



## Robertson County Tennessee

*Jody Stewart, Finance Director*

*Finance Department*

523 South Brown Street, Springfield, TN 37172

(615) 384-0202

Fax (615) 384-0237

POST DATE: **03/05/2019**

### **BID 1410: Housekeeping Services for Robertson County Health Department**

Pre-Bid Meeting: 03/11/19 at 9:00 AM

Sealed bids must be received by: 03/18/19 at 11:30 AM

Robertson County Finance Office

523 South Brown Street

Springfield, TN 37172

**THE OUTSIDE OF THE ENVELOPE MUST BE MARKED WITH THE BIDDER'S COMPANY NAME, ITEM BID, TIME OF BID OPENING, DATE OF BID OPENING, BID NO. AND MUST BE MARKED "SEALED BID, DO NOT OPEN."**

Bids are opened and read aloud to the public at the Robertson County Finance Office, 523 S. Brown Street, Springfield, TN 37172 immediately after the bid receipt deadline. Each vendor may submit more than one bid provided each bid meets the stated specifications. Each bid must be submitted in a separate sealed envelope with the appropriate notation on the outside. All bids must be signed by an authorized agent and submitted on the prescribed forms. Submission of bids by telegraph, telephone, or other electronic means is strictly prohibited. Any brand name called for the bid specifications is provided as a reference only. Alternate brand name items offered for bid must be equivalent as to function, basic design, type and quality of material, method of construction, and any required dimensions. Bidder must attach a letter of exception to specifications.

For assistance with technical / product information contact Shonday Hall, Director, Robertson County Health Department at (615) 384-4504. For assistance with bid procedures contact Taylor Tomblin, Robertson County Finance Office at (615) 384-0202 or by email: [ttomblin@robcotn.org](mailto:ttomblin@robcotn.org).

**Note: Robertson County reserves the right to reject any or all bids, to waive any technicalities or informalities, and to accept any bid deemed in the best interest of the County. All bids will be considered in accordance with Title VI and without regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit the performance of duty.**

# ROBERTSON COUNTY HEALTH DEPARTMENT

## SPECIFICATIONS

For

## HOUSEKEEPING SERVICES

March 1, 2019

If you have questions regarding information included herein, please contact:  
Shonday Hall, County Director  
Robertson County Health Department 800 South Brown Street Springfield, Tn 37172  
615-384-4504 phone fax 615-384-0245  
Email: [Shonday.Hall@tn.gov](mailto:Shonday.Hall@tn.gov)

**Request for Proposal #1410**  
Housekeeping Services for Robertson Health Department

**BID FORM**

Please submit a proposed cost for the properties listed below based on the attached specifications:

Office Name	Additional Information	Annual Price
Robertson County Health Dept (Main)	800 South Brown Street	\$
	12,500 sq ft	
Robertson County Dental Office	806 South Brown Street	
	2,263 sq ft	
Robertson County WIC Office	900 South Brown Street	
	2,200 sq ft	
	<b>LUMP SUM TOTAL</b>	\$
Annual Pricing		\$
Annual Pricing		\$
Hourly Rate	For Services & Extra Events	\$
Square Foot Rate	For Additional Spaces	\$
Daily Rate	For Calendar Year Adjustments	\$

**All pricing is firm for one hundred twenty (120) days.**

\_\_\_\_\_  
**Authorized Signature, Title (Owner/ Corporate Officer)** **Date**

**Printed Name:** \_\_\_\_\_

**Company Name** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_

\_\_\_\_\_  
**Telephone No.**

**Fax No.**

**Contact preferred email address:** \_\_\_\_\_

# Request for Proposal #1410

## Housekeeping Services for Robertson Health Department

### I. Purpose of Request for Proposal

The purpose of this Request for Proposal is to solicit proposals from qualified Contractors for housekeeping services for Robertson County Health Department (hereinafter called “the Health Department”), located in Robertson County, TN.

### II. Nature of Proposal

Each interested contractor shall be responsible for the review of information contained herein, other information which may be requested, site visitation as required, and other efforts as necessary for the submission of a comprehensive proposal which will represent the Contractor’s best offer as a supplier of housekeeping services for the Health Department.

Each proposal shall be complete, and it shall be outlined and identified by the sections of this request to facilitate evaluation and to prevent evaluators from the unnecessary searching and arranging of materials for evaluation purposes. In the preparation of each proposal, attention should be given to the criteria referenced herein that will be used for award determination purposes.

Each proposal shall contain one (1) unbound or loose leaf original marked “MASTER” and five (5) individually bound exact copies.

### III. Program Requirements

#### A. General

The Contractor shall furnish all supervision, cleaning personnel, equipment, supplies, tools, and other materials required for custodial services for the Robertson County Health Department. No part of this contract may be assigned to a sub-contractor.

#### B. Level of Cleanliness

It will be the responsibility of the Contractor to provide housekeeping services for the individual locations in keeping with high standards of a medical institution from the perspectives of sanitation, public relations and protection of the physical facility. (Attachment 1: Professional Cleaning Evaluation)

### IV. Scope of Program

#### A. General

In general, the overall requirement is to provide complete custodial services as required for the Health Department which serves approximately 300 patients and 29 employees from 7:30 AM to 4:30 PM, Monday through Friday each week.

#### B. Space

To the extent possible, additional detailed information shall be furnished to the Contractor upon request; however, through actual measurement, use of existing drawings and/or other

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means, it shall be the responsibility of the Contractor to verify measurements as deemed applicable for the submission of a proposal.

#### V. Special Requirements for the Submission of a Proposal

##### A. Bid Bond

A bid bond executed by a security company authorized to do business in the state of Tennessee, in the amount of 5% of the total amount of the bid, must be submitted to the Robertson County Finance Department within (10) ten working days of the bid being accepted by the Robertson County Health Department. The security bond must be made payable to the Robertson County Health Department.

##### B. Qualifications

Each Contractor shall submit evidence of qualifications which would influence the ability to satisfactorily perform the housekeeping services defined elsewhere in this document (see evaluation criteria for additional pertinent details). Contractor must list at least three (3) accounts similar in size, type, and quality of cleaning with this proposal, and each vendor must have had an existing (established) operation for at least (3) three years.

##### C. Pre-Bid Conference and Tour of Facility

Each Contractor, to be eligible for the submission of a proposal, shall attend a pre-bid conference and facility tour. This pre-bid conference shall be held at 800 South Brown Street, Springfield TN. 37172 on **March 11, 2019** at 9:00 AM. Facility tour will be scheduled at the time of pre-bid conference.

##### D. Bid Opening

The bid opening will be held at 523 South Brown Street, Springfield, TN 37172 on March 18, 2019 at 11:30 AM in the Robertson County Office Building, 3<sup>rd</sup> floor conference room.

##### E. Copies of Proposal

**As previously stated, each proposal shall include: one (1) unbound original with pricing marked "MASTER" and five (5) complete and individually bound copies.**

##### F. Format of Proposal

Each proposal shall be formatted identically to the outline of this request to facilitate evaluation by the committee members with a minimum of effort and delay. Each proposal shall include information and materials that are clearly marked and organized to aid in locating pertinent information.

##### G. Acceptance of Proposal and Rejections

1. Robertson County Health Department intends to award the qualified Contractor whose offer, conforming to the conditions and requirements requested, shall be most advantageous to the Robertson County Health Department. The committee's evaluation of criteria, cost and other factors will be taken into consideration. Failure to comply with or omission of requested items may result in rejection of the proposal.

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2. The Robertson County Health Department reserves the right to reject any or all offers and to waive informalities and minor irregularities in proposals received.
3. This Request for Proposal does not commit Robertson County Health Department to contract for services from this solicitation.
4. A duly authorized written contract furnished to the successful Proposer, within the time of acceptance specified in the offer (120 days), shall be deemed to result in a binding contract upon receipt of the Proposer's acceptance and the issuance of the Performance Bond to the Robertson County Health Department as stated herein.

#### H. Firm Offer

By submission of a proposal, the Proposer agrees to a firm offer for one hundred twenty (120) calendar days from opening date.

A fixed hourly rate shall be proposed for billing extra events and services. The contract shall be based on one Two Hundred Forty Seven (247) work days. The Contractor shall propose a daily fee should adjustments become necessary. The Contractor and Robertson County Health Department must approve make up schedule and fee.

## VI. Evaluation of Proposals

### A. Evaluation

Officials of the Robertson County Health Department will conduct an evaluation of all proposals submitted in response to this solicitation. In the process of evaluation the total Contractor's proposal shall be considered. However, particular attention will be paid to those criteria that are referenced in Section VI. B.

If additional information is required during the evaluation process, the Contractor shall be notified and shall respond in writing or in person as requested.

### B. Criteria

Specific criteria, which will be utilized by the health department officials referenced above, are listed below:

1. Qualifications
  - a. Experience
  - b. Financial Stability
2. Personnel
  - a. Supervision
    1. Qualifications of Supervisors
    2. Experience of Supervisors
  - b. Management
    1. Qualifications of Managers

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### Housekeeping Services for Robertson Health Department

#### 2. Experience of Managers

3. Professional approved supplies proposed for General Cleaning Equipment

4. Equipment

5. Training Programs

6. Quality Control Plan

7. Proposal's format identical to Request for Proposal

#### VII. Contract

##### A. Award

It is the intent to award a contract, assuming satisfactory proposals are received. Any award made shall be for twelve (12) months, beginning on July 1, 2019 and ending on June 30, 2020 with the option for up to four (4) one year extensions, not to exceed a total of five (5) consecutive years. Each contract period shall coincide with the Robertson County Health Department/Finance fiscal year of July 1<sup>st</sup> through the following June 30<sup>th</sup> and each extension is subject to the availability of funds. Under no circumstances shall any extension period be awarded beyond five (5) consecutive years.

Robertson County Health Department shall make the final approval for any extensions based upon recommendations of the authorized health department representatives and the Contractor. In case of extensions, the cost per year, approved in the original contract award, may be increased or decreased.

During the extensions this cost figure may be changed in accordance with any change which may have occurred in the United States Consumer Price Index over the preceding twelve months effective 45 days prior to the termination of the contract period in question. If the Federal Minimum Wage is increased, the cost of service per year will be increased 80% of the percentage of increase, the said increase to begin as of the date the cost of change becomes effective.

##### B. Termination/Cancellation

Robertson County Health Department reserves the right to cancel the initial contract or any extension contract upon thirty days written notice for reasons of nonperformance within the terms and conditions of this request for proposal or conditions beyond our control such as inadequate funding. Either Party may cancel the initial contract or extension contract with a 90 day written notice.

##### C. Payments

Payment for services received will be made on a monthly basis. To facilitate timely payments, the Contractor shall submit an invoice to the Health Department County Director's office on the 1<sup>st</sup> day of each month. Payments shall be reduced in the amount of (1.5) one and a half times

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the hourly additional work rate for lack of performance as documented by building County Director or Office Supervisors per the Professional Cleaning Checklist evaluation.

#### D. Performance Bond

Upon award of contract, the successful Contractor shall be required to furnish a performance bond, cashier's check, or letter of credit in the amount of 20% of total award as surety of full and faithful performance within the scope and terms of the contract.

#### E. Insurance

The Contractor shall provide at all times during the contract period the following insurance coverage:

1. Workers' Compensation - Statutory Limits
2. Comprehensive general liability for bodily injury in the sum of \$1,000,000 each person and \$1,000,000 each occurrence and \$1,000,000 property damage, including personal injury.
3. Automobile liability insurance with basic limits \$1,000,000 each occurrence and \$500,000 property damage, including personal injury.
4. Umbrella liability limits net loss limits of liability \$1,000,000 each occurrence and \$1,000,000 each aggregate.
5. The bidder shall furnish the Robertson County Health Department certificates of insurance within 21 working days after acceptance of a contract.
6. Robertson County Health Department must have ten (10) days notice of cancellation or change in insurance coverage and give its approval.

#### F. Addenda

Any 'Addenda' or instructions to Proposers issued by Robertson County Health Department prior to the time for receiving proposals shall be covered in the submitted proposal and upon closing a contract, shall become a part thereof.

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VIII. Responsibilities of Contractor

A. Personnel

All matters pertaining to the recruitment, screening, hiring, and retention shall be the exclusive responsibility of the Contractor. These matters shall be done fully in compliance with existing statutes and regulations pertaining to affirmative action, no discrimination, wage and hour and any other stipulation germane to prudent personnel management. The Contractor shall comply with all State of Tennessee laws, regulations, and requirements regarding people working with or in the proximity of minor children, including, but not limited to background checks with law enforcement authorities and fingerprinting.

Only those personnel who have provided a minimum of four (4) hours on the job training shall be assigned duties under this contract.

Employee training must include a blood borne pathogen program.

All personnel shall be dressed in a manner authorized by the Contractor. The personnel shall be neat and clean in appearance. Badges with picture identification shall be worn which fully identify the worker as a member of the Contractor's work force.

Employees with police records must be cleared through the Health Department's Human Resource's Director before being assigned duties under this contract. (Contractor shall be responsible for the submission of police clearance record within 24 hours upon request.)

The Contractor shall not pay less than the minimum wage rate. Contractor shall pay all taxes pertaining to his employees as required by law. All employees shall be bonded in the amount of \$50,000 (3<sup>rd</sup> Party Fidelity Bond).

Any employee whose work habits and/or conduct are deemed objectionable shall be removed from the work force upon request of the authorized Health Department's Representative.

The Contractor will provide the Health Department with the number of supervisors assigned, the number of workers assigned to each supervisor and the number of hours per day assigned at each Health Department site. (Main Health Department, WIC, Dental).

B. Safety

The Contractor shall be responsible for the training as necessary in the application of chemicals and the use of equipment to facilitate safe conditions for the Contractor's employees and the Health Department's patients and staff.

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#### C. Security

The Contractor shall be responsible for training employees in the security requirements of the Health Department, and shall be responsible for the enforcement of the same. The Health Department requires the Contractor provide a list of all personnel hired by name, social security number, date of birth, sex, race and address. The Contractor shall have, at the Contractor's expense, a background check of all employees through the T.B.I. ,and provide documentation of an employee's legal status to work prior to employment if the employee is not a U.S. citizen. Additionally, each employee shall be informed of the following:

1. The Contractor shall be responsible for safeguarding against loss, theft or damage to all Health Department's property, materials, equipment and accessories that might be exposed to the Contractor's personnel.
2. Guns, knives or other dangerous weapons shall not be allowed on site.
3. Alcohol and drugs are prohibited on the site.
4. All keys distributed at the beginning of each work period shall be returned to the Office Supervisor at the end of each work period. All keys required by the Contractor and employees will be approved by the Health Department County Director/Designee and will be controlled by the contractor's named representative. The Contractor shall be fully responsible for the security and appropriate use of all keys issued at all times. Contractor may not duplicate keys under any circumstance. Contractor shall be responsible for the cost of replacement keys, cost of re-keying locks, or cost of replacing locks when deemed necessary.

#### CI. Supervision

All supervision as required for the execution of contractual responsibilities assumed by the Contractor shall be done by the Contractor or his/her designated representative.

#### CII. Damages

The Contractor shall be responsible for the repair/replacement to the satisfaction of the Health Department Representative for any damage to the facility caused by any employee of the Contractor. The Contractor will be responsible for any fines assessed the Robertson County Health Department for fire alarm activation due to employee error or the use of equipment producing emissions, etc.

#### CIII. Equipment and Supplies/Materials

The procurement and maintenance of all equipment required for the successful execution of this contractual obligation shall be the Contractor's responsibility. The Contractor will provide Robertson County Health Department with a list of equipment and supplies available to each site. The list of equipment will be provided to the Health Department with the proposal and be evaluated before the contract is awarded.

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Robertson County Health Department will provide locked storage spaces, but it shall not be responsible for losses that may be incurred due to theft and/or vandalism. All equipment shall be maintained properly and kept in clean condition by the Contractor. All materials will be stored to meet local codes. No material will be stored in the clinic rooms. Machines requiring battery charging will be done in proper areas.

A listing of all chemicals and equipment that will be used by the Contractor must be submitted for approval prior to initial service under the contract. Changes may be made only after duly authorized.

All chemicals and equipment must meet or exceed OSHA requirements and commonly recognized safety requirements. Material safety data sheets will be maintained on each job site for all chemicals used in the cleaning processes.

The Contractor must furnish all needed safety equipment and protective devices necessary for the safety of all building occupants and property of the Robertson County Health Department.

#### G. Emergencies

All emergency conditions shall be promptly reported to the county Health Department's authorized representative.

#### H. Contractor's Representative

A representative of the Contractor shall be appointed within 24 hours after receipt of contract.

#### I. Scheduling Housekeeping

All housekeeping shall be done with a minimum of disruption to normal clinic functions. A schedule of current individual employee assignments shall be provided to each building Office Supervisor.

#### J. Program Responsibility

The Contractor shall assume full responsibility for the Health Department's housekeeping program beginning no later than **July 1, 2019** or at the termination of the previous contract.

#### K. Contractor's Responsibility

The Contractor shall be responsible for keeping all dispensers full: paper towels, hand soap, toilet tissue and replace trashcan liners as needed.

#### L. Recalling

The Contractor must provide service for recall if proper cleaning has not been performed. If an area is not clean when the Representative reports to work, the Contractor must have an employee on the job within thirty (30) minutes to start cleaning. Contractor will provide in their proposal the emergency phone number to be used for these calls. If an employee is going to be absent it is the responsibility of the Contractor to notify the County Director and to make arrangements to meet the terms of the contract.

#### M. Additions of Additional Services

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Additional property may be added to this contract under the prevailing terms and conditions of existing contract.

N. Trash on the Health Department property

The Contractor will be responsible for maintaining the Health Department sites free of trash.

O. Specialties

Robertson County Health Department shall be the sole judge as to whether the Contractor has accomplished the housekeeping specifications outlined in the contract.

IX. Responsibilities of Robertson Health Department

A. Robertson County Health Department

The Robertson County Health Department County Director (hereinafter called "the Representative") shall be named after any contract award. The Representative shall be available, within reason, any time for consultation and liaison purposes, and communications from the Contractor shall be handled through this person.

B. Soaps, Towel, Tissues, Cleaning Supplies

The Health Department shall obtain all soaps, towels, toilet tissues and liners. These items shall be picked up by the Contractor at the maintenance area.

C. Storage

The Health Department shall provide storage for the equipment and supplies/materials normally required for the types of services to be provided under this contract.

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#### D. Trash Disposal

The Health Department shall furnish, in a reasonable convenient location, a container for use by the Contractor in the removal of waste paper, trash, debris, etc.

#### E. Facility Keys

The Health Department shall furnish any keys that may be required by the Contractor.

Contractor may not duplicate keys under any circumstance. Contractor shall be responsible for the cost of replacement keys, cost of re-keying locks, or cost of replacing locks when deemed necessary.

#### X. Performance Evaluation

##### A. Monthly Evaluation

On a monthly basis, and more often if mutually agreed upon by the Representative and the Contractor, a thorough evaluation of the facility from a housekeeping perspective shall be made.

##### B. Method of Evaluation

1. Evaluator(s) - The Representative (and /or Public Health Office Supervisors) will conduct monthly evaluations.
2. Procedure - The form entitled "Housekeeping Evaluation Form," or a similar document designed with the mutual consent of the Representative and the Contractor shall be utilized. The intent will be to document those areas where cleaning services are not satisfactory and to serve as written notification to the Contractor that corrective actions are required.
3. Rating Scale - The rating scale shall be determined later and will be mutually agreed on by the Representative and the Contractor.

#### XI. Housekeeping duties to be performed (this section should be posted for the benefit of the Contractor's employees in each building)

A. **General** Monday through Friday-no sooner than 4:30pm start time. End time no later than 9pm.

B. **Outside Grounds** Campus area within a fifty (50) foot perimeter of the building will be kept free of trash on a daily basis. Grounds outside of this perimeter will be policed (trash pickup) weekly.

C. **Exam Rooms and Offices** Monday through Friday

1. **Main cleaning of floors** (Five days per week): Thoroughly clean all traffic areas using a chemically treated dust mop or vacuum where appropriate. Finished floors will be burnished weekly and additionally upon the County Director's request.

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2. **Wet cleaning of floors** (One time per week): Wet clean hard surface floors with an appropriate floor chemical designed to extend the life of the floor finish.
3. **Spot cleaning of floors** (Five days per week): Vacuum/clean carpet. Remove spots from spillage on hard surface and carpeted floors as needed.
4. **Check and spot clean** (Five days per week): Spot clean walls, doors and electric switch plates as needed. Clean interior of glass doors and glass partitions. Remove graffiti. Adjust shades or blinds to a uniform height throughout the building.
5. **Trash Receptacles** (Five days per week): Empty and clean wastepaper baskets. Wet wipe with an odor controlling solution as needed. Reline wastebaskets where necessary.
6. **Wet wipe** (One time per week): All office and classroom desks will be dusted and or wet cleaned once per week. All desks will be cleaned on a project basis annually during the summer.
7. **Laboratories** (Frequency-As noted in points 1-7 above): Equipment, chemical sink hoods, shelves and countertops will be cleaned by facility personnel.

#### D. **Non-Clinic Areas**

1. **Housekeeping and Maintenance Closets** (Daily): Clean and maintain all housekeeping closets. No housekeeping products or equipment will be stored in labs or offices or hallways.
2. **Metal Work** (Daily): Clean, polish and maintain all bright metal work.
3. **Drinking Fountains** (Daily): Wet clean and disinfect drinking fountains with a germicidal solution.
4. **Counters** (Daily) Wet clean and disinfect all counter tops in the lobby
5. **Chairs** (Five days per week): Dust down, spot clean as needed lobby chairs daily.
6. **Corridors** (Five days per week): Thoroughly dry mop with a chemically treated mop daily and spot wet mop as needed. Wet clean all hard surface corridors thoroughly once per week. Thoroughly vacuum all carpeted corridors weekly. Remove spots as necessary.
7. **Public entrances** (Five days per week): Spot clean glass doors and clean entrance floor area as needed. Sweep exterior steps and sidewalks in front of main entrances.
8. **Kitchen and kitchen storerooms** all cleaning of kitchen refrigerators will be performed by Health Department personnel. All utensils and dishes will be cleaned by Health

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Department personnel. Tables will be wet wiped down/disinfected daily by Contractor. Contractor will keep trash receptacles emptied.

9. **Restrooms** (Five days per week): Completely clean and disinfect washrooms including:
  - (a) Wet wipe fixtures, shelves and ledges with a germicidal solution
  - (b) Clean and disinfect both the inside and outside of urinals and toilet bowls
  - (c) Replenish the supply of dispenser items such as toilet paper, soap and paper towels.
  - (d) Wet clean and disinfect floors with a germicidal solution
  - (e) Clean and polish mirrors

#### E. **Other Housekeeping and Maintenance Duties**

1. **Cleaning and Relamping of light fixtures** (As needed): Light fixtures will be cleaned once per year during the summer. Relamping will be provided as needed.
2. **Window cleaning**: Interior cleaning and all ground floor exterior cleaning will be required monthly and the cleaning of all other exterior windows will be done annually during the summer.
3. **Security** (Scheduled basis): The Contractor will have the responsibility of turning off all lights and lock all doors and windows at the completion of cleaning each day.
4. **Trash removal** (Five days per week): Remove trash and garbage from all areas of facility and take to the dumpsters.
5. **Floor finishing**: Follow a carefully planned program of applying correct finishes and maintain the floor surfaces throughout the facility. Refinishing all floors will be done at least twice a year.
6. **Miscellaneous projects** Other miscellaneous projects of a cleaning and operations nature will be done such as:
  - (a) Removal of graffiti from building interior or exterior.
  - (b) Machine scrubbing of all ceramic tile floors in showers and lavatories to remove odors, grease and reduce the possibility of bacterial and fungal growth.

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Robertson County, Tennessee  
Non-Collusion Affidavit

The agent of the bidding firm hereby certifies to the best of his/her knowledge and belief that this bid proposal to Robertson County, Tennessee has not been prepared in collusion with any other seller of similar products. The agent also certifies that the prices, terms and conditions of said bid proposal have not been communicated by the undersigned, nor by any employee or agent of the bidding firm, to any other seller of similar products and will not be communicated to any such seller prior to the official opening of said bid. The agent further states that no official or employee of Robertson County Government has promised any personal financial or other beneficial interest, either directly or indirectly in order to influence award of this bid.

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**Authorized Signature, Title (Owner/ Corporate Officer)** **Date**

**Printed Name:** \_\_\_\_\_

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**Company Name**

---

**Mailing Address**

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**Telephone No.** **Fax No.**

**Contact preferred email address:** \_\_\_\_\_

