



Hilton

AMERICAS-HOUSTON

4-2-16

Hilton Americas-Houston Overnight Cleaning RFP

The Hilton Americas-Houston will be accepting Overnight Cleaning Service bids for the attached scope of work. Pre-Meeting and Walkthrough will held on Friday, April 15th at 9am in the Large Private Dining room of the 1600 Bar +Grille located on the Lobby Level of the Hilton Americas-Houston. Sealed bids will be due by 3pm April 19 via certified mail to the attention of Debita Lewis, Executive Administrative Assistant at 1600 Lamar, Houston, TX 77010.

DIVERSITY COMMITMENT

The bidder selected will be required to use good faith efforts to award subcontracts to diversity participants certified by any of the identified certification agencies as defined in the HFC Diversity Program Instructions to Bidders / Proposer (See www.houstonfirst.com/Do-Business) The specific goal for this Project is 33% of the total value of the contract. Bidders shall be required to comply with the HFC Diversity Program and failure to comply may cause your response to be considered non-responsive. Bidders should note if they are certified as a diversity participant in their submittal; however, such certification shall NOT lessen or otherwise alter the requirement to use good faith efforts to award subcontracts to diversity participants.

Any questions concerning this Invitation to Bid must be sent by email to jay.bush@hilton.com no later than 11:00 A.M. on April 12, 2016. Questions will be answered collectively in the form of a Letter of Clarification and posted online.



Hilton

AMERICAS-HOUSTON

Selection Criteria is as follows:

Pricing- 25%

Experience (Hospitality Related)-25%

MBWE Certified-25%

Insurance Requirements-15%

Current & Verifiable References (at least two)-10%

**CLEANING PROGRAM FOR
Hilton Americas Houston
(Exhibit A)**

Main Lobby area and Elevators

Daily:

- Sweep and mop all floors. Extra attention to all corners.
- Mop marble floor including outside entrance (stone)
- High speed buff marble floors to a high gloss shine two times per week.
- Clean all glass doors at front lobby entrance.
- Clean and polish all tabletops, ledges and counters in all public areas.
- Spot clean all carpets.
- Vacuum all carpets.
- Clean and sanitize house phones.
- Empty and clean all trash receptacles, replace all liners.
- Clean and polish all mirrors, glass tabletops.
- Clean and polish all art work.
- Dust and clean all ledges, baseboards, door frames, pillar bases etc.
- Clean and polish all brass handles, railings, and tracks.
- Check all planters for trash.
- Clean all doors, frames and walls free of any scuffmarks.
- Clean and polish escalators.
- Clean and polish all signage.

Weekly:

- Clean escalator steps with escalator machine
- Dust and clean all horizontal surfaces above hand height weekly.
- Polish all wooden walls and legs of all furniture.
- Clean all A/C vents.
- Clean and polish all baseboards.

Monthly:

- Shampoo and maintain all carpets according to monthly schedule.

Quarterly:

- Shampoo all Lobby furniture
- Polish with Diamond polish all Lobby floors

Exterior:

Daily:

- Sweep floors
- Empty all ash urns
- Empty trash cans
- Clean planters
- Power wash front entrance of the Hotel

Weekly:

- Power wash around the Hotel 3 times a week
- Remove Gum
- Remove oil stains in driveways and side walks
- Clean marble walls and pillars

Monthly:

- Clean glass (Front Entrance and East Drive) and metal

2nd– 3rd and 4th Floor Lobby:

Daily:

- Sweep all marble floors in stair cases.
- Mop all marble floors in stair cases.
- Clean and polish all counter tops.

2nd – 3rd and 4th Floor Lobby:

Daily:

- Clean and polish all tables.
- Dust all wooden pillars and walls.(dry cloth only)
- Clean and polish all metals.
- Dust all light fixtures.
- Dust all pictures.
- Empty and clean all trash cans.
- Check planters for trash.
- Clean and polish all signage.
- Spot clean all walls.
- Vacuum all carpeted area.
- Spot clean all carpets (use approved chemicals only).
- Clean all doors and frames.
- Clean all glass partitions

Weekly:

- Polish all furniture.
- Clean all A/C vents.
- Clean and polish all baseboards.
- Clean all light fixtures.

Quarterly:

- Shampoo all carpets according to monthly schedule.
- Shampoo all pre function furniture to monthly schedule

Public Restrooms Public Areas:

Daily:

- Sweep and mop all floors with germicidal detergent.
- Wash all mirror surfaces.
- Wash all basins and urinals.
- Polish all metal surfaces.
- Empty all trash receptacles.
- Replace toilet paper and paper towels
- Clean and polish all counter tops.

Weekly:

- Wash all trash receptacles.
- Clean all baseboards and corners.
- Wash down all walls.
- High dust all areas.
- Clean all light fixtures.
- Clean and wash all doors and frames.

Monthly:

- Treat and polish all marble flooring inside restroom.
- Shampoo carpets

Guest and Parking Elevators

Daily:

- Polish all handrails.
- Mop all elevator floors.
- Vacuum carpets in all parking elevators
- Dust and clean all horizontal and vertical surfaces.
- Clean and polish doors tracks.
- Dust and clean all light fixtures.
- Clean parking elevator tracks from lobby

Guest and Parking Elevators/Continued

Daily/Continued:

- Clean all walls and call buttons inside elevators.
- Clean all call plates outside elevators.
- Clean all baseboards.
- Clean elevator doors inside and out.
- Dust all wooden ceiling panels.
- Clean all ash urns lobby
- Clean all elevator phones daily.
- Polish Guest Elevator floors three times per week

Weekly:

- Clean and polish all telephone boxes.
- Clean all light fixtures.
- Clean all A/C vents.
- High dust inside cab.

Monthly:

- Polish marble floors.
- Shampoo parking elevator carpets according to monthly schedule.

Electric Escalator.

Daily:

- Polish all rails and glass panels on side.
- Clean and polish all stainless steel.

Bi-Weekly:

- Clean all walls top to bottom.
- Clean all escalator steps using escalator machine

Employee Locker Rooms and Restrooms

Daily:

- Sweep and mop floors.
- Clean entrance door and frame, inside and out.
- Clean all counter tops.
- Clean all lockers doors and top
- Sweep and mop all floors with germicidal detergent.
- Wash all mirror surfaces.
- Clean and disinfect all basins and urinals.
- Polish all metal surfaces.
- Empty all trash receptacles.
- Replace toilet paper and towels
- Clean showers area

Weekly:

- Clean all baseboards and walls.
- Clean all A/C vents.
- Spray buff floors
- Replace the shower liners

Monthly:

- Scrub and refinish floors

East Lobby Entrance

Daily:

- Sweep the floor
- Remove oil stains
- Clean all glass doors.
- Clean ash urns
- Empty trash

East Lobby Entrance /Continued

Daily:

- Polish brass.
- Polish Brass mailbox.
- Vacuum entrance carpet.
- Clean all debris from planters.

Weekly:

- Clean glass.
- Power wash exterior 3 times per week
- Clean marble walls and pillars top to bottom.

Concierge

Daily:

- Empty all trashcans.
- Clean all counter tops.
- Clean Kiosk information screen.
- Vacuum Carpets

Bi-Weekly:

- Clean all pictures.
- Clean all A/C vents.
- Clean all walls top to bottom.

Monthly:

Clean all carpets according to monthly schedule

Front Desk Area

Daily:

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- Vacuum all carpeted areas.
- Spot clean all carpets.
- Clean all GSA stations
- Empty all wastebaskets.
- Clean and polish all counter tops.
- Clean all desks and filing cabinets.
- Clean all metal surfaces.
- Clean all doors and frames.
- Spot clean all walls.

Bi-Weekly:

- Clean all A/C vents.
- Clean all light fixtures.
- High dust all surfaces

Monthly:

- Shampoo all carpets according to monthly schedule.
- Vacuum drapes

Bell Desk Area

Daily:

- Vacuum carpeted areas.
- Spot clean all carpet.
- Clean all computer station
- Empty all wastebaskets.
- Clean and polish all counter tops.
- Clean all floors in storage area.
- Clean all metal and glass surfaces.
- Clean all doors and frames.
- Spot clean all walls.

Bell Desk Area /Continued

Bi-Weekly:

- Clean all A/C vents.
- Clean all light fixtures.
- Clean wood walls
- High dusting all surfaces

Monthly:

- Shampoo all carpets according to monthly schedule.
- Polish marble floors

Starbucks:

Daily:

- Sweep and mop all marble floors, machine polish 1 times per week
- Dust and mop all wood floors.
- Remove any debris and stains from chairs and booths.
- Dust and clean all vertical and horizontal surfaces, moldings, edges and baseboards.
- Dust top of storeroom.
- Clean and polish doors and frames.
- Clean and polish all mirrors and pictures.
- Clean and polish chair legs and bases as needed.
- Polish all brass.
- Clean service counter areas.
- Dust and clean all baseboards and ledges to hand height.
- Clean and polish all furnishings.
- Clean all floor drains and under all counters/cabinets
- Vacuum around floor A/C vents along wall windows
- Clean splashes/spills around and underneath movable Condiment Bar next to exit doors

Weekly:

- Clean and polish all wood areas
- Clean all bus station's
- Clean behind credenza and under booths.
- Clean all light fixtures.
- High dust all areas.

Monthly:

- Clean all A/C vents
- Shampoo carpets according to monthly schedule.
- Polish floors in all service areas
- Power wash bar area floor
- Clean glass doors (bar shelving)

1600 B+G

Daily:

- Sweep and mop all marble floors, machine polish 3 times per week
- Vacuum all carpets.
- Spot clean all carpets.
- Dust and mop all wood floors.
- Remove any debris and stains from chairs and booths.
- Dust and clean all vertical and horizontal surfaces, moldings, edges and baseboards.
- Clean and polish doors and frames.
- Clean and polish all mirrors and pictures.
- Clean and polish chair legs and bases as needed.
- Polish all brass.

- Clean service counter areas.
- Dust and clean all baseboards and ledges to hand height.
- Clean and polish all furnishings.
- Clean glass doors and frames to private rooms.
- Clean the bar area all floors, counters and bar mats.
- Clean all floor drains.

Weekly:

- Clean and polish all wood areas
- Clean all bus station's
- Clean behind credenza and under booths.
- Clean all light fixtures.
- High dust all areas.

Monthly:

- Clean all A/C vents
- Shampoo carpets according to monthly schedule.
- Polish floors in all service areas
- Power wash bar area floor
- Clean glass doors (bar shelving)

Lobby Bar

Daily:

- Sweep and mop all floors.
- Vacuum all carpets.
- Spot clean all carpets.
- Remove any debris and stains from chairs and booths.
- Dust and clean all vertical and horizontal surfaces, moldings, edges and baseboards.
- Clean and polish all mirrors.
- Clean and polish chair legs and bases as needed.
- Polish all brass.
- Clean service counter areas.
- Dust and clean all ledges to hand height.
- Clean and polish all furnishings.
- Clean all table tops
- Clean the bar area all floors and counters
- Clean bars mats
- Clean all floor drains

Weekly:

- Clean and polish all mirrors.
- Clean and polish all wood areas
- Clean all Waitress stations
- Clean behind credenza and under couches.
- Clean all light fixtures.
- High dust all areas.

Monthly:

- Clean all A/C vents
- Shampoo carpets according to monthly schedule
- Scrub bar area floor

Service Elevators

Daily:

- Sweep and mop all floors
- Clean all elevator tracks, walls and push plates
- Clean all elevator doors inside and out.

Back Of House Hallways (B Floor Level)

Daily:

- Sweep and mop all floors.
- Clean all marks off walls.
- Clean all doors.
- High-speed buff floors 3 times per week.

Bi-Weekly:

- Clean all A/C vents.
- Clean all lights.

Quarterly:

- Strip and wax floors.

Staircases:

Weekly:

- Sweep all stairs from lobby level to basement.

EXHIBIT A - SPECIFICATIONS

HILTON AMERICAS HOUSTON
1600 LAMAR,
HOUSTON, TX. 77010

Daily Services - Main Kitchen, Banquet Kitchen, Pastry Kitchen & Café Kitchens, Garde Manger, Chocolate Room, Room Service, 1600 Kitchen, Pot Wash areas and Dish Wash areas First & Second Floors and Employee Cafeteria 19th and 24th Floor Kitchen, Skyline Bar

- Sweep, mop and degrease all floors, baseboards and drains
- Clean and polish all exterior stainless steel surfaces
- Clean all hand sinks and prep tables
- Wipe down all hoods and vents and ceiling tiles
- Clean all stovetops and grills
- Wipe down exterior of processing equipment
- Wipe out all ovens and salamanders
- Clean all tilt and soup kettles (when emptied)
- Empty fryers (when asked)
- Clean all deep fryers (when emptied)
- Wipe down all heat lamps
- Empty and remove all trash to loading dock
- Clean inside and out reline all trash receptacles
- Remove all floor mats to loading dock, degrease and return
- Spot clean all walls, doors and frames
- Empty and clean all steam tables
- Clean interior/exterior rotating ovens and proofing ovens
- Cleaning/Polishing of Copper & Brass Pipes
- Clean and reline all trash receptacles – Clean interior and exterior of all trash receptacles.

Daily Services – Room Service, Dish and Pot Washing Areas,

- Sweep, mop and degrease all flooring and drains
- Remove all floor mats to loading dock, degrease and return
- Spot clean all walls, doors and frames and sink

Weekly Services

- Machine scrub and power wash all tile floors B-4 to include F&B Storeroom
- Sweep, mop and spray buff all VCT floors B-4
- Deep clean all ovens
- Remove exhaust vents, degrease and return
- Thoroughly clean walls, doors, frames, ceiling vents, light fixtures and tiles
- Pressure wash dock weekly
- Polish all copper pipes
- Clean all A/C vents
- Clean outside of all light covers

Quarterly Services

- Strip and reseal all VCT flooring B-4 in back of house service areas
- Clean Ceiling tiles