

CITY OF KNOXVILLE

REQUEST FOR PROPOSALS

Janitorial Services for Recreation Centers

Proposals to be Received by 11:00:00 a.m., Eastern Time
May 25, 2021

Submit Proposals to:
City of Knoxville
Office of the Purchasing Division
City/County Building
Room 667-674
400 Main Street
Knoxville, Tennessee 37902

**CITY OF KNOXVILLE
Request for Proposals**

Janitorial Services for Recreation Centers

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**City of Knoxville
Request for Proposals**

Janitorial Services for Recreation Centers

I. Statement of Intent

The City of Knoxville is requesting submissions of qualifications from responsible firms to provide janitorial services for the community recreation centers located within the city limits. Pricing for miscellaneous non-scheduled days of cleaning shall be considered optional and priced as such. The contractor shall perform all work in accordance with the specifications listed below. Contract shall be for one (1) year with two (2) optional one-year renewals.

II. RFP Time Line

Availability of RFP	May 3, 2021
Preproposal Conference	May 11, 2021
Deadline for questions to be submitted in writing to the Purchasing Division	May 18, 2021
Proposals Due Date	May 25, 2021

This timetable is for the information of submitting entities. These dates are subject to change. **However, in no event shall the deadline for submission of the proposals be changed except by written modification from the City of Knoxville Purchasing Division.**

Pre-Proposal Conference

A mandatory pre-proposal conference will be held via Zoom on **May 11, 2021**. Proposers or their representatives are required to attend to understand the scope and nature of the work requested.

Join Zoom Meeting

<https://us02web.zoom.us/j/89031647762?pwd=dVVqdk5CSG5uV2g3WC9lV0V2T3lNdz09>

Meeting ID: 890 3164 7762

Passcode: 390786

One tap mobile

+13126266799,,89031647762#,,,,*390786# US (Chicago)

+19292056099,,89031647762#,,,,*390786# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

- +1 301 715 8592 US (Washington DC)
- +1 346 248 7799 US (Houston)
- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)

Meeting ID: 890 3164 7762

Passcode: 390786

Find your local number: <https://us02web.zoom.us/j/89031647762>

III. Background

The City of Knoxville Parks and Recreation Department is responsible multiple recreation facilities located throughout the city limits. The Parks and Recreation Department is seeking a responsible, professional firm to provide janitorial services to maintain the cleanliness of these facilities according to the specifications herein. These recreation facilities are open to the public and used for various community events. They are also used for hosting programs for children in the Knoxville area.

IV. General Conditions

4.1 The following data is intended to form the basis for submission of proposals to provide janitorial services for recreation centers for the City of Knoxville.

4.2 This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal.

4.3 All materials submitted pursuant to this RFP shall become the property of the City of Knoxville.

4.4 To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential until the proposal evaluation is complete and a recommendation submitted to City Council for review. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee and other appropriate City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected firm.

4.5 Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made **in writing and be in the hands of the Procurement Specialist by the close of the business day on May 18, 2021**. Questions can be submitted by letter, fax (865-215-2277), or email to kscott@knoxvilletn.gov. The City of Knoxville is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at www.knoxvilletn.gov/bids. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive such addendum or

interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.

4.6 The City of Knoxville reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.

4.7 Included in the Contract Documents is an affidavit that the undersigned has not entered into any collusion with any person in respect to this qualification. The qualifier is required to submit this affidavit with the submission. Also included is the Diversity Business Program contracting packet. Submissions must indicate on the enclosed form whether or not the proposer/qualifier intends to use subcontractors and/or suppliers from one of the defined groups. Proposers/Qualifiers are advised that the City tracks use of such use, but it does not influence or affect evaluation or award.

4.8 Subsequent to the Evaluation Committee's review and the Mayor's recommendation of a firm(s), Knoxville City Council approval may be required before the final contract may be executed.

4.9 All expenses for making a submission of proposal shall be borne by the submitting entity.

4.10 Any submission of proposals may be withdrawn up until the date and time for opening of the submissions. **Any submission not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 120 days to the City of Knoxville for the services set forth in the Request for Proposals until one or more of the submissions have been duly accepted by the City.**

4.11 Prior to submitting their proposals, proposers are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering on-line are available at www.knoxvilletn.gov/purchasing. **Proposals from un-registered proposers may be rejected.**

4.12 **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's authorization. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction. Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).

4.13 **INCLEMENT WEATHER:** During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:

- If City offices are closed due to inclement weather on the date that bids/proposals/qualifications/letters of interest are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
- The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

V. Scope of Service

The City of Knoxville is seeking proposals from responsible firms to provide services for all functions normally associated with janitorial services for the community recreation centers located within the city limits. Pricing for miscellaneous non-scheduled days of cleaning shall be considered optional and priced as such. The contractor shall perform all work in accordance with the specifications listed below.

Contractor shall provide all labor, materials, equipment, and supervision to satisfactorily perform the work in a professional workmanlike manner. Contractor shall provide the services during a time period not interfering with the operations and functions of the recreation centers. Contractor shall present the proposed work schedule to the City for review and approval at least one week in advance of the proposed work start date. Bidders shall be aware the recreation center programming and rental schedules vary; however, during the summer months the centers may be utilized with longer hours with greater use (approximately 8:00 a.m. to 5:00 p.m.), and the winter months the centers may be utilized during the afternoon (approximately 1:00 p.m. to 9:00 p.m.). Facility rentals are available seven (7) days a week and usually end by 9:30 p.m. Some centers will be open on the weekends with higher use during basketball season. All facility cleanings shall be complete and floors dry by 8:00 a.m.

Additional Information:

The following specifications are separated into two main sections; the recreation centers, and annual cleaning of all locations. Due to various reasons, each section requires a specialized level of service to be performed during certain times of the week, month, or year. Bidder shall read the document in its entirety prior to submitting a bid. Worksheets specifying the location and the required service schedule have been provided in order to assist contractors during the bidding process. Bidder shall complete and submit the worksheets along with bid submission.

RECREATION CENTERS

While most of the recreation centers shall require basic, weekly, and monthly service; five (5) of the recreation centers shall require a more limited service schedule. The scope of work, locations, and square footage for the recreation centers are included below.

The square footage provided reflects the estimated building sizes, but does not necessarily reflect the actual space to be cleaned. Bidders are encouraged to visit sites and take measurements; bidders are responsible for their own measurements.

Recreation Center Locations and Cleaning Schedule - Basic, Weekly, and Monthly

	Square
Adaptive Recreation Center-2235 Dandridge Avenue	8,100
Cal Johnson Recreation Center-507 Hall of Fame Drive	11,011
Cecil Webb Recreation Center-953 E. Moody Avenue	14,274
Christenberry Recreation Center-931 Oglewood Avenue	8,385
Cumberland Estates Rec. Center-4529 Silverhill Drive	10,200
Deane Hill Recreation Center-7414 Deane Hill Drive	6,500
Inskip/Norwood Recreation Center-301 W. Inskip Drive	4,836
Knoxville Arts & Fine Crafts Center-1127 N. Broadway, Suite B	4,000
Larry Cox Recreation Center -3109 Ocoee Trail	2,702
Milton Roberts Recreation Center-5900 Asheville Highway	5,986
Richard Leake Recreation Center-3511 Alice Bell Road	4,308
South Knoxville Community Center-522 Maryville Pike	32,000
West Haven Recreation Center-3622 Sisk Road	2,910
Dr. E.V. Davidson Center -3124 Wilson Avenue	15,700
Adair Park Building-1807 Adair Drive	489
Happy Homes Community Center-5329 Montwood Drive	1,000
Oakland Community Center-3816 Oakland Drive	1,140
South Knoxville Optimist Club Building-6101 Moore Road	2,000
Fairview Community Center-1628 Dora Street	475

Cleaning Schedules:

BASIC SCHEDULE - to be performed only on days as specified in the worksheets

- Check and initial employee logbook for special instructions, requests, or problems; report maintenance problems to supervisor. The City will provide the logbook and specify the location at a later date.
- Empty & spot clean trashcans, remove trash from premises, change liners, and pickup loose trash. To include trash cans interior and exterior of facilities/property.
- Sweep and spot clean the porch, as well as remove any litter near entrance and walkway. Clean glass, inside and out of entranceways and offices, including doors and windows. Clean and sanitize drinking fountains.
- Craft areas at Knoxville Art and Fine Craft facility and South Knoxville Community Center are not to be swept due to dust created by the clay projects. Damp mopping is required and requires more cleaning time than other centers. A separate mop should be used for the clay studios that is not used on any other floors.
- Sweep and damp mop floors; including hallways, stairwells, bathrooms, foyers, offices, thresholds, porches and activity rooms. Remove all scuff marks, gum, or other items from the floor.
- Clean all rugs at entrances and exits to both the building and to the gymnasium.
- Spot mop and sweep/dust mop WOOD floor gymnasium with a microfiber dust mop, empty mop often to avoid scratching floor. Any centers with TILE floor gymnasiums

shall be swept and damp mopped entirely.

- Clean and polish all bathroom fixtures and chrome, including sinks, bowls, and urinals.
- Clean and sanitize all toilet seats, flush valves, handles, partitions, dispensers, urinals, and drains.
- Spot clean bathroom walls, vanity tops and mirror, doors, and ceilings.
- Clean bathroom floors with enzymatic cleaner as needed, remove debris from walls and ceilings.
- Check toilet paper, paper towels, and soap dispenser in bathrooms, kitchens, craft rooms, and all other areas and refill and clean dispensers. Both hand soap and dish soap is required in the kitchens.
- Vacuum all carpeted areas and spot clean with ZEP (Product #R00701) or City approved equal.
- Spot clean all walls, doors, and gym bleachers to remove stains/smudge marks.
- Spray restrooms with a deodorizer.
- Spot clean shower areas and spray for mildew using ZEP (Product #ZUCSM32) or City approved equal.
- Check all exit doors, secure building and set alarm.

WEEKLY SCHEDULE

- Shall be performed on Sunday or the first cleaning day during the week in addition to basic service
- Basic cleaning shall still be ongoing during the weekly cleaning.
- Dust and clean baseboards throughout the center, including the restrooms.
- Dust all surfaces below 72 inches in height.
- Damp wash all trash cans and replace liners.
- Damp clean kitchen counters, sinks, and the outside of all appliances.
- Damp clean chairs, tables, storage cabinets, heating units, and window air conditioning units.
- Damp clean all mats in gymnasiums and all weight equipment.
- Damp clean and sanitize the bathroom walls around toilets, sinks, and urinals.
- Clean restroom floors with an enzymatic cleaner.
- Sweep and clean front porch.
- Clean and sanitize showers (if applicable).
- Clean and vacuum the HVAC return duct grills and window AC units.
- Empty any outdoor cigarette ash containers and wipe clean. Replace sand as needed.
- Utilizing a microfiber mop, damp mop gym with an approved commercial hardwood floor cleaner.

MONTHLY SCHEDULE

- Shall be performed the first Thursday or Friday of each month in addition to basic and weekly service.
- Basic and weekly cleaning shall still be ongoing during the monthly cleaning.
- Clean cobwebs from ceilings and all walls below 10” in height.
- Wipe clean basketball backboard and goals utilizing a telescoping cleaning tool.
- Damp clean bleachers in gymnasiums and under bleachers, including horizontal and

vertical surfaces. Bleachers shall be pushed back and the floors cleaned underneath during this time.

- Wash and sanitize toilet partitions in restrooms and treat floor drains to prevent odors. Any stainless steel fixtures and toilet partitions shall be polished with a commercial grade product.
- Wash windows and frames in activity rooms and offices.
- All VCT floors shall be polished/buffed with a commercial buffing machine, and add wax if needed.
- All Weight Room rubber floors shall be cleaned utilizing an Auto Scrubber and a commercial Neutral Cleaner
- Deep clean all rugs and mats in the building. Inform City staff if any need to be replaced.
- Clean cobwebs from gym windows, spot clean windows in the gym.

Occasionally, City staff will sweep debris in gymnasiums or other rooms into a corner. It is the contractor's responsibility to remove this debris. In addition, the contractor will be responsible for clean-up of additional situations such as after a toilet clogs or leftover debris from maintenance work.

Please note: Adair Park Building, Happy Homes Community Center, Oakland Community Center, South Knoxville Optimist Club Building, and Fairview Community Center require limited service. The following outlines the limited (Monday only) services required for the above-mentioned locations.

Monday service only - no additional weekly or monthly service required. Due to low use, these centers require service on Mondays as follows:

- Empty, clean, and sanitize trashcans.
- Sweep and damp mop floors and thresholds.
- Dust all rooms.
- Scrub and sanitize all urinals, sinks, and toilets in the restrooms.
- Clean and sanitize water fountains.
- Spot clean and remove cobwebs from doors and walls.
- Damp clean appliances and equipment.
- Provide and refill toilet paper, paper towels, and soap for the bathrooms.
- Clean windows and remove debris on walls and ceilings.

Annual Cleaning

In order to meet the City programming constraints, the annual deep cleaning services for all recreation centers shall be performed during the Knox County school system's Fall break. The contractor shall present the proposed work schedule to the City representative for review and approval at least 30 days in advance of the proposed service start date. If conflicts arise with programming or other maintenance work, the contractor shall offer alternative scheduling.

ANNUAL DEEP CLEANING SCHEDULE - Shall be performed ANNUALLY for all recreation centers

- All monthly, bi-weekly, and daily duties shall still be ongoing during annual deep cleaning period.
- Pressure wash the exterior of the building near the main entrance and spot clean the remaining exterior area.
- During this annual cleaning each room in the building will be thoroughly deep cleaned from ceiling to floor. Gym ceilings may be spot cleaned, contractor will be responsible for ladders and lift equipment needed to spot clean the ceiling areas.
- Clean all exterior and interior windows, including the trim around the windows
- Pressure wash all exterior walkways within 25 feet of the building entrance.
- Clean the carpets with a commercial carpet cleaning machine and vacuum dry.
- Strip, wax, and buff all vinyl floor tiles/other floors with wax. Apply five coats of sealant Johnson Wax "High Mileage" or City-approved equal. Contractor shall avoid wax "splash up" onto baseboards and walls.

*NOTE LARRY COX SENIOR CENTER REQUIRES KELSAN VECTRA FLOOR WAX.

- Strip and apply concrete wax to all waxed concrete areas.
- Any locations with Luxury Vinyl Plank (LVP) flooring shall be deep cleaned (not waxed).
- In addition to all the methods described above, power scrub all concrete restroom floors. All excess water and cleaning detergents shall be immediately vacuumed up.
- Specified cleaning for each location shall take no more than two consecutive days or two consecutive nights from start to finish.

Contractor shall provide a detailed schedule for the annual cleaning and a report verifying each duty completed along with a list of recommended maintenance repairs.

Miscellaneous Non-scheduled Cleaning - Option Pricing

Occasionally, the City of Knoxville Parks and Recreation Department will require a special or additional cleaning of certain facilities, above the cleanings already being performed. This extra cleaning will be comparable to basic cleaning as to the work items performed, and may be specific to cleaning needs. A minimum 48 hour notice will be provided requesting the additional cleaning services, except in extreme emergencies beyond the City's control.

Supplies, Material, and Equipment

Contractor shall furnish all maintenance supplies such as heavy-duty trashcan liners, cleaning compounds, waxes, sealers, disinfectant, polish materials, and equipment necessary for the performance of the work of this contract. **Paper and soap products and materials such as toilet tissue, paper towels, and hand soap shall be purchased and provided by the Contractor. THE CITY WILL REIMBERSE THE CONTRACTOR FOR PAPER PRODUCTS AND SOAP. THE CONTRACTOR SHALL PROVIDE AN ITEMIZED INVOICE/PRODUCT LIST/PER LOCATION/PER MONTH. Paper and soap products shall be provided for all areas including the kitchen areas, craft room areas, and any other area in the building.** For large trash receptacles, trashcan liners shall be oversized and heavy duty/low density type. Contractor shall not use dust mop treatments or floor cleaners that contain wax, paraffin, silicone or mineral oil.

Note - Knoxville Arts and Fine Craft facility and South Knoxville Community Center have arts/craft operations that require large amounts of paper products and soap to support daily

operations. Recreation Center's require more stocking and utilize high volumes of soap and paper products during basketball season and for special programming during the summer months.

Contractor will be responsible for ensuring that all facilities are properly stocked. At minimum, a four (4) day supply of extra trashcan liners and other cleaning supplies shall be kept onsite for staff to refill if needed. Additionally, the contractor shall supply and keep available a broom, mop, microfiber dust mop, and a multipurpose surface and floor cleaner in each center for our staff to utilize as needed. Supplies, materials, and equipment shall be of a quality to conform to high standards of housekeeping practices, be kept clean and in good working order. All chemicals and equipment must meet or exceed OSHA requirements and commonly recognized safety standards and not harm surfaces.

The contractor shall supply all necessary cleaning equipment including power driven floor-scrubbing machines, waxing and polishing machines, commercial grade vacuum cleaners, pressure washer with portable water tank, ladders, and lifts etc., needed for the performance of the work of this contract. Electrical power and water will be provided by City.

Not less than fifteen (15) days prior to the starting date services will be required, the contractor shall submit to the City a list giving brand name, manufacturer, equipment to be used, and intended use of the materials that the contractor proposes to use in the performance of the work. The City reserves the right to refuse the use of any material or equipment deemed to be substandard or unsuitable. The contractor may be required to apply certain materials to a surface so that results may be observed prior to approval of materials. Such tests will be conducted at no additional cost to the City.

Storage Area

Very limited space will be available to the contractor for the storage of bulk supplies and equipment used in the performance of this contract. Janitor closets will be assigned to the contractor for storing equipment such as mops, brooms, dust cloths, and mop buckets. All equipment, supplies, and materials belonging to the contractor should be clearly marked showing the appropriate ownership. Access to these closets will be required by the City at all times to replenish products used up during the day and on weekends. Janitor closets and equipment are to be maintained in a clean and orderly condition. The City will not be responsible for the loss or damage to contractor's stored supplies, materials, or equipment. Contractor shall maintain an OSHA approved MSDS/SDS book in each janitorial closet for all products stored and used. All ladders and other equipment used by contractor shall follow OSHA guidelines for required inspections and safety regulations. Contractor shall provide a list to the City of all equipment/supplies stored and ensure the updated list is provided as needed.

Contractor's responsibilities do not include securing of park gates or facilities unless their employee opens a park gate or facility after it has been closed and locked by security. If contractor's employee opens a locked gate or facility after hours, it must be re-secured before employee leaves the premises. Failure on behalf of contractor's employee to re-secure the locked gate or facility may result in assessment of liquidated damages.

Supervision

The contractor shall provide adequate supervision of all contract work. Contractor or his

supervisors shall be available at all times to check work performance and general condition of the job, as well as, planning for work needed. The contractor shall provide a phone number and an email to the City and be available upon request to receive instructions from City staff.

Contractor shall develop a strong supervisory support group to assure that high quality standards are maintained. Contractor shall complete a City-provided monthly quality control report and email this report to the City Parks & Recreation Maintenance Superintendent on a monthly basis.

Employees

The contractor shall furnish the City with a list of employees authorized to act for the contractor and a weekly or monthly schedule showing each employee's assigned facility and the dates of cleaning. The contractor shall require his employees to comply with the instructions in this Contract. Specifically, contractor personnel shall not disturb papers on desks, open desk drawers, or use office equipment. The contractor will be held responsible for safeguarding against loss, theft, or damage of all property, materials, equipment, and accessories which might be exposed to the contractor's personnel. Any damage to existing equipment, finishes, and/or materials by the contractor or contractor personnel will be repaired at contractor's expense. All employees of the contractor shall wear clearly visible, distinctive badges or uniforms. All contractor's employees shall be required to abide by the set of rules, code of conduct, and regulations developed by the contractor and approved by City. Contractor's supervisory staff shall enforce these rules and regulations. The contractor shall provide a list to the City of all employees authorized to perform contracted janitorial services. Contractor shall not employ any of the Park and Recreation department employees for the contracted janitorial services.

Scheduling

The required cleaning schedule is provided for each location on the worksheet. This schedule cannot be changed by the contractor without written permission from the City. The scheduled cleaning days may be modified by Parks and Recreation at any time due to demand or a programing change. Parks and Recreation has an event calendar that is available upon request.

All matters pertaining to cleaning operations and cleaning contracts will be handled and coordinated through the City representative. To facilitate contract administration and inspection by the Parks and Recreation Maintenance Superintendent or Recreation Superintendent, the contractor or representative shall meet with the Department before commencement of services to review all cleaning and operational procedures.

Modification of procedures may be necessitated due to construction, remodeling, upgrading of materials and equipment, a change in the usage of building areas, or other state of the art improvements.

Quality Assurance

Prior to being assigned to work at a designated location, contractor's employee will be adequately trained at contractor's expense. Contractor shall have training records as well as the training manual available upon request. Contractor is responsible for working after hours or overnight to complete all cleanings. Any cleaning required during the hours of 8:00 a.m. and 9:30 p.m. will need to be approved by the City. "Closed for Maintenance" signs shall be

provided by the contractor while servicing restrooms during operating hours. Contractor shall provide an active email address and mobile phone number to the City. Contractor shall respond via email to any cleaning supply deficiencies and emergency cleaning requests within 2 hours and have the deficiency remedied within 4 hours at no extra cost to the City. A follow-up email is required to the Parks and Recreation Maintenance Superintendent and Recreation Superintendent stating how the deficiency was resolved/remedied. Contractor is responsible for securing the building and setting the alarm system.

Liquidated Damages

The City and the contractor mutually agree response time compliance and performance compliance are critical and failure to provide service in accordance with this Agreement is a detriment to City services and the public. Therefore, the contractor agrees to credit the City for deficiencies not remedied or for failure to complete work as assigned or designated in the specifications, in accordance with the following schedule of liquidated damages. These sums are fixed and agreed upon, not as a penalty, but because the parties agree that the actual loss to the City and to the public caused by the omission of work or substandard performance is impractical and extremely difficult to ascertain. Subsequent failures or omissions during any two (2) month period will result in assessment of repeat occurrence liquidated damage charges, as indicated in the table below, to cover the cost increases associated with resolution of repeated problems. Any amount deducted that is greater than the amount billed on any given invoice shall become a credit to the City, applicable to any other amounts due to the contractor.

DEFICIENCY	CHARGE FOR FIRST OCCURRENCE	CHARGE FOR REPEAT OCCURENCES
A. Failure to perform tasks and related activities per specifications and failure to rectify within one (1) business day from the date and time the notice was sent by the City	\$25	\$50
B. Failure to properly lock the building, facility, or park gate	\$50	\$75
C. Lost key replacement	\$10/key	\$15/key
D. Lock Change or re-key required due to contractor's loss of keys	\$25/lock	\$35/lock
E. Use of workers not on the list of approved janitorial employees or bringing unauthorized person(s) into the facility without City approval	\$25	\$50
F. Use of chemical cleaners not subjected to approval. Also, misuse or improper handling, storage, or disposal (including labeling) of these items	\$25	\$50

The City will email a deficiency report to the designated supervisor the day the deficiency is reported. Contractor will be required to email the notice to the Parks and Recreation Department and the City's Contract Manager indicating the deficiency has been rectified. The City will inspect and determine if the deficiency was rectified to the City's satisfaction and in accordance with the Agreement requirements.

Keys

Contractors will be required to sign for each key issued to them. If a contractor loses a key, they will be required to pay \$10.00 for each duplicate for first occurrence, and \$15.00 for each repeat occurrence.

If a breach in security results from the loss of a key by contractor, or his employee, that requires the City to change or re-key a lock or locks, an additional charge of \$25.00 for each lock will be made for the first occurrence and \$35.00 for each repeat occurrence, as outlined under Liquidated Damages.

Payments

The contractor shall submit an invoice to the City at the end of each month. Standard payment term for the City of Knoxville is net 30 days.

VI. Contract Requirements

Submitting entities, if selected, must be willing to sign a contract with the City which will include certain provisions, among which are the following:

6.1 **Contract Documents.** The contract shall consist of (1) the RFP; (2) the proposal submitted by the contractor to this RFP; and (3) the contract. In the event of a discrepancy between the contract, the RFP and the submitted proposal, the terms that provide the greater benefit to the City and/or impose the greater obligation to the contractor will prevail.

6.2 **Administration.** The contract will be administered by the City of Knoxville's Parks and Recreation Department.

6.3 **Invoices.** Invoices for services will be submitted to the City in accordance with the contract terms.

6.4 **Independent Contractor.** The relationship of contractor to the City will be that of independent contractor. The contractor will be solely and entirely responsible for its acts and for the acts of its agents, employees, servants and subcontractors done during the performance of the contract. All services performed by the contractor shall be provided in an independent contractor capacity and not in the capacity of officers, agents, or employees of the City.

6.5 **Assignment.** The contractor shall not assign or transfer any interest in this contract without prior written consent of the City of Knoxville.

6.6 **Indemnification and Hold Harmless.** The successful proposer will be required to sign a contract with the City which contains the following indemnification clause. This

indemnification clause will not be altered in any way. Failure to agree with this indemnification clause in the contract may result in the City moving to the next responsible responsive proposer.

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees. The amount and type of insurance coverage requirements set forth in this Agreement will in no way be construed as limiting the scope of the indemnity in this section.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above.

The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.

6.7 Termination. The City may terminate this Agreement at any time, with or without cause, by written notice of termination to the Contractor.

If the City terminates this Agreement, and such termination is not a result of a default by the Contractor, the Contractor shall be entitled to receive as its sole and exclusive remedy the following amounts from the City, and the City shall have no further or other obligations to the Contractor: the amount due to the Contractor for work executed through the date of termination, not including any future fees, profits, or other compensation or payments which the Contractor would have been entitled to receive if this Agreement had not been terminated.

The City may, by written notice of default to the Contractor, terminate the whole or any part of this Agreement if the Contractor fails to perform any provisions of this Agreement and does not cure such failure within a period of ten (10) days (or such longer period as the Purchasing Agent may authorize in writing) after receipt of said notice from the Purchasing Agent specifying such failure. If this Agreement is terminated in whole or in part for default, the City may procure,

upon such terms and in such manner as the Purchasing Agent may deem appropriate, supplies or services similar to those terminated.

6.8 Insurance. When applicable and prior to the commencement of the contract, contractor must, at its sole expense, obtain and maintain in full force and effect for the duration of the Agreement and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement. Contractor shall furnish the City of Knoxville with properly executed certificates of insurance which shall clearly evidence all insurance required by the City. All insurance must be underwritten by insurers with an A.M. Best rating of A-VIII or better. Such insurance shall be at a minimum the following:

- A. **Commercial General Liability Insurance;** occurrence version commercial general liability insurance, and if necessary umbrella liability insurance, with a limit of not less than two million dollars each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this Agreement or be no less than \$3,000,000.

Such insurance shall:

- (a.) Contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds. Proof of additional insured status up to and including copies of endorsements and/or policy wording will be required.
- (b.) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, officers, employees, and volunteers. Any insurance or self-insurance programs covering the City, its officials, officers, employees, and volunteers shall be excess of Contractor's insurance and shall not contribute with it.
- (c.) At the sole discretion of the City, dedicated limits of liability for this specific project may be required.

- B. **Automobile Liability Insurance;** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of Contractor.
- C. **Workers' Compensation Insurance.** Contractor shall maintain workers'

compensation insurance with statutory limits as required by the State of Tennessee or other applicable laws and employers' liability insurance with limits of not less than \$500,000. Contractor shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by Contractor's workers' compensation insurance coverage.

D. Other Insurance Requirements. Contractor shall:

- Prior to commencement of services, furnish the City with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to the City Attorney of Knoxville; P.O. Box 1631; Knoxville, Tennessee 37901. Proof of policy provisions regarding notice of cancellation will be required.
- Upon the City's request, provide certified copies of endorsements and policies if requested by the City in lieu of or in addition to certificates of insurance. Copies of policies will only be requested when contracts are deemed to be extremely or uniquely hazardous, include a dollar amount that is significant to the overall budget of the City or a City Department, or the coverage(s) may not follow standard insurance forms. A policy will only be requested after the City's Risk Manager has reviewed the contract and proof of coverage has been provided. Should the certificate of insurance refer to specific coverage wording or endorsements(s), proof of such policy wording or endorsement(s) will be required.
- Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
- Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract.
- If Contractor cannot procure insurance through an insurer having an A.M. Best rating of A-VIII, Contractor may, in the alternative, place such insurance with insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A. Modification of this standard may be considered upon appeal to the City Law Director.
- Require all subcontractors to maintain during the term of the Agreement Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation/Employer's Liability insurance (unless subcontractor's employees are covered by Contractor's insurance) in the same manner as specified for Contractor. Contractor shall furnish subcontractors' certificates of insurance to the City without expense immediately upon request.
- Large Deductibles; Self-Insured Retentions. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by the City of

Knoxville prior to the commencement of services. Use of large deductibles and/or self-insured retentions may require proof of financial ability as determined by the City.

- Waiver of Subrogation Required. The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, and employees for losses arising from work performed by Contractor for the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- Occurrence Basis Requirement. All general liability policies must be written on an occurrence basis, unless the Risk Manager determines that a claims made basis is reasonable in the specific circumstance. Use of policies written on a claims made basis must be approved by the City. Risk Manager and retroactive dates and/or continuation dates must be provided to the City prior to commencement of any work performed. Professional Liability and Environmental Liability (Pollution Coverage) are most commonly written on a claims made basis and are generally acceptable in that form.

6.9 Ethical Standards. Attention of all firms is directed to the following provisions contained in the Code of the City of Knoxville: Chapter 24, Article II, Section 24-33 entitled “Debts owed by persons receiving payments other than Salary;” Chapter 2, Article VIII, Division 11. the Contractor hereby takes notice of and affirms that it is not in violation of, or has not participated, and will not participate, in the violation of any of the following ethical standards prescribed by the Knoxville City Code:

A. Section 2-1048. Conflict of Interest.

It shall be unlawful for any employee of the city to participate, directly or indirectly, through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing or otherwise, in any proceeding or application, request for ruling or other determination, claim or controversy or other matter pertaining to any contract or subcontract and any solicitation or proposal therefore, where to the employee’s knowledge there is a financial interest possessed by:

- (1) the employee or the employee’s immediate family;
- (2) a business other than a public agency in which the employee or member of the employee’s immediate family serves as an officer, director, trustee, partner or employee; or
- (3) any person or business with whom the employee or a member of the employee’s immediate family is negotiating or has an arrangement concerning prospective employment.

B. Section 2-1049. Receipt of Benefits from City Contracts by Council Members, Employees and Officers of the City.

It shall be unlawful for any member of council, member of the board of education, officer or employee of the city to have or hold any interest in the profits or emoluments of any contract, job, work or service, either by himself or by another, directly or indirectly. Any such contract for a job, work or service for the city in which any member of council, member of the board of education, officer or employee has or holds any such interest is

void.

C. Section 2-1050. Gratuities and Kickbacks Prohibited.

It is unlawful for any person to offer, give or agree to give to any person, while a city employee, or for any person, while a city employee, to solicit, demand, accept or agree to accept from another person, anything of a pecuniary value for or because of:

- (1) An official action taken, or to be taken, or which could be taken;
- (2) A legal duty performed, or to be performed, or which could be performed; or
- (3) A legal duty violated, or to be violated, or which could be violated by such person while a city employee.

Anything of nominal value shall be presumed not to constitute a gratuity under this section.

Kickbacks. It is unlawful for any payment, gratuity, or benefit to be made by or on behalf of a subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

D. Section 2-1051. Covenant Relating to Contingent Fees.

(a) Representation of Contractor. Every person, before being awarded a contract in excess of ten thousand dollars (\$10,000.00) with the city, shall represent that no other person has been retained to solicit or secure the contract with the city upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for bona fide employees or bona fide established commercial, selling agencies maintained by the person so representing for the purpose of securing business.

(b) Intentional Violation Unlawful. The intentional violation of the representation specified in subsection (a) of this section is unlawful.

E. Section 2-1052. Restrictions on Employment of Present and Former City Employees. Contemporaneous employment prohibited. It shall be unlawful for any city employee to become or be, while such employee, an employee of any party contracting with the particular department or agency in which the person is employed.

For violations of the ethical standards outlined in the Knoxville City Code, the City has the following remedies:

- (1) Oral or written warnings or reprimands;
- (2) Cancellation of transactions; and
- (3) Suspension or debarment from being a Contractor or subcontractor under city or city-funded contracts.

The value of anything transferred in violation of these ethical standards shall be recoverable by the City from such person. All procedures under this section shall be in accord with due process requirements, included but not limited to a right to notice and hearing prior to imposition of any cancellation, suspension or debarment from being a

Contractor or subcontractor under a city contract.

6.10 Firms must comply with the President's Executive Order No. 11246 and 11375 which prohibit discrimination in employment regarding race, color, religion, sex or national origin. Firms must also comply with Title VI of the Civil Rights Act of 1964, Copeland Anti-Kick Back Act, the Contract Work Hours and Safety Standards Act, Section 402 of the Vietnam Veterans Adjustment Act of 1974, Section 503 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, all of which are herein incorporated by reference.

6.11 Firms shall give consideration to the inclusion of minority firms or individuals in this project, and shall advise the city in this proposal of their efforts to do so.

6.12 Firms shall give consideration to the use of environmentally sustainable best practices, and shall advise the city in this submittal of qualifications of their efforts to do so.

6.13 Federal, State, and Local Requirements. Each submitting entity is responsible for full compliance with all laws, rules and regulations which may be applicable.

6.14 Licenses. Before a contract is signed by the City, the submitting entity, if selected, **must** provide the City Purchasing Division with a copy of its valid business license **or** with an affidavit explaining why it is exempt from the business licensure requirements of the city or county in which it is headquartered. If a contract is signed, the contractor's business license shall be kept current throughout the duration of the contract, and the contractor shall inform the City of changes in its business name or location. The contractor must be a licensed professional as required by the state of Tennessee, see T.C.A. Sections 62-2-101 et. seq., for any services in this contract requiring such licensure.

6.15 Funding. The City's performance and obligation to pay under this contract is subject to funding contingent upon an annual appropriation.

6.16 Governing Law and Venue. This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Tennessee and its conflict of laws provisions. Venue for any action arising between the City and the Contractor from the Agreement shall lie in Knox County, Tennessee.

6.17 Subcontracts to the Agreement. Contractor shall not enter into a subcontract for any of the services performed under this Agreement without obtaining the prior written approval of the City.

6.18 Amendments. This Agreement may be modified only by a written amendment or addendum that has been executed and approved by the appropriate officials shown on the signature page of the Agreement.

6.19 Captions. The captions appearing in the Agreement are for convenience only and are not a part of the Agreement; they do not in any way limit or amplify the provisions of the Agreement.

6.20 Severability. If any provision of the Agreement is determined to be unenforceable or invalid, such determination shall not affect the validity of the other provisions contained in the Agreement. Failure to enforce any provision of the Agreement does not affect the rights of the parties to enforce such provision in another circumstance, nor does it affect the rights of the parties to enforce any other provision of this Agreement at any time.

6.21 No Benefit for Third Parties. The services to be performed by the Contractor pursuant to the Agreement with the City are intended solely for the benefit of the City, and no benefit is conferred hereby, nor is any contractual relationship established herewith, upon or with any person or entity not a party to the Agreement. No such person or entity shall be entitled to rely on the Contractor's performance of its services hereunder, and no right to assert a claim against the City or the Contractor, its officers, employees, agents, or contractors shall accrue to the Contractor or to any subcontractors, independently retained professional consultant, supplier, fabricator, manufacturer, lender, tenant, insurer, surety, or any other third party as a result of this Agreement or the performance or non-performance of the Contractor's services hereunder.

6.22 Non-Reliance of Parties. Parties explicitly agree that they have not relied upon any earlier or outside representations other than what has been included in the Agreement. Furthermore, neither party has been induced to enter into this Agreement by anything other than the specific written terms set forth herein.

6.23 Force Majeure. Neither party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control, and performance times shall be considered extended for a period of time equivalent to the time lost because of such delay plus a reasonable period of time to allow the parties to recommence performance of their respective obligations hereunder. Should a circumstance of force majeure last more than ninety (90) days, either party may by written notice to the other terminate this Agreement. The term "force majeure" as used herein shall mean the following: acts of God; strikes, lockouts or other industrial disturbances; acts of public enemies; orders or restraints of any kind of the government of the United States or of the State or any of their departments, agencies or officials, or any civil or military authority; insurrections, riots, landslides, earthquakes, fires, storms, tornadoes, droughts, floods, explosions, breakage or accident to machinery, transmission pipes or canals; or any other cause or event not reasonably within the control of either party.

6.24 EEO/AA. The City of Knoxville is an EE/AA/Title VI/Section 504/ADA/ADEA Employer.

6.25 By submitting a proposal, the submitting entity agrees to all terms and conditions established in this RFP, including its contract requirements.

VII. Instructions to Submitting Entities

All submissions of proposals shall comply with the following instructions. These instructions ensure that (1) submissions contain the information and documents required by the City's RFP and (2) the submissions have a degree of uniformity to facilitate evaluation.

7.1 General

Submission forms and RFP documentation may be obtained on or after May 3, 2021, at no charge from:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, Tennessee 37902

between 8:30 a.m. and 4:30 p.m. (Eastern Time), Monday through Friday or by calling 865/215-2070. Forms and RFP information are also available on the City web site at www.knoxvilletn.gov/purchasing where it can be read or printed using Adobe Acrobat Reader software.

7.2 Submission Information

Option 1 - Electronic Submission Procedures. Electronic submissions shall be submitted online through the City's Procurement website. **DO NOT EMAIL YOUR SUBMISSION.** All proposers/bidders must register as a vendor in order to submit an electronic file.

Step One: Register as a City of Knoxville vendor (Vendors are encouraged to complete this step now to ensure seamless submission process prior to deadline.) To register as a vendor: Visit the website at www.knoxvilletn.gov/purchasing Click the "Vendor Registration" tab; then "Click here to register as a City of Knoxville Vendor" Follow the prompts to complete online registration. Note: You will be asked for a PIN. This PIN will be emailed to you and may have been sent to your spam or junk folder.

DO NOT WAIT UNTIL SUBMISSION DEADLINE TO REGISTER AS A VENDOR. The electronic submission link will be disabled at 11:00:00 a.m. Eastern time. Vendors will not have the ability to submit any electronic files once the deadline has passed.

Step Two: Submit all materials electronically as one (1) file to City's Procurement website PRIOR to 11:00:00 a.m. (Eastern Time) on May 25, 2021. To submit electronic file:

Visit the procurement website at www.knoxvilletn.gov/bids. Click "RFP - Janitorial Services for Recreation Centers" Click "Submit Bid" (red button located at top of screen) Follow the prompts to upload and submit electronic file. Submit only one (1) submission file (see notes below if you must submit additional files) Files MUST be named as the firm's name followed by the title of the project. Example: "ABC Company-Janitorial Rec Centers.pdf" Should you need to merge multiple documents into one PDF, please utilize Google to download a free software intended for merging PDF documents

Option 2 - Hard Copy Submission Procedures: Proposals shall include one original and one electronic copy of the proposal (.pdf format on CD or USB drive only—mark the storage device with the company name); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. Electronic submissions must be included with the sealed submissions; do not email your submission.

IMPORTANT NOTE: The original hard copy submitted proposal must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the proposals). The signature must be entered above the typed or printed

name and title of the signer. All proposals must be signed by an officer of the company authorized to bind the firm to a contract.

Proposals will be received until 11:00:00 a.m. (Eastern Time) on May 25, 2021. Each proposal must be submitted in a sealed envelope addressed to:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, TN 37902

IMPORTANT NOTE: Each mailing envelope or carton containing a proposal or multiple copies of the proposal must be sealed and plainly marked on the outside “RFP – Janitorial Services for Recreation Centers.”

Proposers are reminded that the Purchasing Division receives many bids and proposals for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**

Any proposals received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the proposal delivered to the City of Knoxville Purchasing Division on or before that date.

Late proposals will not be considered. Proposals that arrive late due to the fault of United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the City. Such proposals shall remain unopened and will be returned to the submitting entity upon request.

7.3 Format

The City is committed to reducing waste. Submissions of qualifications must be typed on 8.5 x 11 inch wide white paper, printed on both sides. **DO NOT BIND** the document; instead, staple or binder clip the submission together and place in a sealed envelope (see Paragraph 7.2). Pages must be consecutively numbered. A table of contents must be included in the proposal immediately after the title page, and each of the following numbered sections must be tabbed.

Proposals shall be structured as follows. Numbered items listed below should have a numbered tab page:

1. Title Page
2. Table of Contents
3. Submission Forms:
 - A. Form S-1
 - B. Form S-2
 - C. Form S-3
 - D. Form S-4
 - E. Non-Collusion Affidavit
 - F. No Contact/No Advocacy Affidavit
 - G. Child Crime Affidavit
 - H. Iran Divestment Act Certification of Noninclusion
 - I. Diversity Business Enterprise Program

4. Body of Proposal: Proposer's response to Evaluation Criteria found on pages 24-25.

NOTE: All required submission forms may be found in this solicitation document.

7.4 Evaluation of Proposals

All qualified submissions received by the deadline will be analyzed by the Evaluation Committee according to the criteria outlined in these specifications. Failure to comply with the provisions of the RFP may cause any proposal to be ineligible for evaluation. Each submittal of proposals will be initially analyzed and judged according to the evaluation criteria below. The maximum score is 100 points.

The City reserves full discretion to determine the capability of proposing entities. Proposers, if asked, will provide, in a timely manner, any and all information that the City deems necessary to make such a decision. In addition to materials provided in the written responses to this RFP, the Committee may request additional material, information, references, a site visit, or a live test demonstration from the submitting entity or others.

The Evaluation Committee may or may not decide to interview any or all proposing entities at a time and date determined by the City in order to address questions and more fully ascertain how the solution to this project satisfies the evaluation criteria. Firms and/or teams responding to this Request for Proposals shall be available for interviews with the Evaluation Committee. Discussions may be conducted with responsible submitting entities for purposes of clarification to assure full understanding of and conformance to the RFP requirements. Selection shall be based on the firms' qualifications applicable to the scope and nature of the services to be performed per this request for proposals. Determination of firms' qualifications shall be based on their written responses to this Request for Proposals and information presented to the Evaluation Committee during oral interviews, if any.

In addition to materials provided in the written responses to this Request for Proposals, the Committee may request additional material, information, or references from the submitting entity or others.

Provided it is in the best interest of the City of Knoxville, the firm or team determined to be the most responsive to the City of Knoxville, taking into consideration the evaluation factors set forth in this Request for Proposals, will be selected to begin contract negotiations. The firm or team selected will be notified at the earliest practical date and invited to submit more comprehensive information if necessary. If no satisfactory agreement can be reached with the "most responsive firm," the City may elect to negotiate with the next best and most responsive firm or team.

VIII. Evaluation Criteria

An evaluation team, composed of representatives of the City, will evaluate proposals on a variety of quantitative and qualitative criteria. Upon receipt of proposals, the City will review to determine whether the proposal is acceptable or non-acceptable based on the criteria outlined below.

The criteria and the associated weights upon which the evaluation of the proposals will be based include, but are not limited to, the following:

- 1. Pricing/Cost – 40 points:** Pricing is to be provided as total annual cost as well as annual cost per location. Pricing for single, non-scheduled days of cleaning is to be provided on the accompanying worksheet (Form S-3).
- 2. Qualifications – 20 points:** Proposal shall include details regarding number of years in business, location of working office, and number of personnel employed available to provide service for this bid including supervisory staff. Note if personnel is full-time, part-time, or seasonal employment. Include the use of any subcontractors. Proposal shall include a full list of equipment on hand to be used for this service.
- 3. Approach – 20 points:** Proposal shall include information on current workload and detail how the firm's plan or approach on how to accomplish the work described within this Request for Proposal.
- 4. Experience – 20 points:** All contractors must supply no less than three (3) references within the past three (3) years where similar work and comparable job size was performed. Include the name of the business, address, phone number, and contact person's email address for each reference. Provide any unique strengths, experiences, or qualifications of your firm.

Submission Forms

CITY OF KNOXVILLE
REQUEST FOR PROPOSALS
Janitorial Services for Recreation Centers

Submission Form S-1

**Proposals to be Received by 11:00:00 a.m., Eastern Time; *May 25,2021*; in Room 667-674,
City/County Building; Knoxville, Tennessee.**

IMPORTANT: Proposals shall include one (1) hard copy and one electronic copy of the proposal (.pdf format on CD or USB drive only—**mark the storage device with the company name**); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. **Electronic submissions must be included with the sealed submissions; do not email your submission.**

Please complete the following:

Legal Name of Proposer: _____

Address: _____

Telephone Number: _____

Fax Number: _____

Contact Person: _____

Email Address: _____

DUNS #: _____

Signature: _____

Name and Title of Signer: _____

Note: Failure to use these response sheets may disqualify your submission.

**CITY OF KNOXVILLE
REQUEST FOR PROPOSALS**

**JANITORIAL SERVICES FOR RECREATION CENTERS
Submission Form S-2 Bid Form**

Having carefully examined the specifications contained herein, the other Contract Documents and addenda, and having familiarized ourselves with the existing conditions of the job, we hereby propose to furnish the supervision, labor, materials, equipment, and services to do the work as specified for the following amount:

Total Annual Bid (One Year): \$ _____

Recreation Centers:

Adaptive Recreation Center-2235 Dandridge Avenue	\$ _____
Cal Johnson Recreation Center-507 Hall of Fame Drive	\$ _____
Cecil Webb Recreation Center-953 E. Moody Avenue	\$ _____
Christenberry Recreation Center-931 Oglewood Avenue	\$ _____
Cumberland Estates Rec. Center-4529 Silverhill Drive	\$ _____
Deane Hill Recreation Center-7414 Deane Hill Drive	\$ _____
Inskip/Norwood Recreation Center-301 W. Inskip Drive	\$ _____
Knoxville Arts & Fine Crafts Center-1127 N. Broadway, Suite B	\$ _____
Larry Cox Recreation Center -3109 Ocoee Trail	\$ _____
Milton Roberts Recreation Center-5900 Asheville Highway	\$ _____
Richard Leake Recreation Center-3511 Alice Bell Road	\$ _____
South Knoxville Community Center-522 Maryville Pike	\$ _____
West Haven Recreation Center-3622 Sisk Road	\$ _____
Dr. E.V. Davidson Center -3124 Wilson Avenue	\$ _____
Adair Park Building-1807 Adair Drive	\$ _____
Happy Homes Community Center-5329 Montwood Drive	\$ _____
Oakland Community Center-3816 Oakland Drive	\$ _____
South Knoxville Optimist Club Building-6101 Moore Road	\$ _____
Fairview Community Center-1628 Dora Street	\$ _____

(Signed)

(Name Typed)

(Title)

**CITY OF KNOXVILLE
REQUEST FOR PROPOSALS**

**JANITORIAL SERVICES FOR RECREATION CENTERS
Submission Form S-3 Recreation Center Worksheet**

<p>ADAPTIVE RECREATION CENTER – 2235 Dandridge Avenue Cleaning Schedule – Sunday, Monday, Tuesday, Thursday</p> <p>All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.</p> <p>Cleaning time allocation per day _____ Hrs/mins Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day Annual Deep Cleaning Cost \$ _____</p>	
<p>CAL JOHNSON RECREATION CENTER – 507 Hall of Fame Drive Cleaning Schedule – Sunday, Monday, Tuesday, Thursday</p> <p>All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.</p> <p>Cleaning time allocation per day _____ Hrs/mins Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day Annual Deep Cleaning Cost \$ _____</p>	
<p>CECIL WEBB RECREATION CENTER – 953 E. Moody Avenue Cleaning Schedule – Sunday, Monday, Tuesday, Thursday</p> <p>All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.</p> <p>Cleaning time allocation per day _____ Hrs/mins Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day Annual Deep Cleaning Cost \$ _____</p>	
<p>CHRISTENBERRY RECREATION CENTER – 931 Oglewood Avenue Cleaning Schedule – Sunday, Monday, Tuesday, Thursday</p> <p>All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.</p> <p>Cleaning time allocation per day _____ Hrs/mins Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day Annual Deep Cleaning Cost \$ _____</p>	

CUMBERLAND ESTATES RECREATION CENTER – 4529 Silverhill Drive
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

DEANE HILL RECREAITON CENTER – 7414 Deane Hill Drive
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

INSKIP NORWOOD RECREATION CENTER – 301 W. Inskip Drive
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

KNOXVILLE ARTS AND FINE CRAFTS CENTER – 1127 N Broadway; Suite B
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

LARRY COX RECREATION CENTER – 3109 Ocoee Trail
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

MILTON ROBERTS RECREATION CENTER – 5900 Asheville Highway
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

RICHARD LEAKE RECREATION CENTER – 3511 Alice Bell Road
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

SOUTH KNOXVILLE COMMUNITY CENTER – 522 Maryville Pike
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

WEST HAVEN RECREATION CENTER – 3622 Sisk Road
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

DR. EV DAVIDSON CENTER – 3124 Wilson Road
Cleaning Schedule – Sunday, Monday, Tuesday, Thursday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

ADAIR PARK BUILDING – 1807 Adair Drive
Cleaning Schedule – Monday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

HAPPY HOMES COMMUNITY CENTER – 5329 Montwood Drive
Cleaning Schedule –Monday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

OAKLAND COMMUNITY CENTER – 3816 Oakland Drive
Cleaning Schedule – Monday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

SOUTH KNOXVILLE OPTIMIST CLUB BUILDING – 6101 Moore Road
Cleaning Schedule – Monday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

FAIRVIEW COMMUNITY CENTER – 1628 Dora Street
Cleaning Schedule – Monday

All-Inclusive firm-fixed price per month to provide all janitorial tasks specified.

Cleaning time allocation per day _____ Hrs/mins
Cost for extra non-scheduled miscellaneous cleaning day \$ _____ /Day
Annual Deep Cleaning Cost \$ _____

JANITORIAL SERVICES FOR RECREATION CENTERS
Submission Form S-4 References

Reference One

Location: _____

Nature of Work Performed:

Contact Name: _____ **Phone:** _____

Email Address: _____

Reference Two

Location: _____

Nature of Work Performed:

Contact Name: _____ **Phone:** _____

Email Address: _____

Reference Three

Location: _____

Nature of Work Performed:

Contact Name: _____ **Phone:** _____

Email Address: _____

NON-COLLUSION AFFIDAVIT

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

- (1) He/She is the _____ of _____, the firm that has submitted the attached Proposal;
- (2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said firm nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other vendor, firm or person to submit collusive or sham proposal in connection with the contract or agreement for which the attached Proposal has been submitted or to refrain from making a proposal in connection with such contract or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of Knoxville or any person interested in the proposed contract or agreement; and
- (5) The proposal of service outlined in the Proposal is fair and proper and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.

(Signed): _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20__.

NOTARY PUBLIC

My Commission expires _____

No Contact/No Advocacy Affidavit

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____
_____, the Proposer that has submitted the attached Proposal;

(2) The Proposer _____ swears or affirms that he/she will abide by the following “No Contact” and “No Advocacy” clauses:

a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Assistant Purchasing Agent (Penny Owens) or the listed Point of Contact (Karisa Scott). Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.

b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to the City of Knoxville staff including, but not limited to, members of City Council, Office of the Mayor, Department of Redevelopment or any other City staff.

Any company and/or individual who does not comply with the above stated “No Contact” and “No Advocating” policies may be subject to having their proposal rejected from consideration.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2_____.

My commission expires: _____

DRUG-FREE WORKPLACE AFFIDAVIT

State of _____

County of _____

_____, being duly sworn, deposes, and says that:

- (1) He/She is a principal officer of _____, the firm that has submitted the attached Proposal, his or her title being _____ of the firm; and
- (2) He/She has personal knowledge of the policies of the above-named firm with respect to the maintenance of a drug-free workplace; and
- (3) He/She certifies that all provisions and requirements of the Tennessee Drug-Free Workplace Program, as established by Tenn. Code Ann. §§ 50-9-101 et. seq., have been met and implemented.

(Signed)

(Title)

Subscribed and sworn to before me this __ day of _____, 20__.

Title _____

My Commission expires _____

Child Crime Affidavit

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____, the Bidder that has submitted the attached Bid;

(2) The Bidder _____ will abide by the following if chosen as the successful bidder:

The Bidder _____ agrees not to allow any employee or volunteer who is awaiting trial or has been convicted of a felony crime involving the sexual exploitation of children, sexual offenses involving children or violent crimes to participate in this Agreement at sites where children may be present. Failure by the Bidder to comply with this requirement is grounds for immediate termination of the Agreement.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2_____.

My commission expires: _____

IRAN DIVESTMENT ACT

Certification of Noninclusion

NOTICE: Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

Vendor Name (Printed)	Address
By (Authorized Signature)	Date Executed
Printed Name and Title of Person Signing	

NOTARY PUBLIC:

Subscribed and sworn to before me this _____ day of _____, 2_____.

My commission expires: _____

DIVERSITY BUSINESS ENTERPRISE (DBE) PROGRAM

The City of Knoxville strongly encourages prime contractors to employ diverse businesses in the fulfillment of contracts/projects for the City of Knoxville.

The City of Knoxville's Fiscal Year 2018 goal is to conduct 3.06% of its business with minority-owned businesses, 10.03% of its business with woman-owned businesses, and 38.71% with small businesses.

While the City cannot engage (pursuant to state law) in preferential bidding practices, the City does **strongly encourage** prime contractors to seek out and hire diverse businesses in order to help the City meet its goals as stated above. As such, the City encourages prime contractors to seek out and consider competitive sub-bids and quotations from diverse businesses.

For DBE tracking purposes, the City requests that prime contractors who are bidding, proposing, or submitting statements of qualifications record whether or not they plan to employ DBE's as sub-contractors or consultants. With that in mind, please fill out, sign and submit (with your bid/proposal) the following sub-contractor/ consultant statement.

CITY OF KNOXVILLE DIVERSITY BUSINESS DEFINITIONS

Diversity Business Enterprise (DBE's) are minority-owned (MOB), women-owned (WOB), service-disabled veteran-owned (SDVO), and small businesses (SB), who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background. These persons must own at least 51% of the entity and operate or control the business on a daily basis.

Minority: A person who is a citizen or lawful admitted permanent resident of the United States and who is a member of one (1) of the following groups:

- a. African American, persons having origins in any of the Black racial groups of Africa;
- b. Hispanic American, persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race;
- c. Native American, persons who have origin in any of the original peoples of North America ;
- d. Asian American, person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Minority-owned business (MOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals.

Woman-owned business (WOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more women.

Service Disabled Veteran-owned business (SDOV) is a continuing, independent, for profit business that performs a commercially useful function, owned by any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service connected. Meaning such disability was incurred or aggravated in the line of duty in the active military, naval or air service, and is at least fifty-one percent (51%) owned and controlled by one (1) or more service disabled veteran.

Small Business (SB) is a continuing, independent, for profit business which performs a commercially useful function and has total gross receipts of not more than ten million dollars (\$10,000,000) average over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

Subcontractor/Consultant Statement
(TO BE SUBMITTED IN THE BID/PROPOSAL ENVELOPE)

We _____ do certify that on the
(Bidder/Proposer Company Name)

_____ (Project Name)
\$ _____
(Amount of Bid)

Please select one:

Option A: Intent to subcontract using Diverse Businesses

A Diversity business will be employed as subcontractor(s), vendor(s), supplier(s), or professional service(s). The estimated **dollar value** of the amount that we plan to pay is:

\$ _____.
Estimated Amount of Subcontracted Service

Diversity Business Enterprise Utilization			
Description of Work/Project	Amount	Diverse Classification (MOB, WOB, SB, SDOV)	Name of Diverse Business

Option B: Intent to perform work “without” using Diverse Businesses

We hereby certify that it is our intent to perform 100 % of the work required for the contract, work will be completed without subcontracting, or we plan to subcontract with non-Diverse companies.

DATE: _____ COMPANY NAME: _____

SUBMITTED BY: _____ TITLE: _____
(Authorized Representative)

ADDRESS: _____

CITY/STATE/ZIP CODE: _____

TELEPHONE NO: _____