



**REQUEST FOR PROPOSALS  
FOR  
JANITORIAL SERVICES**

**CITY OF LAKELAND  
10001 U.S. HIGHWAY 70  
LAKELAND, TN 38002**

**July 2023**

**REQUEST FOR PROPOSALS  
FOR  
JANITORIAL SERVICES  
CITY OF LAKELAND, TENNESSEE**

**I. Purpose**

The City of Lakeland requests proposals from qualified professional contractors to provide janitorial services at four (4) city facilities. The selected contractor will provide janitorial services at Lakeland City Hall, Lakeland Senior Center, International Harvester Clubhouse, and the Scotts Creek Wastewater Treatment Plant Office. The contract time will be two (2) years starting on September 1<sup>st</sup>, 2023.

**II. Scope of Services**

The Contractor shall be capable of providing all of the following services as described below. All work shall be scheduled and coordinated to avoid duplication of function. Easily moved furniture, equipment, throw rugs, and all walk-off mats shall be moved while the floor and carpet surfaces are being serviced and returned to their original positions. Work shall be performed during each facility's normal business hours. All paper refills and soap refills for dispensers will be provided by the City.

**A. Floor Care**

1. **Sweeping /Dust Mop:** Uncarpeted floors and walk-off mats shall be swept or dust mopped. All loose dirt, streaks, and smears shall be removed. This task shall be performed twice per week.
2. **Damp Mop:** Floors and baseboards shall be damp mopped, kept free of dust, dirt, streaks, smears, stains, detergent films, and standing water. Moisture on the underside of the mats shall be removed. This task shall be performed twice per week.
3. **Vacuum:** All floors and rugs shall be vacuumed free of all loose soil, debris, lint, dust, dirt, and ashes. This task shall be performed once per week.
4. **Shampooing Walk-Off Mats:** Walk-off mats shall be shampooed free of streaks, stains and spots and shall have a bright uniform color. Mats shall be dry prior to 7:00 am the next working day. This task shall be performed monthly.
5. **Stripping/Refinishing Floor:** Floors shall be stripped prior to refinishing to remove all finish compounds and imbedded dirt. This task shall be performed on an as-needed basis.

**B. Restrooms**

1. **Restroom fixtures:** All water closets, toilets, urinals, lavatories, and sinks shall be disinfected and shall be free of stains and odors. Partitions and dividers shall be washed with a disinfectant and be free of dirt, stains, streaks, and graffiti. This task shall be performed twice per week.
2. **Restroom Surfaces:** All wall surfaces, including glass, shall be cleaned free of

dirt, stains, streaks, and graffiti. Mirrors shall be cleaned and polished. Restroom walls shall be cleaned free of film, streaks, and stains. All metal fixtures and hardware should be clean and bright. This task shall be performed twice per week.

3. **Paper Service:** All toilet paper and paper towel dispensers shall be filled at room servicing. An adequate supply of paper shall be left in the room when the supply in the dispensers is low, but not low enough to change. Paper dispensers shall be refilled when there is less than 1"(inch), visible. This task shall be performed twice per week.
4. **Soap Dispenser Service:** All soap dispensers shall be filled at each room servicing. This task shall be performed twice per week.

### C. Office and General Cleaning

1. **Trash Service:** Trash and recycle bins shall be emptied in all offices and common areas. Trash and recycle materials shall remain separate and disposed of in appropriate containers. This task shall be performed twice per week.
5. **Paper Service:** All paper towel dispensers shall be filled at room servicing. An adequate supply of paper shall be left in the room when the supply in the dispensers is low, but not low enough to change. Paper dispensers shall be refilled when there is less than 1"(inch), visible. This task shall be performed twice per week.
6. **Soap Dispenser Service:** All soap dispensers shall be filled at each room servicing. This task shall be performed twice per week.
2. **Water Fountains:** Drinking fountains shall be cleaned and disinfected. All surfaces are to be free of stains, smudges, scale, excrement, trash, debris, and foreign material. This task shall be performed twice per week.
3. **Glass Cleaning:** The surface of all glass shall be cleaned including windows (interior glass only), doors (interior and exterior glass), display cases and fixed glass panes. All glass surfaces shall be free of dirt, streaks, and film. Glass shall be wiped dry. This task shall be performed twice per week.
4. **Dusting:** All furniture, chairs, equipment, baseboards, horizontal ledges and sills, hand railings, vents, fire apparatus, can lights, corners, and doors shall be dusted, with the exception of furniture with working paper on top. Miscellaneous hardware and bright metal work shall be cleaned. Computer monitors shall only be cleaned with an approved product for screens. This task shall be performed once per week.
5. **Walls and Partitions:** Walls and partitions shall be kept free of dust, streaks, lint, markings, graffiti, and cobwebs. After mopping floors, ensure walls and partitions are free of unsightly stains. This task shall be performed bi-weekly.
6. **HVAC Vents:** All supply and return vents are to be cleaned in place. The cleaning solution shall be non-corrosive liquid-approved by the Contracts Administrator prior to any cleaning of vents. This task shall be performed quarterly.
7. **Clean Blinds:** Blinds shall be wiped in place to remove all surface dust and dirt. This task shall be performed quarterly.

### D. After Hours

- 1. After Hours Service:** Service shall include the following tasks as described in Section II Scope of Services: Sweeping/Dust Mop, Damp Mop, Restroom Fixtures, Restroom Surfaces, Paper Service, Soap Dispenser Service, Trash Service, Water Fountains, and Glass Cleaning. Photos of the condition of the facility shall be taken prior to janitorial services being performed. After-hours service, when needed, will be Saturday/Sunday from 5am-7am. The City will provide a minimum of three (3) weeks' notice prior to the scheduled service. This task shall be performed on an as needed basis.

### **III. Proposal Requirements**

The Proposal should demonstrate that the Contractor understands the intent and scope of the project, the services required, and the specific tasks that must be performed while supplying these services. In addition, the Contractor should demonstrate the qualifications necessary to successfully provide the services. To assist in the evaluation process, the following information shall be included in the proposal:

#### **A. Introduction**

Proposal shall include basic relative information about the company including number of years providing commercial janitorial services, number of employees, client base, and location of offices.

#### **B. Qualifications and Experience**

Proposal shall detail the Contractor's experience relating specifically to janitorial services at commercial facilities. Include a listing of relevant work, within the past three years, which would indicate experience. This listing shall include a description of the services provided, size of the facilities serviced, years of service, and date the services were rendered.

#### **C. Cost Proposal Per Service**

The Cost Proposal included in this RFP shall be completed and included in the proposal response.

### **IV. Contractor Selection Procedure**

An evaluation committee will review and rank each proposal based on the following criteria:

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
Overall Company Profile	20
Qualifications & Experience	40
Cost Proposal	40

Selection of the contractor may be based solely on the submittal of the proposal. If the committee wishes to conduct interviews, City staff will contact each contractor to set up a date for the interview. The interview process will allow the firms to better educate City

staff about their experience and qualifications. Interviews will be limited to 30 minutes.

The City of Lakeland reserves the right to seek clarification of any proposal submitted and to select the proposals considered to best promote the public interest of Lakeland.

All proposals become the property of the City of Lakeland upon submission. The cost of preparing, submitting, and presenting a proposal is the sole expense of the Contractor. Lakeland reserves the right to reject any and all proposals received as a result of this solicitation, to negotiate with any qualified source, to waive any formality and any technicalities or to cancel the RFP in part or in its entirety if it is in the best interest of City of Lakeland. This solicitation of proposals in no way obligates Lakeland to award a contract.

The City of Lakeland will not discriminate against any individual for any reason and will provide services to all citizens and contractors, both potential and current, in a nondiscriminatory fashion. It is the intent of the city to fully comply with the provision of Title VI and Title VII of the Civil Rights Act of 1964. The City is committed to a moral, ethical, and legal responsibility to ensure equitable employment practices and the delivery of city services regardless of an individual's race, color, religion, national origin, age, disability, gender, or political affiliation. Interested certified Disadvantaged Business Enterprise (DBE) firms as well as other minority-owned and women- owned firms are encouraged to respond to all advertisements.

## **V. Insurance Requirements**

The Contractor will be required to purchase and maintain during the life of the contract Comprehensive General Liability insurance and Professional Liability insurance to protect the Contractor and Owner against liability from damages because of injuries, including death suffered by persons, including employees of the Owner, and liability from damages to property arising from and growing out of the Contractor's negligent operations in connection with the performance of the contract.

	<u>LIMITS</u>
A. Worker's Compensation	Statutory
B. Comprehensive General Liability Premises/Operations Products/Completed Operations Contractual Liability	\$1,000,000 per occurrence
C. Professional Liability	\$1,000,000 per claim

Contractor shall provide Owner with certificates evidencing such insurance as outlined above prior to beginning any work under this agreement. Such certificates shall provide thirty (30) days advance written notice to Owner of cancellation, material change,

reduction of coverage, or non-renewal, and shall list the City of Lakeland as an additional insured.

In addition, Contractor shall provide Owner with copies of insurance policies and/or policy endorsements listing the City of Lakeland as an additional insured. The City's failure to request or review such insurance certificates or policies shall not affect City's rights or Consultant's obligations hereunder.

Contractor agrees to forever indemnify the City and hold it harmless from all liability for damage to property, injury to or death to persons, including all costs, expenses, and attorney's fees incurred related thereto, arising from negligence of the Contractor.

## **VI. Proposal Submittal**

All contractors who wish to be considered for Janitorial Services shall submit a proposal by

**Thursday, July 27, 2023, at 2:00pm to:**

City of Lakeland  
Attn: Engineering Department  
10001 U.S. Highway 70  
Lakeland, TN 38002

Proposals shall be presented in a sealed envelope and clearly marked "Proposal for Janitorial Services". Include five (5) copies of the proposal.

If any of the above requirements are not met, the proposal may not be considered. Proposals received after the deadline will not be accepted. Faxed or emailed proposals will not be accepted.

For questions related to the RFP or to schedule a site visit, please contact Emily Harrell, City Engineer at [eharrell@lakelandtn.org](mailto:eharrell@lakelandtn.org) or (901) 867-5418.

## COST PROPOSAL JANITORIAL SERVICES

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**LOCATION #1**

LAKELAND CITY HALL  
10001 HIGHWAY 70

TYPE OF SERVICE	COST
<b>Twice Weekly</b>	
Floor Services: Sweeping/Dust Mop Damp Mop Restroom Services: Restroom Fixtures Restroom Surfaces Paper Service Soap Dispenser Service General Office Services: Trash Service Paper Service Soap Service Water Fountains Glass Cleaning	/WEEK
<b>Weekly</b>	
General Office Services: Vacuum Dusting	/WEEK
<b>Bi-Weekly</b>	
General Office Services: Walls and Partitions	/MONTH
<b>Monthly</b>	
General Office Services: Shampoo Mats	/MONTH
<b>Quarterly</b>	
General Office Services: HVAC Vents Clean Blinds	/QUARTER

**LOCATION #2**INTERNATIONAL HARVESTER CLUBHOUSE  
4523 CANADA ROAD

<b>TYPE OF SERVICE</b>	<b>COST</b>
<b>Twice Weekly</b>	
Floor Services: Sweeping/Dust Mop Damp Mop Restroom Services: Restroom Fixtures Restroom Surfaces Paper Service Soap Dispenser Service General Office Services: Trash Service Paper Service Soap Service Water Fountains Glass Cleaning	/WEEK
<b>Weekly</b>	
General Office Services: Vacuum Dusting	/WEEK
<b>Bi-Weekly</b>	
General Office Services: Walls and Partitions	/MONTH
<b>Monthly</b>	
General Office Services: Shampoo Mats	/MONTH
<b>Quarterly</b>	
General Office Services: HVAC Vents	/QUARTER
<b>As Needed</b>	
After Hours Service	/SERVICE
Stripping/Refinishing Floor (main room only)	/SERVICE



**LOCATION #3**  
**SENIOR CENTER**  
**4527 CANADA ROAD**

TYPE OF SERVICE	COST
<b>Twice Weekly</b>	
Floor Services: Sweeping/Dust Mop Damp Mop Restroom Services: Restroom Fixtures Restroom Surfaces Paper Service Soap Dispenser Service General Office Services: Trash Service Paper Service Soap Service Water Fountains Glass Cleaning	/WEEK
<b>Weekly</b>	
General Office Services: Vacuum Dusting	/WEEK
<b>Bi-Weekly</b>	
General Office Services: Walls and Partitions	/MONTH
<b>Monthly</b>	
General Office Services: Shampoo Mats	/MONTH
<b>Quarterly</b>	
General Office Services: HVAC Vents Clean Blinds	/QUARTER

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**LOCATION #4**SCOTTS CREEK WWTP OFFICE  
9708 OLD BROWNSVILLE ROAD

<b>TYPE OF SERVICE</b>	<b>COST</b>
<b>Twice Weekly</b>	
Floor Services: Sweeping/Dust Mop Damp Mop Restroom Services: Restroom Fixtures Restroom Surfaces Paper Service Soap Dispenser Service General Office Services: Trash Service Paper Service Soap Service Water Fountains Glass Cleaning	/WEEK
<b>Weekly</b>	
General Office Services: Vacuum Dusting	/WEEK
<b>Bi-Weekly</b>	
General Office Services: Walls and Partitions	/MONTH
<b>Monthly</b>	
Shampoo Mats	/MONTH
<b>Quarterly</b>	
General Office Services: HVAC Vents	/QUARTER