/week)**
- **605 Lincoln Street (25,906 sq ft – 6 days/week)**
- **115 NE Cutoff, Worcester (9,522 sq ft – Wednesdays only)**

Partial Bidding Allowed

- **Vendors may bid on one, multiple, or all buildings**
- **Each building must be priced independently**

Alternate Pricing

- **Ad Hoc Services (Standard Business Hours)**

Additional Services (Optional)

- **Deep cleaning**
- **Floor refinishing**
- **Emergency/on-demand services**

8. VENDOR QUALIFICATIONS

Vendors must demonstrate:

- **Experience with healthcare facilities (FQHC preferred)**
- **Knowledge of infection prevention protocols**
- **Knowledge of Joint Commission Environment of Care accreditation standards**

- Knowledge of OSHA federal standards
 - Proven performance with similar facilities
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9. INSURANCE REQUIREMENTS

Vendors must provide:

- General Liability Insurance
 - Workers' Compensation Insurance
 - Proof of coverage with proposal submission
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10. PROPOSAL SUBMISSION REQUIREMENTS

Proposals must include:

1. Company overview
2. Staffing plan
3. Training and certification documentation
4. Cleaning protocols and QA processes
5. Pricing proposal (per Section 7)
6. References (minimum of 3 healthcare clients)
7. Proof of insurance

Cleaning Practices Documentation (Required)

Vendors must provide a detailed example of typical cleaning practices, including:

- Daily cleaning procedures by space type
- Disinfection protocols and dwell times
- High-touch cleaning methods
- Quality assurance and inspection processes

- Infection control practices

Acceptable formats include:

- SOPs
 - Cleaning checklists
 - Task schedules/logs
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11. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Healthcare cleaning experience
 - Compliance with training requirements
 - Quality and clarity of cleaning practices
 - Pricing competitiveness (per building)
 - Ability to support partial awards
 - References and past performance
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12. AWARD OF CONTRACT (MULTI-AWARD PROVISION)

Kennedy Community Health reserves the right to make multiple contract awards.

Multi-Award Structure

- Awards may be made by individual building, groups of buildings, or in total
- Different vendors may be selected for different facilities

Basis for Award

Awards will be based on:

- Pricing (per building)

- Experience and qualifications
- Compliance with requirements
- Cleaning practices quality
- Staffing capacity

Best Value Determination

Awards will be made based on best value, not necessarily lowest price.

Partial Awards

The Organization reserves the right to:

- Award one, multiple, or no contracts
- Split awards across vendors
- Negotiate scope and pricing prior to execution

No Guarantee of Volume

- No minimum work volume is guaranteed
- Service scope may change based on operational needs

Right to Negotiate

- The Organization reserves the right to negotiate with one or more vendors prior to final award

13. QUESTIONS & CONTACT INFORMATION

Deadline for Questions: November 27, 2026

Contact: RFR.Submissions@kennedychc.org

14. SUBMISSION INSTRUCTIONS

Submit proposals electronically:

Email: RFR.Submissions@kennedychc.org

Deadline: December 2, 2026 by 3pm EST.

Selection Date: December 11, 2026

Services Start Date: February 1, 2027

15. TERMS & CONDITIONS

- **Contract term: One-year contract with option that the health center have the ability to extend the contract for 4 one (1) year extensions subject to appropriation**
- **Organization reserves the right to reject any or all proposals**
- **Organization may request additional information from vendors**

16. Building Cleaning Schedules

- **Building cleaning schedules are below**
- **115 NE Cutoff is a Wednesday only site**
- **Please refer to our website for our hours of operation**

19 Tacoma Street Cleaning Schedule

Area	1st floor entrance, foyer, bathrooms, stairs, elevator and waiting room	1st floor medical wing	2nd floor entrance, foyer, bathrooms, stairs, elevator and waiting room	2nd floor medical wing	3rd floor entrance, foyer, bathrooms, stairs, elevator and waiting room	3rd floor medical wing	3rd floor pharmacy and 1st floor med room (between 5:45pm -- 6:45pm)
Monday	x	x	x	x	x	x	
Tuesday	x	x	x	x	x	x	x
Wednesday	x	x	x	x	x	x	
Thursday	x	x	x	x	x	x	x
Friday	x	x	x	x	x	x	
Saturday	x	x	x		x		

605 Lincoln Street Cleaning Schedule

Areas	A entrance, waiting room, foyer, bathrooms and rooms	B entrance, waiting room, foyer, bathrooms and rooms	C entrance, waiting room, foyer, bathrooms and rooms	Dental Wing, C entrance, foyer, waiting room and bathrooms	Pharmacy and med room (between 5:45pm - 6:45pm)
Monday	x	x	x	x	
Tuesday	x	x	x	x	
Wednesday	x	x	x	x	x
Thursday	x	x	x	x	
Friday	x	x	x	x	
Saturday				x	

41 Cape Road Cleaning Schedule

Areas	All rooms, offices, desk stations, foyers, waiting areas, bathrooms, stairwells and elevator (both floors) *Note: Optometry exam rooms and office closed on Friday	Pharmacy and med room (between 5:45pm - 6:45pm)
Monday	x	
Tuesday	x	
Wednesday	x	x
Thursday	x	
Friday	x	
Saturday		

354 Waverly Street Cleaning Schedule

Area	1 st floor entrance, foyer, stairs, back stairwell and elevator	1 st floor medical wing, lab, waiting room and bathrooms	2 nd floor elevator, stairs, back stairwell and foyer	3 rd floor, foyer, bathrooms, stairs, back stairwell elevator and hallway	3 rd floor Dental and Optometry Wing (Optometry closed on Fridays)	3 rd floor pharmacy and 1 st floor med room (between 5:45pm - 6:45pm)
Monday	x	x	x	x	x	
Tuesday	x	x	x	x	x	x
Wednesday	x	x	x	x	x	
Thursday	x	x	x	x	x	x
Friday	x	x	x	x	x	
Saturday	x		x	x	Dental only on the first Saturday of each month	

