



**City of Jonesboro
Office of the City Manager**

**REQUEST FOR PROPOSALS FOR
JANITORIAL SERVICES**

(22-0017)

Issue Date:

September 15, 2022



CITY OF JONESBORO
OFFICE OF THE CITY MANAGER
124 North Avenue
Jonesboro, GA 30236
(770) 478-3800 FAX (770) 478-3775

Date Issued: September 15, 2022

Bid Number: 22-0017

REQUEST FOR JANITORIAL SERVICES
Jonesboro, Georgia 30236

Calendar of Events:

Pre-Bid Conference – September 28, 2022 – 11:30 a.m. (170 South Main Street)

Questions Due – September 29, 2022 @ 2:30 p.m. to rclark@jonesboroga.com

RFP Due – September 30, 2022 – 2:30 p.m. – 124 North Avenue Jonesboro, GA

SECTION 1: INTRODUCTION & AREA HISTORY

The purpose of this solicitation is to receive proposals from qualified contractors to perform professional janitorial services at City facilities.

The service provider must be reputable, experienced, and capable of providing superior cleaning services for City-owned facilities. The intent of soliciting proposals is to obtain a timely, consistent, and cost-effective contract from one contractor to ensure clean and sanitary facilities for employees, citizens, and visitors doing business with the City.

SECTION 2: SCOPE OF SERVICES

- 2.1.1 The awarded firm shall be required to provide and/or furnish required materials, equipment, transportation, machinery, supplies, tools, incidentals, labor, and supervision necessary to perform complete janitorial services for designated City buildings, except as otherwise specified. The supplies and materials shall be of good commercial quality, environmentally friendly whenever possible, suitable for the purpose intended, and shall deliver results necessary to provide the high standards of cleanliness required under this contract. The contractor shall not use any material that the City determines unsuitable for the purpose or harmful to the surface to which applied.
- 2.1.2 The required services will include, but not be limited to, cleaning, dusting, mopping, vacuuming, disinfecting, and deodorizing.
- 2.1.3 Disposable paper supplies, such as paper towels and toilet paper shall be supplied by the City of Jonesboro. Additionally, soaps, deodorizers, and trash can liners shall be supplied by the City.
- 2.1.4 The proposer shall be responsible for providing all other necessary supplies and shall submit with the proposal a list of all chemicals/supplies that are to be used and furnished by the proposer under this contract. These supplies shall include all cleaning agents, window cleaner, detergents, floor

cleaner, disinfectants, and any other cleaning products that will be used to perform the work under this contract. All cleaning supplies shall be supplied by the contractor and shall be quality products, recognized, and acceptable brands for commercial use. Unsatisfactory or substandard supplies will not be allowed. The name of the product, the manufacturer, and intended use shall be provided in the proposal. Additionally, Material Safety Data Sheet information shall be provided for all proposed chemicals.

- 2.1.5 The proposer shall supply all necessary equipment and tools to perform all work under this contract, including brooms, dustpans, mops, buckets, gloves, wiping clothes and sponges, squeegees, scrapers, and ladders. All necessary cleaning equipment, including power driven floor scrubbing machines, waxing polishing machines, and industrial type vacuum cleaners needed for the performance of the work specified shall be furnished by the successful contractor. Such equipment shall be of the size and type customarily used for work of this kind.
- 2.1.6 Equipment and electrical cords shall be in good condition and be safe to use. Equipment failure will not constitute an acceptable reason for failure to provide services.
- 2.1.7 The proposer shall submit a list of all power driven equipment, including but not limited to vacuums, indicating description, manufacturer, and age that will be used in the proposal. Attachment 2 shall be included with the proposal to be considered further. The title for all equipment, materials, or machines of any kind or nature furnished and used by the contractor must remain in the contractor's name and such equipment or materials of any kind or nature must be removed promptly from the area specified in this proposal upon the termination of this contract.
- 2.1.8 The City will provide water and electricity to allow the contractor to perform these services. A designated storage closet will be provided in each building for janitorial supplies. Storage closets shall be organized and kept in a neat condition. Cleaning products and supplies shall be stored in the designated area and shall not be left in other areas such as offices or common areas. Flammable chemicals shall be placed in designated cabinets for flammable materials.

SECTION 2.2: PROPOSAL FORMAT

- a) Cover letter stating the intent of the proposer for this event. Cover letter must include acknowledgements of all addenda issued for this proposal. If addenda are not acknowledged in the cover letter, proposals will not be considered further.
- b) Introduction and history of firm including statements of qualifications, capabilities, and experience.
- c) Method of approach.
- d) Fee Proposals shall be submitted in a separate, sealed envelope, per instructions in Section III and signed by a responsible party. No pricing shall be submitted anywhere else in the proposal
- e) References with contact information of customers of similar size and scope.
- f) Cleaning industry certification.
- g) Other submittals as stated.

SECTION 2.3: BASIS OF AWARD

- a) Proposer's qualifications and experience, including certifications (30 points)
- b) Methodology (project/service approach) (30 points)
- c) Fees (20 points)
- d) References (15 points)
- e) Local vendor participation (5 points)

Proposals shall be evaluated and scored by a selection committee. The selection committee may, at its

option, request interviews with any and all proposers to gather additional information to be used in the evaluation process. Interviews will be held on the premises of the City of Jonesboro. Any costs such as travel or preparation associated with the interview process will be borne solely by the proposers.

At the discretion of the selection committee, proposals deemed to be among the highest scored may be placed on a shortlist. Only the most qualified proposals shall have their fees opened and considered. The City reserves the right to request a best and final offer (BFO) and to re-score evaluations based on the best and final offer. Proposers may be required to provide clarification of their proposal as part of the BFO response.

SECTION 2.4: COPIES

One unbound, printed, and signed original, six identical, printed copies, and one electronic copy on a flash drive of the proposal and supporting documents must be submitted in response to the RFP. All responses must be related to the specifications as outlined.

SECTION 2.5: LOCAL VENDOR DEFINITION

A bidder or business shall be considered a local vendor if it meets all of the following requirements:

- a) The bidder or business must operate and maintain a place of business with a physical address within the corporate limits of the City, and
- b) The bidder or business must at the time of bid or quotation submission, have a current city business tax certificate issued by the City for at least one year prior to the issuance of the requested competitive quote, bid, or proposal by the City (a post office box or temporary office shall not be considered a place of business), and
- c) The bidder or business performs quantifiable services in the ordinary course and scope of its business with the skills, qualifications, and expertise necessary to execute its contractual obligations to the City.

SECTION 2.6: QUALIFICATIONS

Each proposer shall submit a summary of their qualifications and experience and provide a detailed description of qualifications. Additional information such as agency brochures, resumes, certifications, etc. may be submitted as appropriate.

SECTION 2.7: METHODOLOGY

- 2.7.1 The proposal shall include a strategy for complete janitorial services with a detailed description of the approach and methodology to be used to accomplish the scope of work of this RFP. The methodology section should include an implementation plan that describes in detail how the firm manages projects of this type, detailed project schedule including a work plan, staffing numbers, duration of daily cleaning, overall anticipated completion time, and specific tasks that will be required.
- 2.7.2 Proposers are encouraged to provide additional innovative and creative approaches for providing the service that will maximize efficient, cost-effective operation, or increased performance capabilities. Additionally, Attachment 5 shall be completed and submitted with the proposal to be further considered.

2.7.3 Proposals shall include a work schedule for weekly services for all facilities. The schedule shall include the number of employees and supervisors for each building along with the labor-hours to perform the required work for each building. The proposal shall also include the method by which all employees will be trained.

SECTION 2.8: SCHEDULE

Each proposer shall submit a proposed time schedule for the project.

SECTION 2.9: FEES

Proposer shall submit fees based on the detailed listing in Section 3 of the RFP. Fees are to be submitted in a separate, sealed envelope. Fees shall not be submitted anywhere in the proposal except in a separate, sealed envelope. Proposals that show fees listed in the body of the proposal may be disqualified.

SECTION 2.10: ACKNOWLEDGMENT OF ADDENDA

Vendor is responsible for determining and acknowledging any addenda issued in connection with this RFP. Addenda must be acknowledged in order for proposals to be considered.

SECTION 2.11: PROTECTION AND DAMAGES

The contractor shall ensure that all work will be done in a safe manner to prevent injury and damages to City employees, contractor's employees, the general public, and site facilities. The contractor shall have experience cleaning commercial buildings.

2.11.1 Facilities damaged due to vandalism which are linked to any unsecured entryway due to the negligence of the contractor will be repaired or replaced at the contractor's expense.

2.11.2 The successful contractor shall, without additional expense to the City, be responsible for all damages to persons or property that occur as a result of the contractor's fault or negligence in connection with the execution of the work, and shall be responsible for the proper care and protection of work performed. Breakage or loss of office equipment or other property, including that of City employees, which may occur in or about a building as a result of the contractor's employee, shall be repaired or replaced at the contractor's expense.

2.11.3 The successful contractor shall take all precautions necessary for the protection against injury of all persons engaged at the site in the performance of the work including City employees who are present during the work. The contractor shall observe all pertinent safety practice and shall comply with all OSHA regulations.

SECTION 2.12: CLEANING INDUSTRY CERTIFICATION

2.12.1 The contractor shall provide proof of any nationally recognized cleaning industry certification such as Cleaning Industry Management Standard (CIMS), Institute of Inspection Cleaning and Restoration Certification (IICRC), International Janitorial Cleaning Services Association (IJCSA), or Cleaning Industry Training Standards (CITS).

SECTION 2.13: CONTRACTOR PERFORMANCE

2.13.1 Minor problems require correction during the next day's normal clean up. Examples of minor problems include, but are not limited to, a trash can not emptied, a small area not vacuumed, empty toilet paper in one stall, etc.

2.13.2 Major problems require immediate attention, and shall be responded to and corrected within two hours of notification. Examples of major problems include, but are not limited to, not stocking sufficient paper products in large areas, offices not being cleaned, trash not removed, or spills not cleaned up. Each designated building steward shall have the authority to classify a complaint as major or minor. Corrections to major and/or minor problems shall

be at no additional cost to the City.

- 2.13.3 Each proposal shall provide emergency contact information for notification of major problems or emergency situations where immediate attention is required.
- 2.13.4 Failure by the contractor to respond to specific complaints as stated above, as well as preventing continuing occurrences of such complaints, may result in deductions of invoiced payments or termination of this contract agreement. Proof of performance and adherence to specifications shall be the responsibility of the contractor.
- 2.13.5 In the event the contractor fails to perform any of the obligations required of the contractor or to provide the required custodial maintenance services in a good workmanlike manner, the City of Jonesboro may suspend payment to the contractor and also reserve the right to terminate the contract at any time due to poor performance.
- 2.13.6 When legitimate complaints of unsatisfactory services are received from a City representative regarding a building, a formal written complaint will be issued to the vendor. The formal written complaint will detail the non-compliance issues to be addressed. The vendor shall correct the issues detailed within the written complaint within 24 hours. Any written complaint that is not resolved within 24 hours may result in a 15% penalty being assessed. The 15% penalty shall apply to the monthly amount for services charged for the building issuing the complaint

SECTION 2.14: FREQUENCY and HOURS OF OPERATION

- 2.14.1 Frequency and hours of operation vary by building. Janitorial services for most administrative offices shall be provided five days per week in the evening, Monday through Friday, excluding City recognized holidays unless otherwise stated herein. City-recognized holidays are posted on the City's web page. It is expected that the awarded contractor shall make itself aware of all City holidays. Consideration may be given for janitorial coverage during normal business hours if permitted. The contractor shall in no way interfere with the normal work of City employees. Exceptions to the daily cleaning schedule may include conference rooms, training rooms, or Council chambers that are not used on a daily basis. It will be the responsibility of the supervisor to determine the frequency of cleaning for those rooms by conducting a daily walk-through of those areas. The rooms will be cleaned promptly after each use. Council chambers shall be thoroughly cleaned before and after each Council meeting.
- 2.14.2 The City's hours of operation are 8:00 a.m. – 5:00 p.m. for most administrative offices. All administrative office cleaning shall take place after normal business hours unless otherwise approved or noted herein. Weekly vacuuming and dusting shall be coordinated with City Manager's Office.
- 2.14.3 Non-office areas may be cleaned during normal business hours at the discretion of the City Manager. At no time shall janitorial services disrupt normal operations at any facility. Services shall be the least obtrusive possible.

SECTION 2.15: PERSONNEL

- 2.15.1 Personnel employed by the contractor shall be competent, sober and drug-free, trustworthy, and properly trained for the work requirements of this contract and shall be mentally and physically capable of performing required work. Any personnel showing up for work that is unfit for duty shall be immediately dismissed from the work site and not allowed re-entry to City-owned facilities. All personnel shall be respectful to City employees and the general

public visiting City facilities. No person shall be employed for this work who is found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, and who fails or otherwise refuses to perform the required work properly and acceptably. Personnel are subject to surveillance equipment and cameras both inside and outside of City facilities. Only those personnel employed by the contractor shall be allowed in buildings. Guests and children shall not be allowed.

2.15.2 **Background Check:** The contractor's employees who work in buildings owned by the City shall be required to have a background check completed. Personnel with negative remarks on a background check are not allowed to work on City property. Employees must submit to background checks to include national criminal and sex offender databases. All background checks shall be conducted by the Jonesboro Police Department. The background check shall be reviewed by the contractor prior to work commencement. The cost of background checks will be the responsibility of the contractor.

2.15.3 **Subcontracting:** The selected contractor shall not subcontract with any person, directly or indirectly, for any services that fall within the scope of this event.

2.15.4 **Drug Screening:** The contractor's employees must pass a five panel drug screening prior to working on City property. If any employee has a confirmed positive test result, that employee will not be permitted to work on City property. The contractor must provide drug test results and background screening documents within 24 hours of a request made by the City.

2.15.5 **Identification and Uniforms:** All personnel shall wear uniforms furnished by the contractor at all times while performing work under this contract. Personnel must be neat in appearance and shall wear an identification badge that clearly shows the employee name and the contractor's name. Proper attire such as long pants and slip-resistant, closed-toe and heeled shoes shall be worn for proper safety.

2.15.6 **Prohibited Items**
The contractor's employees shall be prohibited in the use or possession of the following items while working on City premises: Guns, knives, other weapons, alcohol and/or controlled substances. The contractor's employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be removed immediately from City facilities and not allowed to work under this contract.

2.15.7 **Supervision:** The contractor shall provide a supervisor who shall be present at all times during contract operations, and who shall be responsible for both conduct and workmanship. The supervisor shall ensure that all personnel are properly trained for all required tasks. The supervisor shall provide quality control by walking through each area upon work completion to ensure all required areas have been satisfactorily cleaned and meet or exceed the contract requirements.

SECTION 2.16: CITY PROPERTY AND PERSONAL PROPERTY OF CITY EMPLOYEES

2.16.1 The contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the City and against unauthorized use of City and personal property such as telephones, copy machines, computers, etc. The contractor's employees shall not disturb papers on desks, tables, or cabinets, and shall not open desk drawers or cabinets and shall not sit at employees' desks.

SECTION 2.17: KEYS

2.17.1 Upon award of the contract, essential keys, key fobs, and/or entry cards will be issued for all facilities or checked in and out from security. The contractor must sign for all keys issued to the contractor. If the contractor loses any keys, it will be charged for replacements and/or rekeying of locks as determined by the City. The contractor shall promptly return all issued

keys at the termination of the contract. The contractor or its staff shall not make copies of any keys, key fobs, and/or entry cards.

SECTION 2.18: WAGES OF CONTRACTOR'S EMPLOYEES

2.18.1 The contractor shall pay no less than minimum wage to any employee working on City property and shall comply with all applicable labor laws and requirements of the state of Georgia. The contractor must provide certified payroll documents within 24 hours of a request made by the City.

SECTION 2.19: FINANCIAL CAPACITY

2.19.1 The awarded contractor shall have the financial capacity to manage this contract, including the purchase of supplies and equipment, insurance, and the timely payment of all personnel hired to work under this contract. The proposer shall provide documentation to substantiate the firm's financial capacity by proof of funds, bank statements, a letter from bank, a letter of credit, etc. The proof of financial capacity is a requirement of this proposal and shall be submitted in order to be considered further.

SECTION 2.20: PAYMENT

2.20.1 Invoices shall not be processed before the end of the month for which cleaning services are rendered. Proposers must be able to meet payroll before the payment of invoices is issued.

SECTION 2.21: FACILITIES TO BE SERVICED

The following facilities shall be serviced under this contract:

2.21.1 Jonesboro City Center – 1859 City Center Way
Operating Hours – Monday – Friday (8:00 a.m. – 5:00 p.m.)
with occasional nightly meetings.
Service Frequency – Monday – Friday
Approximate Square Footage – 24,000 square feet.

2.21.2 Jonesboro Public Works – 100 Gloria Drive
Operating Hours - Monday – Friday (7:30 a.m. – 4:00 p.m.)
Service Frequency – Mondays & Fridays (Twice per week)

The City reserves the right to add or remove buildings from this contract as necessary. If buildings are removed from this contract, the contractor is expected to adjust the monthly invoice based on the fee proposal price. Additionally, if buildings are added to the contract, the price per square foot as indicated in Section III on the fee proposal page would be used to determine the monthly cost for cleaning. Square footages listed in this section are estimates only. Proposers are encouraged to verify the actual square footage of each building, the number of rooms, and type of flooring, etc. Proposers must provide square foot prices for floor care and janitorial services. Proposers must submit, as part of a proposal, a staffing plan for each facility. The City reserves the right to determine the adequacy of proposers' staff plans at its sole discretion

SECTION 2.22: CLEANING TASKS

The following are the minimum tasks required for this contract:

2.22.1 Daily Services

- Clean and disinfect all restroom facilities, including all sinks, basins, urinals, and commodes.
- Replenish all paper products, soaps, and trash liners.
- Clean and disinfect all partitions, restroom walls, door and stall handles, and fixtures.
- Clean and polish all mirrors
- Clean and disinfect all countertops and tables in breakrooms/kitchen areas and wipe down chairs.
- Clean and clear all drains.
- Clean inside and outside of all microwave units.
- Clean outside of all refrigerators, coffee machines, and other appliances.
- Clean and disinfect all drinking fountains.
- Sweep and clear debris at all landings and hallways.
- Empty all garbage and trash receptacles and replace liners.
- Remove all garbage and trash from premises.
- Dust mop all hard surface floors with treated dust mop.
- Damp mop all hard surfaces to remove stains and spills as necessary.
- Damp mop or wet mop floors when necessary due to inclement weather.
- Wet mop and disinfect all restroom and kitchen floors in all buildings.
- Vacuum all carpeted areas, excluding locked areas.
- Vacuum floor mats and wipe walls behind trash containers
- Spot clean carpet as needed.
- Sweep and/or vacuum all stairs.
- Wipe down the interior of elevators

2.22.2 Weekly Services

- Wet mop all hard surface thoroughly, including the removal of dirt along baseboards and corners.
- Clean all door fronts and handles.
- Clean all light switches.
- Dust all blinds, windowsill, doorframes, shelves, furniture, and picture frames in all public areas using a streak-free product intended for the surface being cleaned.
- Dust file cabinets, counters, partitions, conference tables, and desk tops provided no papers are on them. Use a streak-free product intended for the surface being cleaned.
- Clean and disinfect all telephones.
- Dust railing around atrium and stairwell.
- Wash and clean all glass surfaces including partitions, doors, and interior windows.
- Clean outside stairs, entrances, and alley ways to building.

2.22.3 Monthly Services

- Clean all air returns and vents.
- Clean all baseboards.
- Dust all corners and ceiling fans.
- Vacuum all fabric covered furniture.
- Wipe clean plastic and leather furniture.
- Clean and dust all hall and lobby walls.

- Meet monthly with the City Manager to discuss issues or areas of concern.

2.22.4 Quarterly Services

- Defrost and clean refrigerators.
- Clean all ceiling light panels/light coverings and remove insects or any debris.

SECTION 2.23: RESTROOM CLEANING REQUIREMENT STANDARDS

2.23.1 Clean and Disinfect Toilets and Urinals: Completely clean and disinfect all exposed surfaces of the toilets and urinals. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets and may not be used for cleaning other surfaces. Remove scale, scum, mineral deposits, rust stains, etc., from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstructions. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. Urinal cakes and deodorant blocks shall not be used.

2.23.2 Paper Products Dispensers: Replenish all paper towel dispensers to their maximum level when stock is down to 40%, but do not overfill. Dispensers shall be refilled with the proper product for that dispenser. Replenish toilet paper by placing the product in the dispenser. Replace consumed rolls and partial rolls, which appear to be down to the last 10-15%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 10-15% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with a sanitizer to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to the designated City representative. Feminine products disposal containers shall have a waxed paper or plastic liner or similar-type product at all times, to be replaced daily or when they have been used. Partial rolls of toilet tissue shall remain in the restrooms to prevent waste.

2.23.3 Soap Dispensers: Soap dispensers shall be filled to within two inches of the top with foam or liquid soap when there is 15% of product left. Soapbox cartridges shall be replaced prior to becoming empty. The dispensers and adjacent surfaces shall be wiped with a germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall and floor area under soap dispensers shall be cleaned of all soap residues.

2.23.4 Trash Receptacles: All waste receptacles and feminine product receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.

2.23.5 Counter Tops and Sinks: Completely clean and disinfect all exposed surfaces of the sink. A nonabrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue of cleaning agents, etc. All metal hardware, such as faucet valves, drains, and faucets, shall be free of streaks, spots, stains, etc. Different

cloths, sponges, brushes, and scouring pads shall be used to clean the sinks than the ones used for cleaning the toilets and urinals.

- 2.23.6 Walls, Partitions, and Doors: Clean the partition walls, partition doors, and walls surrounding the urinals and toilets. Remove any nonpermanent stains, spots, and streaks using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, doors and door latches/knobs, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stains.
- 2.23.7 Floors: Mop the floor with a germicidal detergent solution, using a non-abrasive and clean mop. After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, streaks, residue, mop strings, etc. Mops shall be cleaned and disinfected prior to reusing. Mops used to clean bathrooms shall not be used in other areas.
- 2.23.8 Mirrors: Mirrors shall be cleaned with a streak-free product to remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas shall be cleaned.

SECTION 2.24: FLOOR CARE TECHNIQUES

- 2.24.1 The contractor shall determine the type, quality, and characteristics of all floor materials which are to be serviced under this contract. The contractor will be responsible for determining the proper cleaning method of each floor material so that City facilities remain in good condition. Excluding bathroom floors that require disinfecting, it is preferred that damp mopping be the primary method of cleaning all other floors under this contract. Warm and clean water or a neutral cleaner shall be used when damp mopping does not yield the desired results and the mildest solution possible shall be used. At no time shall any harsh or abrasive chemical be used on floors. An exception to this is for bathroom floors. All bathroom ceramic tile floors and VCT floors shall be disinfected and chemicals used for disinfecting can be used.
- 2.24.2 No material, treatment, or procedure should be used on any floor, stairway, or sidewalk that will cause any floor, stairway, or sidewalk surface to be slippery or unsafe to walk upon, especially in inclement weather.
- 2.24.3 Floors shall be maintained in such a manner as to promote longevity and safety. Upon completion of work, all floors shall be left in a clean, orderly, and safe condition. The contractor must take immediate corrective action when notified of unsafe conditions.
- 2.24.4 Removal of dirt and build-up near baseboards and corners is necessary to prevent discoloration. Upon completion of this task, the floors shall be free of all scuff marks, dirt, dust, soil, spots, stains, deposits, and film. Floors shall be completely dry and ready for traffic by the next City work day

SECTION 2.25: CONTINUITY OF JANITORIAL SERVICE

- 2.25.1 Upon the expiration of this contract, the contractor shall be willing to aid the City of Jonesboro in all ways possible in continuing the services provided under this agreement uninterrupted until the contract has been renewed or a new contract has been awarded.

SECTION 2.26: ROUTINE MAINTENANCE PROBLEM REPORT LIST

- 2.26.1 The successful contractor must report any routine maintenance problems such as burned out lights, clogged drains, toilet problems, electrical outlet malfunctions,

items broken, missing, and other items which require maintenance, repair, or replacement. This report should be submitted as needed to the City Manager and should include irregularities in any of the areas serviced, regarding heating and ventilating equipment, lighting, furniture, broken windows, dispensing equipment in restrooms, or any other conditions that may require attention for repairs, adjustment, replacement, or correction.

SECTION 2.27: CONTRACT MONITORING

2.27.1 All services required to be performed under this agreement will be subject to inspection by a representative of the City while in process or after completion. If any such services are found to be unsatisfactory and not in accordance with the requirements of this contract, the City representative will notify the contractor and the contractor must take immediate steps for corrective action. The contractor or site supervisor shall be available to meet on-site with the City Manager upon request to review and ensure that contract service levels are being met.

SECTION 2.28: REFERENCES

2.28.1 A minimum of three references with contracts similar in size and scope to this contract shall be included. Each reference should include a contact person, phone number, company name, and address. Attachment 3 shall be used to document references and must be included with the proposal to be further considered.

SECTION 2.29: ANNUAL CONTRACT

2.29.1 This is an annual contract and prices are to be held firm. The first term shall begin on the date of award and end one year after on December 31, 2023. This agreement may be renewed for up to three additional 12-month periods if all contracting parties so agree and the services provided by the vendor have been satisfactory. In the event this contract is not renewed prior to the expiration of any term, this contract shall continue to be honored on a month-to-month basis until this contract has been renewed.

SECTION 2.30: INSURANCE REQUIREMENTS

Insurance Requirements are non-negotiable.

2.30.1 Comprehensive General Liability

Contractor shall carry comprehensive general liability on an occurrence form with no “x, c or u” exclusions with the following minimum limits:

- Each occurrence - \$1,000,000
- Damage to Rented Premises - \$50,000
- Medical Expense - \$5,000
- Personal & Adv. Injury - \$1,000,000
- General Aggregate - \$2,000,000
- Products – Completed Ops. Aggregate - \$2,000,000

General aggregate shall apply on a per project basis.

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be

provided and attached to the certificate.

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate.

2.30.2 Commercial Automobile Liability

The automobile policy must include coverage for owned, non-owned and hired automobiles

- Minimum limits are \$1,000,000
- Contractor will provide a Certificate of Insurance reflecting required coverage.
- A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate.
- A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate.

2.30.3 Workers Compensation

Contractor shall carry a workers compensation policy including all statutory coverage required by Georgia state law.

Minimum employer's liability limits:

- \$500,000 each accident
- \$500,000 each employee (disease)
- \$500,000 policy limit (disease)

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate.

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate.

2.30.4 Umbrella/Excess Liability

Contractor shall carry an umbrella/excess liability policy which must follow form over underlying policies: general liability, auto liability and employer's liability.

Minimum limits:

- \$1,000,000 per occurrence
- \$1,000,000 aggregate Contractor will provide a Certificate of Insurance reflecting required coverage.

Waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate.

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate.

2.30.5 General

All insurance shall be placed with Georgia admitted carriers with a current Best's rating of A (minus), X, or better

SECTION III

FEE PROPOSAL

ALL PROPOSERS MUST BE REGISTERED VENDORS ON THE CITY'S WEBSITE TO BE AWARDED A CONTRACT. PLEASE REGISTER AT WWW.JONESBOROGA.COM. PROPOSALS MUST BE SUBMITTED ON THIS FORM.

Fee proposals shall be submitted on this form in a separate sealed envelope clearly marked Fee Proposal for Janitorial Northwest RFP Event No. 7222 and include the name of the proposer. Fee proposals will only be opened if, after the initial evaluation, proposer is deemed to be qualified. Fee proposals will then be considered in relation to the qualification points awarded to determine the overall best proposal in terms of fees and qualifications. If a proposer fails to submit fees separately from the proposal, or submits pricing anywhere else in the proposal, that proposal will not be further considered.

ITEM NO.	Description (Locations for Janitorial Services).	Monthly Cost	Annual Cost
1.	Jonesboro City Center 1859 City Center Way Jonesboro, Georgia 30236		
2.	Jonesboro Public Works 100 Gloria Drive Jonesboro, Georgia 30236		

TOTAL \$ _____

Submitted By: _____

PROPOSER: _____

SIGNED: _____

NAME: _____

ADDRESS: _____

CITY/STATE: _____ **ZIP** _____

TELEPHONE : _____ **EMAIL** _____

UNIT PRICE FOR JANITORIAL SERVICES _____ /SQUARE FOOT

DO YOU HAVE THE REQUIRED INSURANCE? _____

**HAVE YOU PROVIDED DOCUMENTATION TO SUBSANTIALE YOUR FIRM'S FINANCIAL
CAPACITY TO MANAGE THIS CONTRACT? _____**

**I certify that this proposal complies with the General and Specific Specifications and Conditions
issued by the City.**

Please Print Name

Authorization Signature

Date



CITY OF JONESBORO BACKGROUND STANDARDS FOR CUSTODIAL SERVICES

Criminal Conviction Records:

- A conviction (includes Judgment before Probation and Nolo Contendere) of DUI or DWI within the last three (3) years.
- A vehicular homicide or hit and run conviction.
- Pending Criminal cases
- Convictions, Nolo Contendre or pleas involving Sexual Offenses, Domestic Violence Act or Impersonating a Police Officer, Perjury or False Statements
- Felony convictions and Nolo Contendre or pleas involving felony arrests
- Serious Misdemeanor Convictions, Nolo Contendre, or pleas

Past convictions will be considered if they are substantially related to circumstances of the particular position. The following should be considered when reviewing a questionable background report:

- the kind of position for which the individual is being considered
- the circumstances surrounding the conviction
- whether such an appointment could be detrimental to the public's interest and welfare
- whether the individual may be employed in a position that offers inducement to repeat previous offenses
- the pattern or lack of pattern of offenses

All circumstances surrounding a pending case will be considered before making a final decision.

ATTACHMENT 2

This attachment must be submitted with the RFP response in order to be considered further.

Contractor's list of Equipment

In the space below, list the power equipment that will be used for this contract.

Type	Manufacturer	Age
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		

Attachment 3

This attachment must be included with the RFP response in order to be considered further.

REFERENCES

In the space below, list three (3) current commercial references, similar in size. These references must have correct phone numbers and contact names.

1. Name of Company/Municipality

Address

Contact:

Phone:

Dates janitorial services provided:

Total Square Footage:

2. Name of Company/Municipality

Address

Contact:

Phone:

Dates janitorial services provided:

Total Square Footage:

3. Name of Company/Municipality

Address

Contact:

Phone:

Dates janitorial services provided:

Total Square Footage:

QUESTIONNAIRE/REQUIREMENTS FOR JANITORIAL SERVICES.

This questionnaire must be completed and submitted as part of the proposal in order to be considered further.

In addition to the written proposal that demonstrates the proposer's understanding of the RFP, each proposer shall also provide the following information. Brochures and advertisements will not be accepted as a direct response to the questionnaire. A qualifying proposal must address all items.

- 1) What is unique and distinguishing about your company?
- 2) Provide your firm's vision and mission statements, and key services offered.
- 3) What are your firm's professional affiliations and accreditations?
- 4) Has your company, either presently or in the past, been involved in litigation, bankruptcy, or reorganization for any reason? If so, please provide dates and resolution.
- 5) Has your company ever failed to complete any work awarded to it?
- 6) What will the preferred mode of communication between janitorial staff and City Staff?
- 7) What is your company's corrective action procedure to ensure that problems are solved quickly and reported?
- 8) Describe your firm's proactive quality control program. Include any examples of forms currently being used and their particular function/use.
- 9) Who will be the primary point of contact for emergency responses? Please provide all contract information.
- 10) Describe how your employees are trained.
- 11) What is the hourly wage your company pays its crew members?

- 12) What is the hourly wage your company pays its crew leaders/supervisors?
- 13) Provide a detailed schedule example for each building to be serviced under this contract that describes the number of employees needed to clean each day and the man hours per day for crew members and crew lead/supervisors.
- 14) If awarded the contract, how many days would be needed to begin work with a full staff of employees with completed background checks?
- 15) Do you currently have local presence in Jonesboro? Please explain.
- 16) Has your company visited each facility listed in this RFP?
- 17) Describe your firm's experience servicing governmental facilities.
- 18) What specific cost saving measures have you proposed in this contract that will reduce costs without jeopardizing quality?

NON-DISCRIMINATION STATEMENT

The prime contractor / bidder certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Jonesboro or the performance of any contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, women, and individuals belonging to other socially and economically disadvantaged groups;
- (3) In connection herewith, we acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of nondiscrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Jonesboro to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

CONTRACTOR AFFIDAVIT AND AGREEMENT

Employment Eligibility Verification

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the City of Jonesboro has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with the City of Jonesboro, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the City of Jonesboro at the time the subcontractor(s) is retained to perform such service.

EEV / Basic Pilot Program* User Identification Number

BY:

Contractor Name

Date

Signature of Authorized Officer or Agent

Printed Name of Authorized Officer or Agent

Title of Authorized Officer or Agent of Contractor

*As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV I Basic Pilot Program" operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA). * * * * *

Instructions for Completing Contractor Affidavit and Agreement Form

As required under Senate Bill 529 – “Georgia Security and Immigration Compliance Act” of 2006, O.C.G.A. Section 2, Article 3 13-10-91, public employers, their contractors and subcontractors are required to verify the work eligibility of all newly hired employees through an electronic federal work authorization program. The Georgia Department of Labor has added a new Chapter 300-10-1, entitled “Public Employers, Their Contractors and Subcontractors Required to Verify New Employee Work Eligibility Through a Federal Work Authorization Program,” to the Rules and Regulations of the State of Georgia. (See website: http://www.dol.state.ga.us/pdf/rules/300_10_1.pdf.) The new rules designate the “Employment Eligibility Verification (EEV) Basic Pilot Program” operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security as the electronic federal work authorization program to be utilized for these purposes. The EEV/Basic Pilot Program can be accessed at: <https://everify.uscis.gov/enroll/StartPage.aspx?JS=YES>. Bidders shall comply with this new rule and submit with your bid the attached “Contractor Affidavit and Agreement.

Affidavit Verifying Status for City of Jonesboro Benefit Application

By executing this affidavit under oath, as an applicant for a City of Jonesboro, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for a City of Jonesboro contract for _____ . [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1.) _____ I am a citizen of the United States.

OR

2.) _____ I am a legal permanent resident 18 years of age or older.

OR

3.) _____ I am an otherwise qualified alien (8 § USC 1641) or nonimmigrant under the Federal Immigration and Nationality Act (8 USC 1101 et seq.) 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code

Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant: Date

Printed Name:

SUBSCRIBED AND SWORN

* _____

BEFORE ME ON THIS THE

Alien Registration number for non-citizens.

____ DAY OF _____, 20____

Notary Public

My Commission Expires:

Instruction for Completing Systematic Alien Verification for Entitlement (SAVE) Form

O.C.G.A. § 50-36-1, requires Georgia's cities to comply with the federal **Systematic Alien Verification for Entitlements (SAVE) Program**. SAVE is a federal program used to verify that applicants for certain "public benefits" are legally present in the United States. Contracts with the City are considered "public benefits." Therefore, the successful bidder will be required to provide the Affidavit Verifying Status for City of Jonesboro Benefit Application prior to receiving any City contract. The affidavit is included as part of this bid package but is only required of the successful bidder.