

Janitorial Services
City of Manchester – City Hall
Specifications

PURPOSE

The intent of this invitation for bid is to obtain the services of a qualified contractor to provide janitorial and related services for the City of Manchester at 200 West Fort Street, Manchester 37355, under a one year contract. The building square footage state is an estimate and may not be the actual square footage for bid purposes. Prospective bidder must determine the actual size and scope of the job for bid.

Inspection and walkthrough: It is recommended that prospective bidders schedule a walk through the building in order to inspect the premises and familiarize themselves with the building, conditions, and grounds prior to submitting a bid. Failure to request such will not relieve contractor from liabilities incurred in the event of default in contract agreement.

DISCREPANCIES

Should a bidder find discrepancies in the plans and/or specifications or be in doubt as to the meaning or intent of any part thereof, the bidder must request clarification from the City in writing, not later than ten (10) working days prior to bid opening.

BIDDER/CONTRACTOR REQUIREMENTS

- A. Contractor qualifications: Criteria for vendor/contractor qualifications are defined by the terms and conditions of the solicitation.
- B. Contractor to furnish all cleaning supplies (furniture polish, window cleaner, floor cleaners and polish/wax, disinfectant), operational materials (mops, buffers, brooms, vacuum cleaners, buckets, and brushes/clothes, etc.) to utilize for cleaning, and supply all labor. The contractor is responsible for supervising of contractor employees, and for performing service requirements and specifications at the frequency specified.
- C. The contractor is to have thorough knowledge of the various cleaning tasks, equipment, materials, and supplies to be used within the scope of this agreement. The contractor is expected to accept responsibility and provide personal supervision for those persons employed by the contractor, be able to properly train and direct employees in their individual tasks and maintain control and an effective follow up program. Any and all sub contractual laborers must be approved by the Board after verification of US citizenship and background check by the City of Manchester Police Department.
- D. The contractor must employ at all times the quantity and quality of supervision necessary for the effective and efficient management of cleaning operations. The contractor must organize the cleaning schedule to minimize the work areas needing lighting at any one time during cleaning. The contractor must place the highest priority

on energy conservation and must coordinate all activities with the facility administrator for the most economical operation of the building equipment, machinery, and systems.

- E. Contractor is expected to provide for employee safety and accept responsibility for employee/personal injury during performance of service under this contract agreement.
- F. If property damage resulting from contractor's negligence has to be repaired and/or replaced by the City, the expense for such work will be deducted from the monies due the contractor. The City reserves the right to pursue claims for damages through any and/or all legal means available.
- G. The City shall provide the soap for dispensers, toilet tissue, paper towels, dish soap, trash can liners, and dishwashing liquid. Contractor must give a two week notice when low on these specific supplies to the proper city representative.

SCOPE OF SERVICES

It is the intention of the City of Manchester to obtain a Custodial Maintenance Program for the facility from a qualified contractor. Such services must encompass furnishing adequate and appropriate labor, materials, supplies, equipment, and a supervision for the performance of the projected work.

The ultimate responsibility of the Contractor is to provide a facility that is uniformly clean, hygienic, orderly, and attractive, which will reflect favorably upon the City and the Contractor. Variances in user traffic, building renovation work, weather conditions, and other uncontrollable and unpredictable factors will determine the actual frequency requirements necessary to maintain City standards.

The City reserves the right to add similar items/services or delete items/services specified in the Contract as requirements change during the course of the Contract. Prices for items/services to be added to/deleted from the Contract will be mutually agreed to by the City of Manchester and the Contractor. A Contract Amendment will be issued for each addition/deletion.

I. DAILY CLEANING

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity.

A. Receptacles

All trash and paper must be removed and collected at the dumpster sites according to the schedule including the trash receptacles outside the building.

a) Receptacle Emptying and Cleaning

All trash receptacles must be emptied and must be relined with clean plastic liners. The Contract Administrator must be notified with a trash receptacle requires repair or replacement. Receptacles must be kept clean and odor free. Trash and paper must not be allowed to accumulate in hallways or overflow receptacles.

b) Dumpster sites must be kept clean and orderly. Trash must not be allowed to blow around grounds. Spills resulting from collection process must be promptly cleaned. Area surrounding dumpster up to ten (10) feet must be kept neat and clean and free of debris.

c) Miscellaneous Trash and Paper collection

All trash and paper left in corridors or near trash receptacles and obviously intended as trash must be collected and removed to the designated dumpster/collection site. Any questionable item must be verified as intended. Staff is to be trained specifically on disposal of items near and around trash receptacles. NOTE: Items/materials near or around trash cans must not be considered trash if they are not marked as trash. The Contractor must only remove items that are actually in the trash receptacles or specifically labeled as "trash." The Contractor must emphasize this procedure with all cleaning staff.

d) Receptacle Cleaning and Disinfecting

According to the schedule, trash receptacles must be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care must be taken to thoroughly dry metal parts to prevent rust. Receptacles must be free from dirt, food, or beverage spoilage and odors.

B. Restroom Cleaning and Servicing

Restrooms must be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors which includes stall walls, air dryers, fixtures, exposed pipes, floor, and walls surrounding basins. Servicing must be accomplished often enough to assure adequacy of supplies and hygienic condition of restrooms.

a) Fixture Cleaning and Disinfecting

Fixtures including toilet bowls, water closets, hand basins, and urinals must be cleaned with special care to floor and wall mounting brackets and sealants so as not to allow accumulations of dirt, urine, and other soils. Fixtures must present a clean, shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures must be free of accumulations of dirt and urine.

b) Stall Partition Cleaning

Stall partitions and partitions between urinals and toilet bowls must be cleaned and stall doors. They should present a clean appearance free from water streaks, stains, soil, or other unsightly omissions and free from dust on top edges.

c) Mirror and Chrome Cleaning

Mirrors, chrome, and other metal trim must be cleaned and polished; including metal supply dispensers, hand dryers, metal door pushes, and metal light switches. Abrasive cleaners must not be used. Mirror, chrome, and other metal trim be free from water marks, streaks, soil, stains, and other omissions and shall present a high shine.

d) Tile De-scaling

According to the schedule, tile floors, stalls, etc. in restrooms must be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care must be exercised to avoid damaging fixtures, metal pipes, chrome, etc. Tile floors, walls and shower stalls must be cleaned of

all scale, mineral deposits and soap residues and must be thoroughly rinsed and dried to present a uniformly clean appearance.

e) Vinyl Tile Floor/Wall Cleaning

Vinyl tile floors and walls must be thoroughly scrubbed with a commercial disinfectant/detergent solution. Extreme care must be exercised to avoid excessive flooding of area. Ceramic tile floors and walls must be thoroughly cleaned, rinsed, and dried to present a uniformly clean appearance

C. Restroom Servicing

- a) Restrooms must be serviced as frequently as necessary to assure sufficiency of supplies and hygienic condition.
- b) Extra supplies must be left when necessary to assure sufficiency between cleaning and servicing. Hand towels, soap, toilet tissues, toilet seat covers, and deodorant air fresheners must be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning and servicing.

D. Floor Maintenance

a) Sweeping/Dust Mopping

Floors must be swept or dust mopped to present a clean and orderly appearance at all times. Floors must present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, and other places accessible to the broom or dust mop.

b) Removing Gum/Tar Etc.

Surface accumulations of chewing gum, tar, hardened dirt and other spoilage that cannot be removed by other means such as mopping, sweeping, dust mopping, must be scraped and then removed. Care must be taken to avoid damage to floor tiles or finish. All gum, tar, and other soils must be removed as soon as they are discovered.

c) Mopping

Floors must be damp or wet mopped according to the manufacturers guidelines. Care must be taken to avoid splashing walls, baseboards, furnishings, etc. Mopped floors must be free from streaks, spots, stains, smears, mop strands, and other unsightly appearance.

d) Spray Buffing

Recommended spray mist may be applied to all floors or just dry buffing to refinish worn areas of finish and to remove heel and scuff marks. Extreme care must be exercised to prevent hitting or otherwise damaging walls, baseboards, furnishings with the floor machine. Replace all furniture. Floors must have a uniform high shine and be free of streaks, scuffmarks, and other unsightly appearance.

E. Carpet Care

Carpets must be vacuumed, spot cleaned, and shampooed to remove accumulations of

dust, dirt, stains, and soil. Carpets must present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains must be reported for repairs or replacement.

a) Vacuuming

Close attention must be paid to corners, edges and areas that are inaccessible to the machine. Appropriate hand tools must be employed to assure that these areas are properly cleaned. Care must be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags must be emptied or cleaned regularly. Walk-off mats must also be vacuumed and any furniture moved or replaced. Vacuumed carpets must present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners, and along edges.

b) Spot Cleaning

Carpets must be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention must be paid to avoid damaging carpet fibers.

F. Horizontal Surface Cleaning

Horizontal surface cleaning must be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structures of the facility including, but not limited to office furniture, chairs, tables, file cabinets, counter tops, ledges, rails, display cases and the tops of those cases, computers, telephones, etc.

NOTE: Unless requested, objects (books, papers, files, etc.) on horizontal surfaces should not be removed to accomplish cleaning. High horizontal cleaning includes those areas that must be reached by a ladder or special, long reach cleaning device.

a) Spot Cleaning

This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It must be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned must be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and must present a uniformly clean appearance.

b) Dusting

Dusting must be exercised to avoid damaging painted wooden surfaces and "lighting" of the cleaned areas. Appropriate cleaning agents must be used and must be tested in inconspicuous areas before general use.

Appropriate cleaning agents, polishes, cloths, etc. must be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure must be replaced to the proper position. Care

must be taken to keep dust dispersion to a minimum. Dusted surfaces must be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there must be no oil streaks left on the surface.

c) Damp Wiping

Appropriate cleaning agents must be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure must be replaced to the proper position. Care must be taken to avoid damage to wood or painted surfaces. Surfaces that have been damp wiped must be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, etc. and must present a uniformly clean appearance. Water marks or spots must be wiped clean and dry.

G. Vertical Surface Cleaning

Vertical surface cleaning must be interpreted to mean those surfaces not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structure of the facility and must include, but not limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, HVAC vents, intake vents, etc.

a) Spot Cleaning

Same as outlined above.

b) Dusting

Same as outlined above.

c) Damp Wiping

Same as outlined above.

d) Wall Scrubbing

This procedure must be accomplished using appropriate cleaning agents must be employed according to the type and composition of the wall. Disinfectant agents must be used on restroom walls. Walls must be totally cleaned and well rinsed and must be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and must present a uniformly clean appearance.

Manual or machine scrubbing may be employed, but in either case, flooding of floors is to be avoided at all times. Floors and floor finish must be protected during the procedure.

e) Baseboard Cleaning

Baseboards must be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary. Baseboards must be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

H. Drinking Fountain Cleaning and Disinfecting

Drinking fountain surfaces must be cleaned daily with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) must be removed. Plumbing problems must be

reported to the maintenance staff for corrective action. Drinking fountains must be free from trash and debris (gum wrappers, cigarette butts, etc.), dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains must be free from water spots and streaks.

I. High Dusting/Cleaning

High surfaces must be interpreted to mean those surfaces and objects high enough to require the use of a ladder (above 100" or about in height) which comprise the structure and furnishing of the facility and must include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. High surfaces and objects must be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and must present an overall clean appearance.

J. Cleaning Venetian Blinds

Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds must be cleaned according to schedule by any of the industry-accepted methods: dusting, damp wiping, vacuuming, hand-washing or washing by use of ultrasonic cleaning machine. Care must be taken to prevent damages to either the slats or the tapes that support them. Cleaned venetian blinds, especially the slats and tapes that support them, must be free from dirt, accumulated dust, cobwebs, etc. and must present an overall clean appearance.

K. Stairwells Cleaning

Stairways must present a uniformly clean appearance.

a) Hand Rail Cleaning

Handrails of stairways must be cleaned. Handrails must be free from fingerprints, dirt and smears.

b) Emergency Custodial Services

In the event of an emergency situation of such magnitude that regularly scheduled tasks cannot be accomplished; the Mayor's office must be so informed. Emergency services must be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.

2. SEMI ANNUAL – SPRING AND AUTUMN

Window/Glass Washing Service Requirements

- A. The contractor must provide the necessary equipment, supplies, and materials to accomplish the task and frequency set out for window/glass washing at this facility.
- B. The Contractor must wash and dry both the inside and outside (twice a year) window/glass surfaces; wash the inside window frames and sills; dust the outside window frames and sills; and remove bird and insect nests, if found. All exterior cleaning must be done from the ground by use of ladders, lifts, etc. Contractor will not be allowed access to the roof.

- C. The Contractor must observe all OSHA-prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts, etc. must be OSHA approved for window/glass washing.
- D. Acids must not be used for cleaning windows/glass.
- E. The absence of a requirement covering specific equipment, operations, or hazards must not relieve the Contractor of the responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.

2. Annual Cleaning

A. Carpet Shampooing

This procedure must be completed by the end of June for a uniform appearance and to prolong the life of the carpeting. Scheduling should be arranged with the Mayor’s office a month before the procedure so that appropriate notices can be posted in the building. It is thorough cleaning and involves the use of appropriate carpet cleaning equipment and methods. Care is to be taken to avoid damaging the carpet fibers. The carpet pile must stand erect, bright color, without any visible stains, spotting, or spoilage.

B. Stripping and Refinishing

NO DRY STRIPPING OR FLOODING STRIPPING METHODS ARE TO BE USED IN THE FACILITY The procedure must be completed by the end of May for a uniform appearance and to prolong the life of the tile. Scheduling must be arranged with the Mayor’s office a month prior to procedure so appropriate notices can be posted in the building. Method must remove accumulations of dirt, finish, discolorations, stains, and rust spots from finished floors with a buffing floor machine. Extreme caution is to be excused to prevent splashing on walls, base boards, or furnishings. Any furnishings moved in order to accomplish the procedure must be replaced to proper position when work is complete. Any equipment unplugged and moved for the procedure must be replaced to proper position and plugged into wall as before removed. Floors must be clean and free from scuffmarks, stains, rust, dirt, gum, tar, old finish, etc. before finishing is applied. Coats must be applied with allowance of adequate time for drying between coats, finishing, and replacement of furnishings and equipment. There must be no build ups or finish along edges or in corner or overlapping finish marks visible. Floors must appear shiny and uniform.

CONTRACT TERMS AND CONDITIONS

The Contract with the successful bidder will contain the following Contract Terms and Conditions:

A. Contract Period

The contract is a period from _____ through _____, or an equivalent period depending upon date of Contract award.

Notice of intent to renew will be given to the Contractor in writing by the City of Manchester normally ninety (90) days before the expiration date of the current contract.

B. Safety Data Sheets

By law, the City of Manchester will not receive any materials, products, or chemicals which may be hazardous to an employee’s health unless accompanied by a Safety Data

Sheet (SDS) when received. This SDS will be reviewed by the City, and if approved, the materials, product or chemical can be used. If the SDS is rejected, the Contractor must identify a substitute that will meet the City's criteria for approval.

C. Business License Requirement

The Contractor doing business in the City of Manchester is required to be licensed in accordance with the City Ordinance.

D. Insurance

1. The Contractor must be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all description used in connection therewith. The Contractor assumes all risk of direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any equipment, action, omission, commission or operation under the Contract.
2. The Contractor and all subcontractors must during the continuance of all work under the Contract provide the following:
 - a. Workers' Compensation and Certificate of Liability to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, including any and all liability or damage which may arise by virtue of any statute.
 - b. Comprehensive General Liability Insurance to protect the Contractor and the interest of the City of Manchester, its officers, employees, and agents against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the Contract or in connection with the contracted work. The General Liability Insurance must also include the Broad Form Property Damage endorsement, in addition to coverage for explosion, collapse, and underground hazards, where required.

E. Hold Harmless Clause

The Contractor must indemnify, defend, and hold harmless the City of Manchester from loss from all suits, actions, or claims of any kind brought as a consequence of any negligent act or omission by the Contractor. The Contractor agrees that this clause must include claims involving infringement of patent or copyright. For purposes of this paragraph, "City" and "Contractor" includes their employees, officials, agents, and representatives. "Contractor" also includes subcontractors and suppliers to the Contractor. The word "defend" means to provide legal counsel for the City or to reimburse the City for its attorneys' fees and costs related to the claim. This section must survive the Contract.

F. Safety

All Contractors and subcontractors performing services for the City are required to and must comply with all Occupational Safety and Health Administration (OSHA). Also, all Contractors and subcontractors must be held responsible for the safety of their

employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this Contract.

G. Permits

It is the responsibility of the Contractor to comply with City ordinances by securing any necessary permits. The City shall waive any fees involved in securing City permits.

H. Workmanship and Inspection

All work under this Contract must be performed in a skillful and workmanlike manner. The Contractor and its employees must be professional and courteous at all times. The City may, in writing, require the Contractor to remove any employee from work for reasonable cause, as determined by the City. Further, the City may, from time to time, make inspections of the work performed under the Contract. Any inspection by the City does not relieve the Contractor of any responsibility in meeting the Contract requirements.

I. Invoicing and Payment

Payment will be made for services from the 1st through the 15th of the month and from the 16th of the month through the last day of each month unless otherwise agreed. The Contractor must submit a proper invoice stating the dates of work. Invoices must be submitted to:

City Of Manchester
200 West Fort Street
Manchester, TN 37355
Attention: Accounts Payable

All such invoices will be paid within seven (7) working days by the City unless any items thereon are questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The Contractor must provide complete cooperation during any such investigation.

Individual Contractors must provide their Social Security numbers, and proprietorships, partnerships, and corporations must provide their Federal Employer Identification number on the pricing form.

J. Subcontractors

Contractor will be responsible for any subcontractors hired by the Contractor for any liability, damage, injury, or any neglect. A copy of the subcontractor's W-9, Certificate of Liability, and Workers Compensation Insurance must be submitted to the finance office.

K. Termination

Subject to the provisions below, this Contract may be terminated by the City upon thirty (30) days advance written notice to the Contractor; but if any work or service hereunder is in progress, but not completed as of the date of termination, then the Contract may be extended upon written approval of the City until said work or services are completed and accepted.

1. Termination Due to Unavailability of Funds

The City has the right to cancel the contract if funds no longer become available to continue the contract. The contractor will be advised with a 30 day notice unless for unforeseen act(s) of nature. The contractor may give the original invoice for any cleaning supplies ordered for the purpose of use in the City of Manchester offices to be reimbursed to the contractor.

2. Termination by Contractor:

Contractor may terminate the contract with a 30 day notice for a just cause.

3. Termination by Natural Disaster or Warfare:

In case of natural disaster or warfare the contract will terminate immediately if the building is beyond use with any payment due the contractor paid within the 7 days of receiving the invoice. If the building is usable with restoration the City and contractor may negotiate additional cleaning and fees for the temporary period.

L. Safety and Health

1. All work must comply with applicable Federal, State, and City safety and health requirements including procedures for MSDS and protocols for dealing with blood borne pathogens. Failure to comply with these regulations can be cause for termination of the Contract. Where there is a conflict between the applicable regulations, the most stringent will apply.
2. The Contractor must assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.

M. Unauthorized Personnel

At no time must Contractor allow anyone into the facility other than employees of the Contractor. At no time must Contractor allow family members, friends, etc. to be on the grounds.

N. Unauthorized Use of Equipment

The Contractor must not allow his/her employees, at any time, to open desk drawers, cabinets, or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.

O. Emergency Telephone Numbers

The Contractor must provide an emergency telephone number where he can be reached during normal operating hours and after normal operating hours.

P. Smoking

Smoking is NOT allowed in City facilities at any time.

Q. Energy Conservation

The Contractor must practice energy conservation and turn off lights in unoccupied areas, except where centrally controlled, and must keep windows and doors closed.

BID

12 mo. Janitorial Services for City of Manchester City Hall

12 @ \$ _____ /mo Annual Total \$ _____

PAYMENT SELECTION: MONTHLY () BIMONTHLY ()

The Firm of: _____

Address: _____

EMAIL _____

PHONE NUMBER _____

FAX NUMBER _____

PRINT NAME LEGIBLY _____

SIGNATURE

DATE