



INVITATION TO BID

The City of Murfreesboro ("City") will receive and publicly open sealed bids in the City Manager's Office, Post Office Box 1139, 111 West Vine Street, Murfreesboro, Tennessee 37133-1139, telephone number (615) 849-2629. This Invitation to Bid (ITB) is subject to the instructions, conditions, specifications, addenda, and any other elements of this ITB, including those incorporated by reference.

DATE ISSUED: 01/09/2017

BID TITLE: Custodial Services

CITY CONTACT PERSON: Paul Boyer
Purchasing Department
City of Murfreesboro
111 West Vine St.
Murfreesboro, TN 37127

TELEPHONE NUMBER: (615) 893-5210

E-MAIL ADDRESS: purchasing@murfreesborotn.gov

SUBMIT BID RESPONSE IN SEALED ENVELOPE TO:

City of Murfreesboro
City Manager's Office
Post Office Box 1139
111 West Vine Street
Murfreesboro, Tennessee 37133-1139

Bid envelope must include the bid title, bid opening date, and the bidder's name. Failure to provide this information on the envelope may result in the bid not being considered. Do not submit bids by fax or electronically. Bids submitted by fax or electronically cannot be accepted or considered for award. Sealed bids are required.

BID OPENING DATE: 02/06/2017

BID OPENING TIME: 3:00 p.m., Central Standard Time (CST)

INSTRUCTIONS AND CONDITIONS

1.1. Submission to Murfreesboro City Manager's Office

The City is seeking bids for the provision of services set forth in the specifications. Sealed bids must be received by the City at the Office of the City Manager, City Hall, Post Office Box 1139, 111 West Vine Street, Murfreesboro, Tennessee 37133-1139, until 3:00 p.m. local time on 02/06/2017. The contract may be modified only by written amendment executed by all parties and their signatories hereto.

1.2. Deadline, Late Responses

No bids received after bid opening date and time will be accepted. Bids postmarked on the bid opening date but received in the City Manager's office after the specified time will be considered late and will be returned unopened. The City shall not be responsible for bids that are mailed or sent via private delivery services. The City will not accept bids submitted by fax or electronic mail.

1.3. Pre-Bid Meeting

There will be a mandatory pre-bid meeting at the Solid Waste facility on January 18th, 2017 at 9:00 CST at 4765 Florence Road, Murfreesboro, TN. The City will not accept a bid from any bidder who fails to attend the pre-bid meeting.

1.4. Organization of Bid and Completeness

Please submit an original plus two (2) copies of the bid to the City Manager's Office at the address set forth in 1.1 above. All bids must be sealed and the envelope clearly marked with the bidder's name and the Sealed Bid Response Label attached below. Failure to provide this information on the envelope may result in the bid not being considered. Bidders must allow sufficient time to ensure receipt of the bid. It shall be the sole responsibility of the bidder to have the bid delivered to the City before the bid deadline.

Each bid shall be organized in the same order as Section 3 of this Invitation to Bid. Any negative responses to these questions or failure to respond to these questions will permit the City to refuse to consider the bid.

Partial or incomplete bids may be a reason for rejection. All bid responses should be typewritten. If not typewritten, they must be written in ink and clearly legible, and numbers must be expressed in both words and figures. Erasures, white-outs, typeover's, and other modifications should be initialed. Bidders are cautioned to verify their bid response prior to submission.

1.5. Signature

All bids must be signed by a duly authorized officer of the company empowered with the legal right to bind the company. A typed name will not be acceptable without the person's written signature as well. Signatures are required where indicated; failure to comply with this requirement shall be cause for rejection of bid. All submitted bids must be binding for a period of ninety (90) calendar days from the bid submission deadline.

1.6. Response to Terms and Conditions

Unless an exception is taken, the awarded contract will contain the requirements of this Invitation to Bid. In its sole discretion, the City reserves the right to either consider or reject any bid which takes exception to the specifications or attached contract.

1.7. **Additional Requirements**

If necessary, the City may request one or more bidders to make an oral presentation to the City.

1.8. **Completeness of Invitation to Bid (“ITB”)**

These documents constitute the complete set of specification requirements and ITB. The bidder is responsible for insuring that all pages and all addenda are received. The City advises all bidders to closely examine this ITB package and immediately direct any questions regarding the completeness of this ITB package and any addenda thereto to the City’s Contact Person.

1.9. **Bid Interpretation. Communication with the Murfreesboro Fleet Department**

Interim Purchasing Director Paul Boyer will be responsible for coordinating communications between the City and firms submitting bids. If additional information is required in order to make an interpretation of items in this ITB, written questions (including e-mails) will be accepted until seven (7) days prior to the bid opening date. All questions regarding the ITB should be addressed to:

Paul Boyer
Purchasing Department
City of Murfreesboro
111 West Vine St
Murfreesboro, TN 37133-1739
Telephone: (615) 893-5210
Email: purchasing@murfreesborotn.gov

The City specifically requests that no contact concerning this ITB be made with any other City personnel until the selection process has been completed. Failure to honor this requirement will be viewed negatively in the selection process and may result in the disqualification of a bid.

1.10. **Discrepancies, Errors, and Omissions**

Any discrepancies, errors, omissions, or ambiguities in this ITB, the specifications or addenda (if any) should be reported to the contact person. If necessary, a written addendum will be issued and the addendum will be incorporated in the ITB and will become part of the contract. The City will NOT be responsible for any oral instructions, clarifications or other communications, and no such oral communication may be relied on by any bidder.

1.11. **Errors**

Certain mistakes may be corrected so long as the intended correct bid response is clearly evident. In the event of a disagreement between unit price and extended price, the unit price will control.

1.12. **Further Negotiation**

The City reserves the right to further negotiate, after the ITBs are opened, with any potential vendor if such is deemed in the best interest of the City.

1.13. **Economy of Preparation**

ITB should be prepared simply and economically, providing a straightforward, concise description of bidder’s capabilities to satisfy the requirements of the ITB. Emphasis should be on completeness and clarity of content.

1.14. **Subcontracting**

If any part of the work is, or is to be, subcontracted, the bidder shall provide within the ITB a description of the subcontracting organization and the contractual arrangements made therewith. All subcontractors will be subject to approval by the City. The successful bidder will also furnish the corporate or company name and the names of the officers or principals of said companies proposed as subcontractors by the bidder.

1.15. **Bid Modification**

Bids may be modified, withdrawn, and/or resubmitted in writing to the City prior to the deadline for bid submission. After this deadline, no withdrawals or resubmissions may be made for any reason. Offerors are encouraged to register with **Vendor Registry** to insure that all relevant written communications are available to them in the preparation of their proposal. Registration can be accomplished through Vendor Registry's website at:

<https://vrapp.vendorregistry.com/Vendor/Register/Index/murfreesboro-tn-vendor-registration>

1.16. **Tax Exempt**

The City is exempt from federal and state taxes. Upon request, the City will provide a sales tax exemption certificate to the awarded firm. Contractors doing business with the City shall not be exempted from paying sales tax to their suppliers for materials to fulfill contractual obligations to the City, nor shall any vendor be authorized to use the City's Tax Certificate in securing such materials.

1.17. **Pricing.**

The successful bidder shall provide in the bid price the cost for services rendered and the various components of equipment, including all parts, labor, accessories and any other standard equipment, necessary to provide the requested services as intended. Pricing for each line item shall be effective for two (2) years from date of bid award with two optional one-year extensions available. If, in the bidder's opinion, additional equipment or services are necessary to provide the requested services, this shall be included with explanation in the bid. It is requested that bidders raise any such questions in advance of submitting a bid to the City. To submit a bid implies consent to the terms set forth in the ITB.

1.18. **Approval Required.**

No award or acquisition can be made until approved by the City Council. The City will not be obligated to bidders for equipment and/or services until the completion of a signed contract approved by authorized officials of the City. This solicitation in no manner obligates the City to the eventual rental, lease, or purchase of any equipment or services described, implied, or which may be proposed, until confirmed by a written contract. Progress towards this end is solely at the discretion of the City and may be terminated at any time prior to the signing of a contract.

1.19. **Consideration of Bid**

In addition to the price, the following aspects will be considered in the award of a contract:

- a. The ability of the bidder to perform the contract;
- b. Whether the bidder can perform the contract and provide the service promptly;
- c. The character, integrity, reputation, experience and efficiency of the bidder;

- d. The previous and existing compliance by the bidder with laws and ordinances relating to the contract or service;
- e. Janitorial services must be the owner's primary business.
- f. Compliance with specifications or the ITB;
- g. Utilization of the format set forth in Section 3 for submittal of a bid; and,
- h. Bidder's past performance with the City.

1.20. **Terms and Conditions**

The City reserves the right to reject any and all bids, to waive any irregularities in a bid, or to accept the bid (or bids) which, in the judgment of the governing body, is in the best interest of the City. The City also reserves the right to make revisions to any quantity shown on the bid form dependent upon bid prices and available funding.

1.21. **Withdrawal of Bid**

No bidder may withdraw its bid for a period of ninety (90) calendar days after the date and time set for the opening of the responses. In the event the City awards a contract to a bidder and during such ninety (90) day period determines that such bidder will be unable to properly perform the contract, the City reserves the right to terminate the contract and award the contract to the next best offer without being required to re-advertise the project.

1.22. **Cost of Response**

The City will not be liable for any costs incurred by the bidders in preparing a response to this solicitation. Bidders will submit responses at their own risk and expense. The City makes no guarantee that any equipment or services will be purchased as a result of the solicitation and reserves the right to reject any and all responses. All responses and their accompanying documentation will become the record of the City.

1.23. **Contract**

The successful bidder's response to this ITB shall be included as an addendum to the contract. Should any conflict or discrepancy arise between the ITB and the contract, the contract shall control. If the bidder objects to any contract terms or proposes any additional terms, such objections and terms must be set forth in the bid. Rejection of any proposed City Contract terms may be a basis for rejection of the bid.

1.24. **Contract Termination**

The City reserves the right to cancel the contract for the work without cost or penalty to the City if, in the City's opinion, there is a failure at any time by the contractor to adequately perform the contract, or if there is any attempt to willfully impose upon the City a material or product or workmanship which is, in the opinion of the City, of an unacceptable quality. Cancellation of the contract shall not impair any rights or claim of the City to damages for the breach of any covenants of the contract by the contractor.

The contract awarded may be terminated upon any of, but not limited to, the following occurrences: a) bankruptcy or insolvency of the bidder or one or more of the bidder's principal owners; b) unauthorized substitution of products other than those identified in the specifications or specifically approved by the City as a substitute prior to award of the contract; c) unsatisfactory

performance of products supplied by the bidder or services provided by the bidder; d) fraud and e) any other breach of the terms of the ITB specifications or contract.

1.25. **Contract Modification**

The contract may be modified only by written amendment executed by all parties and their signatories hereto.

1.26. **Replacement or Repair**

No waiver of any provision of the contract shall affect the right of any party thereafter to enforce such provision or to exercise any right or remedy available to it in the event of any other default.

The City, at its option and in lieu of immediate termination, may request the awarded bidder correct performance by written notice to the contractor. In that event, the contractor shall take corrective action within the amount of time specified by the City in the written notice. Exercise of this option shall not relieve the contractor of any liability to the City for damages for the breach of any covenants of the contract by the contractor.

1.27. **Expense of Legal Action**

Awarded bidder agrees that, in the event either party deems it necessary to take legal action to enforce any provision of the contract, and in the event the City prevails, awarded bidder shall pay all expenses of such action including the City's attorney fees and costs at all stages of the legal action.

1.28. **Governing Laws**

The validity, construction and effect of the contract, and any and all extensions and/or modifications thereof shall be governed by the laws of the State of Tennessee.

1.29. **Severability**

Should any provision of the contract be declared to be invalid by any court of competent jurisdiction, such provision shall be severed and shall not affect the validity of the remaining provisions of the contract. Any action between the parties arising from this agreement shall be maintained in the courts of Rutherford County, Tennessee.

1.30. **Indemnification and Hold Harmless**

Contractor shall indemnify and hold harmless the City, its officers, agents and employees from: i) any claims, damages, costs, and attorney fees for injuries or damages arising, in part or in whole, from the negligent or intentional acts or omission of awarded bidder, its officers, employees and/or agents, including its sub or independent contractors, in connection with the performance of this contract; and ii) any claims, damages, penalties, costs, and attorney's fees arising from any failure of awarded bidder, its officers, employees and/or agents, including its sub or independent contractors, to observe applicable laws, including, but not limited to, labor laws and minimum wage laws.

1.31. **Insurance.**

Contractor must maintain commercial general liability insurance for bodily injury and property damage (minimum \$1,000,000) and workers' compensation insurance as required by the State of Tennessee. Contractor shall name the City as an additional insured on the liability insurance policies and shall provide the City a copy of the endorsement. Contractor must notify City within

five (5) days if the insurance policy is renewed, cancelled, or altered in any manner and provide written documentation of such alteration.

1.32. Contractor's Employment Practices.

Bidder, after being first duly sworn, affirms that by its employment policy, standards and practices, it does not subscribe to any personnel policy which permits or allows for the promotion, demotion, employment, dismissal or laying off of any individual due to the individual's race, creed, color, national origin, age or sex and it is not in violation of and will not violate any applicable laws concerning the employment of individuals with disabilities.

1.33. City's Employment Practices.

It is the policy of the City not to discriminate on the basis of age, race, sex, color, national origin, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy.

1.34. Conflict of Interest

By submitting a response, it is represented that no officer, committee member, or director of the City or other persons whose duty is to vote for, let out, overlook, or in any manner supervise any work on any contract for the City has a "direct interest", as defined by T.C.A. §12-4-101, in the bidder or in the work which is subject to this ITB.

1.35. Ethical Standards

Bidder understands that it shall be a breach of ethical standards for any person to offer, give or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter, pertaining to any program requirement of a contract or subcontract or to any solicitation or bid therefore.

1.36. Breach of Ethical Standards

A breach of ethical standards could result in civil and/or criminal sanctions and/or debarment or suspension from being a contractor or subcontractor under City contracts.

1.37. Payments

Payments under the contract shall be made upon submittal of a monthly invoice after performance of the portion of the services which each payment represents.

1.38. Contract Term

The initial term of this contract shall be one year from the effective date of contract with three one-year optional renewals.

1.39. Codes & Regulation

All services and/or equipment must comply with city, county, state, and federal laws, rules, codes and regulations. All City buildings are smoke-free facilities.

1.40 **Statutory Disqualification**

By submitting a response, it is represented that neither it nor any of its officers, directors, shareholders, member, or partners has been convicted or plead guilty or nolo contendere to any violation of the Sherman Anti-Trust Act, mail fraud, or other state or federal criminal violation in connection with a contract let by the City of Murfreesboro or any political subdivision of the State of Tennessee.

2. SCOPE OF PROJECT

2.1. ***Purpose***

The purpose of this Invitation to Bid (ITB) is to solicit and select the most qualified bidder(s) to provide Cleaning Services for multiple Departments of the City of Murfreesboro.

2.2. ***Project Roles and Responsibilities***

2.2.1. Murfreesboro Department Role and Responsibility

- Coordinate overall project management
- Attend required conference meetings as described in this ITB

2.2.2. Bidder's Role and Responsibility

- Name a Project Manager to meet with City as requested
- Meet with City representatives as necessary
- Perform other specific roles as required in this ITB

2.3. ***Scope of Services***

1. To provide custodial services for multiple City Departments. Prospective bidders must determine the actual size and scope of the job for bid purposes. The City of Murfreesboro may order changes in the work consisting of additions, deletions, or other revisions within the general scope of the contract. No claims may be made by the contractor that the scope of the project or of the contractor's services has been changed, requiring changes to the amount of compensation to the contractor or other adjustments to the contract, unless such changes or adjustments have been made by written amendment to the contract signed by the [local government] and contractor.
2. The facility administrator is charged with administrative duties and responsibilities to provide a safe, clean, and secure environment for employees and visitors while on City of Murfreesboro property.
3. The City will provide all expendable supplies (E.G., toilet tissue, hand towels, soap, plastic trash liners, light bulbs, ECT.). The contractor is to distribute and install expendable supplies.
4. The contractor shall supply all cleaning solutions/chemicals and operational equipment needed to perform janitorial duties (mops, brooms, mop buckets, buffers, vacuum cleaners

(for hard surfaces and with brush for carpet, or any other equipment deemed necessary to perform the requirements of the contract.) Safety of the Contractor's employees is the responsibility of the Contractor, who shall ensure that the equipment utilized in the performance of the contract is both safe and operated in a safe manner. The contractor must supply all labor and supervision. The contractor is responsible for the supervision of contractor employees and at the frequency specified while performing services under this contract agreement.

5. All supervisors shall have a thorough knowledge of the various cleaning tasks, equipment, materials, and supplies to be used within the scope of this agreement. The contractor is expected to accept responsibility and provide personal supervision for those persons employed by the contractor.
6. The contractor shall provide to the Administrator an accurate list of all personnel who have any relationship to work performed within the scope of this contract, prior to the employee starting work. List must include full names, aliases, home addresses, home telephone numbers, copies of driver's licenses and social security cards. Changes to the list shall be reported, in writing, to the Administrator within one working day. Employees terminated by the Contractor shall be reported the same day, unless it is after hours, then the next business morning shall be acceptable, to the Administrator.
7. The Contractor shall provide sufficient backup staff to cover absenteeism or extend existing work force hours to compensate for absent staff. The backup staff shall adhere to the same background and security screenings as regular staff. A backup staffing plan shall be included in the work plan submitted to the City for evaluation. The City reserves the right to request additional backup staff as deemed necessary.
8. Employees of the Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor, while performing duties related to the contract. This includes friends, children and/or other relatives. Violation of this requirement is cause for termination of the agreement.
9. The Contractor's work force shall be neat and clean in appearance and shall wear a uniform with the Contractor's name or logo permanently affixed to it. Uniforms shall consist of shirt and full-length pants, and be mutually agreed to by the Contractor and the City. Closed-toe and heeled shoes shall be worn. Employees shall wear an identification badge with the employee's picture, name, and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on City property. The Contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement shall be required to leave City facilities. There is no exception to this requirement.
10. It is essential that custodial personnel be thoroughly instructed in locking doors, closing windows and securing areas. This includes decoding alarm systems when entering the building and resetting the alarm systems when leaving the building. Security alarm response fees assessed by law enforcement agencies for false alarms caused by Contractor's personnel shall be deducted from the Contractor's invoice.
11. Building locking and unlocking schedules shall be strictly followed. Once a building is locked, the Contractor's employees shall not open doors to allow any person(s) other than employees of the Contractor to enter. Security shall be maintained in the individual areas

within the building during the work shift. Doors to unattended, locked rooms shall be kept locked during the shift except while being serviced. The Contractor's personnel shall be in the room or at the door when the room is unlocked.

12. Contractor's personnel shall immediately report to their supervisor and City personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The Contractor's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes, or floods, and take appropriate safety measures.
13. Contractor's employees shall be prohibited in the use or possession of the following items while working on City premises: guns, knives, other weapons, and alcohol and/or illegal drugs. The use of tobacco products is not allowed in City buildings. Contractor's employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be terminated immediately from working in City facilities.
14. The Contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the City and against unauthorized use of City and personal property, such as: radios, typewriters, copy machines, computers, terminals, telephones, fax machines, calculators, etc., which may be in any of the City facilities. The Contractor shall be responsible to see the Contractor's employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the Contractor's supervisor. The supervisor shall return the item(s) to the City Project Manager or placed in a secure designated spot within the City building(s) within twenty-four (24) hours.
15. The contractor shall employ at all times, the quantity and quality of supervision necessary for the effective and efficient management of cleaning operations. The contractor shall organize the cleaning schedules to minimize the work areas needing lighting at any one time during cleaning.
16. The contractor shall provide an estimated number of personnel per building, to perform to the specifications of this contract, estimated hours to be used per building to perform to the specification of this contract and a backup staffing plan to cover absenteeism, vacations, etc. In addition, the Contractor shall provide a list of the type and quantity of equipment to be used per building and a list of supplies and chemicals to be used in each building to perform the specifications of this contract.
17. Cleaning shall not start until thirty (30) minutes after the end of normal business hours as related to each facility. These times are subject to change under the direction of the Administrator.
18. The Contractor shall provide the Administrator with a monthly schedule showing the estimated number of hours, date to be accomplished, and tasks to be performed to accomplish the contract requirements.
19. In the event an evening meeting is being conducted in the facility, the Contractor shall be responsible for proper cleaning of the used area, provided the meeting ends by 11:00 p.m. All cleaning shall be completed before the next normal business day.

20. The Contractor shall maintain a schedule for window cleaning, floor stripping, waxing, carpet cleaning and hot water extraction for the facility, and provide to the Administrator a copy of the monthly completed and scheduled work on the first workday of every month.
21. The contractor's supervisor shall maintain a nightly log showing deviations from the assigned work schedule, needed building repairs, when work assignments are not completed, and so forth.
22. The contractor shall provide for employee safety and accept responsibility for employee/personal injury during performance of services under this contract agreement.
23. The contractor is expected to emphasize safety during use of powered and non-powered equipment. In the event of property damage, the City will determine the extent and liability of the parties involved.
24. All contract/contractor personnel may be required to sign in and out at the job site with security and/or City representatives as designated by the facility administrators.
25. If property damage resulting from contractor negligence has to be repaired and/or replaced by the City of Murfreesboro the expense for such work shall be deducted from the monies due the contractor. The City reserves the right to pursue claims for damages through any and/or all legal means available to the City.
26. The City shall provide, without cost to the Contractor, janitorial closets or a designated place in each building. These areas shall be kept clean and neat by the Contractor at all times. Supplies shall be stored in their proper place when they arrive. Empty boxes, bottles, containers, etc. shall be discarded. Mop buckets shall be emptied and cleaned, and mops shall be washed out, before storing in the designated janitorial space.
27. The City shall furnish all utilities to the Contractor at existing outlets. Any modifications to existing outlets for the Contractor's convenience shall be at the Contractor's expense. Prior written approval for any alteration shall be obtained from the Administrator. The Contractor's Project Manager shall arrange for the work to be done and the costs shall be charged to the Contractor.
28. The City telephone policy limits use of its telephone extensions on the City system to calls relating to City business. The Contractor shall ensure that employees observe this policy. The costs of unauthorized telephone usage, which can be directly attributed to an employee of the Contractor, shall be the responsibility of the Contractor.
29. Contractor must maintain commercial general liability insurance for bodily injury and property damage (minimum \$1,000,000) and workers' compensation insurance as required by the State of Tennessee. Contractor shall name the City as an additional insured on the liability insurance policies and shall provide the City a copy of the endorsement. Contractor must notify City within five (5) days if the insurance policy is renewed, cancelled, or altered in any manner and provide written documentation of such alteration.
30. The contractor shall pay for rekeying of locks if keys issued to the Contractor are lost.
31. It is the objective of the City to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this

end, the City is contracting for the complete performance of each cleaning job as specified in this contract. Therefore, deductions (Liquidated Damages) for tasks not completed or not satisfactorily completed shall be made in accordance with the schedule detailed herein.

32. The Administrator or designee shall contact the Contractor by telephone, fax, or email to notify them of performance issues. The Administrator shall also notify the Contractor of written complaint(s) received from building occupants. The Contractor shall be required to respond to any major problem(s) within two (2) hours, once notified by the Administrator or designee, or be charged a deduction.
33. The Administrator shall maintain a file of incoming complaints whether they be written, oral, or by telephone. This file shall contain the date, time, building, name of the person making the complaint, phone number and time the Contractor was notified, or a copy of the notification letter and fax record.
34. Major problems require immediate attention, and shall be responded to and corrected within two (2) hours. Examples of major problems include, but are NOT limited to toilets not cleaned, offices not cleaned, or trashed removed, etc. The Administrator shall have authority to classify a complaint as major or minor.
35. Minor problems require correction during the next day's normal clean up. However, a continuing record of minor complaints shall result in the deduction. Examples of minor problems include, but are not limited to, a trash can not emptied, a small area not vacuumed, toilet paper in one stall out, etc. Failure by the Contractor to respond to specific complaints as stated above, as well as preventing continuing occurrences of such complaints, may result in deductions of invoiced payments or termination of this contract agreement.
36. Failure to clean an entire building or site shall result in a separate deduction for nonperformance. After three (3) occurrences of nonperformance, the city, at its discretion, may begin default proceedings.
37. The Contractor, to handle an instance of nonperformance, shall send personnel to the missed site within two (2) hours of notification of an event of nonperformance for immediate servicing of that location. However, this shall not relieve the Contractor of being charged the deduction or this counting towards the three occurrences. If the Contractor does not respond in one hour, the Contract Supervisor may exercise the City's right to terminate for default.
38. The Contractor shall provide a complete work schedule for weekly, monthly, and quarterly services for all facilities. Schedule shall include a set day for weekly facility inspections and monthly review meetings with Administrator.
39. The Contractor shall provide a schedule of all employees of the Contractor and the buildings to which they are assigned, along with the man-hours to perform the required work at each building.
40. The Contractor shall provide a copy of the Contractor's written safety program and signed list documenting safety training of all employees prior to the commencement of the contract.

41. Specification requirements as written are stated in general terms and in reference to building design, layout and/or condition. The lack and/or omission of detailed specifications does not minimize acceptable levels of service and only the best commercial practices are acceptable. Services as defined in the specifications as "Special Requirements" may be requested at the discretion of the facility administrator.
42. The City reserves the right to add facilities to the scope of work for this ITB if necessary. Changes must be approved by City Council.

SPECIFICATIONS:

McFadden Facility (Parks & Rec)

**Work to be performed after 9:00 p.m. on Friday nights once a month
(Twice per month from June 1 through August 1)**

**Contact Person: Michael Philpott
615-839-5210 ext.: 2653**

General Tasks

Entrances, Lobby, Hallways, Offices, Meeting Rooms, Desks and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (trash liners are to be furnished by Client).
- Thoroughly vacuum all carpeted areas, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains.
- Thoroughly dust and damp wipe all horizontal surfaces:
 - Window Sills
 - Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doorframes.
- Damp wipe telephones using disinfectant.
- Dust mop hard surface floors with a treated dust mop
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass and windows.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Dust mini blinds and/or venetian blinds.
- Inspect and pick up as needed, building entrance area.

Restrooms (once per month-twice per month from June 1 through August 1)

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and mars from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Strip & Wax-(twice per year)

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, wall and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom and kitchen)-(twice per year)

- Machine scrub ceramic floor, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Adams Tennis Complex (Parks & Rec)

925 Golf Lane, Murfreesboro, TN

Hours: Sunday night after 6:00 pm

Contact Person: Gary Arbit

615-839-5210 ext.: 2652

Monthly:

- Vacuum and shampoo all carpets. (offices, pro shop, upstairs, elevator)
- Dust and clean all employees desk
- Sweep and mop all floors
- Wipe and sanitize all chairs, tables and couches
- Deep clean men's Locker room floor and shower areas
- Deep clean women's Locker room floor and shower areas
- Deep clean both family restrooms floors
- Inspect and clean all shower drains
- Clean and sanitize all toilets and urinals
- Clean and remove all splash marks around hand dryers in restrooms
- Clean all indoor windows and both sides of the court windows
- Clean and wipe all window seals and frames
- Wipe and sanitize all hand rails
- Wipe and sanitize all door handles
- Wipe and sanitize front desk area
- Buff all hallway floors and apply sealer if needed
- Buff upstairs floors and apply sealer if needed
- Clean and polish drink fountains
- Clean kitchen area
- Clean and sanitize all phones and computer keyboards.
- Clean entrance area space between the double set of doors
- Sweep and mop all stairs and stair wells
- Empty all trash cans and remove trash from facility
- Clean and sanitize shower stalls
- Clean entrance doors including frame and glass.

Sportscom Building (Parks & Rec)
2310 Memorial Blvd. Murfreesboro, TN

NIGHTLY MAINTENANCE CLEANING LIST
Between 9 pm – 5:00 am Weekdays
Between 7 pm – 5:00 am Weekends

Sunday Night & Friday Night: September 16th – May 15th
Seven Days a Week: May 16th – September 15th

Contact Person: Bart Fite
615-839-5210 ext.: 6201

AEROBIC ROOM:

- Empty trash can & replace bag (Liners to be furnished by client)
- Dust mop
- Wet mop (Weekly)
- Clean & polish mirrors
- Complete all high dusting not reached in the above mentioned cleaning (Quarterly)

STAIRWELL:

- Sweep stairs & floor
- Wet mop (Weekly)
- Clean rails (Weekly)

TRACK:

- Vacuum track (Weekly)
- Dust around walls (Weekly)
- Dust rails (Weekly)

GYM FLOOR:

- Dust mop
- Wet mop (Weekly)
- Spot clean walls
- Complete all high dusting not reached in the above mentioned cleaning (Quarterly)

GYM LOCKER ROOM:

- Clean & sanitize toilets & urinals (Polish bright work)
- Clean & sanitize sinks & counter tops (Polish bright work)
- Empty trash cans & replace bags (Liners to be furnished by client)
- Refill soap, toilet tissue & paper towel dispenser (To be furnished by client)
- Clean & polish water fountain
- Sweep floors
- Wet mop floors with disinfectant
- Dust lockers
- Wipe towel cabinet covers

EMPLOYEE BREAK ROOM:

- Empty trash cans & replace bags (Liners to be furnished by client)

- Empty recycle cans & replace bags (Liners to be furnished by client)
- Vacuum carpet
- Clean tables

LOBBY & DESK:

- Empty trash cans & replace bags (Liners to be furnished by client)
- Empty recycle cans & replace bags (Liners to be furnished by client)
- Vacuum carpet & mats
- Clean tables
- Clean entrance doors including frame and glass
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings
- Clean & polish water fountain
- Clean glass doors & windows (Entrance, weight room & indoor pool)
- Thoroughly dust all horizontal surfaces including, desk tops, window sills, chairs, tables, pictures and all manner of furnishings

LOBBY RESTROOMS:

- Clean & sanitize toilets & urinals (Polish bright work)
- Clean & sanitize sinks & counter tops (Polish bright work)
- Clean & sanitize bathroom stalls
- Clean mirrors & polish mirrors
- Clean all stainless steel fixtures
- Empty trash cans & replace bags (Liners to be furnished by client)
- Refill soap, toilet tissue & paper towel dispenser (to be furnished by client)
- Empty sanitary napkin receptacles and wipe with a disinfectant
- Sweep floors
- Wet mop floors with disinfectant
- Clean glass doors & windows
- Wipe towel cabinet covers
- Machine scrub tile floor (Monthly)

MEETING ROOM:

- Sweep/Dust mop
- Wet mop
- Clean Windows
- Dust blinds
- Empty trash cans & replace bags (Liners to be furnished by client)
- Vacuum mats
- Strip & wax surface floor (Semi-annual)

KITCHEN:

- Clean table & counter tops
- Clean walls (Weekly)
- Sweep floor
- Wet mop (Weekly)
- Dust walls

WET (POOL) LOCKER ROOMS:

- Sweep floors
- Wet mop floors with disinfectant
- Clean & sanitize all toilets & urinals
- Clean & sanitize sinks & counter tops (Polish bright work)
- Clean & sanitize bathroom stalls
- Clean benches
- Clean mirrors & polish mirrors
- Clean all stainless steel fixtures
- Sanitize showers
- Clean & sanitize shower stalls
- Empty trash cans & replace bags (Liners to be furnished by client)
- Refill soap, toilet tissue, & paper towel dispensers (To be furnished by client)
- Wipe towel cabinet covers
- Machine scrub tile floor (Monthly)

POOL DECK:

- Clean tables & organize chairs
- Empty trash cans & replace bags (Liners to be furnished by client)
- Sweep pool deck & hallway to locker room
- Wet mop pool deck & hallway to locker room with disinfectant
- Spot clean walls & doors
- Clean rails (weekly)

OFFICES (Aquatics, Front Lobby, Wellness Fitness & Break Room Offices):

- Vacuum carpet
- Empty trash cans & replace bags (Liners to be furnished by client)
- Dust (as needed)
- Clean windows (as needed)

WEIGHT ROOM:

- Sweep floor
- Wet mop floor (Weekly)
- Empty trash cans & replace bags (Liners to be furnished by client)
- Clean glass doors & windows
- Clean big glass windows inside & outside (Quarterly)
- Complete all high dusting not reached in the above mentioned cleaning (Quarterly)

Patterson Park (Parks & Rec)

Cleaning services twice a week. The services are requested to supplement the onsite cleaning staff. The services would be split up between two days, Friday night and Sunday evening. The building is available for cleaning from 10:30pm to 5:30 am on Friday night and from 6:00pm to 5:30 am Sunday evening.

Contact Person: Russell Smith
615-893-5210 ext.: 6104

General Tasks – Friday Night

- **Cleaning and Disinfect Toilets and Urinals** – Completely clean and disinfect all exposed surfaces of the toilets and urinals. A nonabrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstruction. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. The Contractor supervisor shall report all plumbing discrepancies to the Administrator.
- **Paper Products Dispensers** – Re-supply all paper towel dispensers to the proper level. Dispensers shall be refilled with the proper product for the dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls of partial rolls, which appear to be down to the last 10-15%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 10-15% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with germicidal detergent to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to supervisors who in turn shall notify the Administrator. The wall area below paper towel dispensers shall be kept clean of soil and water spots.
- **Soap Dispensers** – Soap dispensers shall be filled to within 2” of the top with liquid soap. Soapbox cartridges shall be replaced when empty. The dispensers and adjacent surfaces shall be wiped with a germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall area under soap dispensers shall be cleaned of all soap residues.
- **Trash Receptacles** – All waste receptacles and feminine disposal receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.
- **Counter Tops and Sinks** – Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue and cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported daily to

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

- Diaper Changing Stations and Other Surfaces – Remove all surface litter such as paper towels, etc. Using a treated duster, remove all loose dust and soil from the tops of lockers, cabinets, etc. Dust other flat surfaces with a cloth or sponge dampened in a germicidal detergent solution. Dusting shall be accomplished by the complete removal of soil from the area this includes the dispensers.
- Walls, Partitions, and Doors – Clean the partition walls, partition doors, and walls surrounding the urinal and toilet. Remove any nonpermanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.
- Shower Walls and Floors – Wash shower walls, shower floors, bathtub areas using an approved germicidal cleaner. Clean the shower drains. After washing, the walls and floors shall be free from stains, soap scum, mildew and shall have a clean and disinfected appearance.
- Floors – Prior to mopping, any mats shall be lifted to remove soil underneath, mats shall be disinfected with a germicidal detergent solution, the floor surface shall be vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution. After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc. Any mats removed shall be replaced.
- Mirrors – Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas also shall be cleaned.
- A/C Vents, Returns, and Exhaust Fans Grills – Vents and grills shall be wiped free of all dust, dirt and stains. This is very important for indoor air quality.

General Tasks – Sunday Evening/Night

- Vertical/Horizontal Blinds – Dust all vertical and horizontal blinds with a treated cloth or yarn duster. A properly dusted blind shall be free of all dust, dirt, lint, and cobwebs.
- Dusting - Dust all surfaces, including windowsills, ledges, pictures, plaques, cubicle wall tops, door tops, cabinets, etc. with a treated cloth or yarn duster up to 80 inches from the floor.
- Mop Heads – Replace mop heads weekly with clean mop heads. Old dirty mop heads shall be removed from the building and discarded.
- Floor Drains – Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Replace the grate properly. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.
- Restroom, Locker and Shower Floor – All surface litter such as paper, tape, towels, tec., shall be removed before scrubbing. Apply the appropriate cleaning solution and allow it to stand for about 5 minutes before scrubbing the surface with a floor buffer equipped with a grit brush. The deep cleaning shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After scrubbing, the surface shall be rinsed thoroughly to remove all remaining detergent. Areas not accessible with the buffer shall be manually scrubbed with an abrasive hand pad.
- Furniture – Vacuum all cloth furniture using a vacuum with a HEPA approved filter. Wipe down all vinyl and hard surfaces with a damp cloth.
- Light Fixtures – Wipe with damp cloth all light fixtures (ceiling) make sure they are free of dirt, dust and debris.
- Cubicle Walls/Furniture – Vacuum all cubicle walls and cloth furniture using a vacuum with a HEPA approved filter.
- Dusting – Dust all surfaces above eighty (80) inches, including walls and ceiling tiles. Remove all dust and cobwebs.

- Windows – Clean all interior windows and frames. Clean all exterior first floor windows and frames. Windows shall be free of smudges, fingerprints, cobwebs, etc.
- Woodwork – Clean and polish all real woodwork. Woodwork shall be free of smudges, fingerprints and shall have a uniform appearance.

The approximate square footage is for these facilities are:

Sports*Com 40,000

Patterson 110,000

McFadden 18,000

Tennis Courts 70,200

Only the center section and mezzanine are involved.

The tennis courts are not included in the specifications.

City Training Center (Maintenance)
630 West Main Street, Murfreesboro, TN 37130

Cleaning Hours: 4:30 pm – 7:00 pm

Monday – Friday

Contact Person: Ron Dennis

615-893-5210.: ext.: 1628

Initial Clean:

Entrances, Lobby, Hallways, Offices, Conference Rooms, Desks, and Break Area.

- All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Thoroughly vacuum all area rugs, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains(s).
- Thoroughly dust and damp wipe all horizontal surfaces:
 - a. Window sills
 - b. Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doorframes.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Remove dust and cobwebs from ceiling fans.
- Dust mini blinds and/or venetian blinds.
- Inspect and pick up as needed, building entrance area.
- Wipe down baseboards
- Shampoo and clean carpets

Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Wipe down walls, as needed

Strip & Wax

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom)

- Machine scrub ceramic floor, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Monday, Wednesday and Friday Cleaning:

Entrances, Lobby, Hallways, Offices, Conference Rooms, Desks, and Break Area.

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, countertops, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
- Dust telephones.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Weekly Cleaning:

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture
- Shampoo and clean all carpets
- Wipe down all baseboards

City Hall Public Bathrooms and Hallways (Maintenance)

111 West Vine St, Murfreesboro, TN 37130

Hours: 4:30 pm – 7:00 pm

Monday – Friday

Contact Person: Ron Dennis

615-893-5210.: ext.: 1628

Initial Clean:

Entrances, Lobby and Public Hallways.

- All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Thoroughly vacuum all carpeted areas.
- Clean and polish drinking fountains(s).
- Thoroughly dust and damp wipe all horizontal surfaces:
 - c. Window sills
 - d. Equipment
- Dust all vertical surfaces
- Remove fingerprints and marks from around light switches and doorframes.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Dust mini blinds and/or venetian blinds.
- Inspect and pick up as needed, building entrance area.
- Wipe down baseboards
- Shampoo and clean carpets

Public Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Wipe down walls, as needed

Strip & Wax

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.

- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom)

- Machine scrub ceramic floor, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Monday through Friday Cleaning:

Entrances, Lobby and Public Hallways

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum carpeted areas
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Monday through Friday Cleaning:

Public Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Wipe down walls, as needed

Weekly Cleaning:

- Dust all vertical surfaces.
- Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.

- Remove fingerprints and marks from around light switches and door frames.

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners and along edges.
- Shampoo and clean all carpets
- Wipe down all baseboards
- Machine scrub Bathroom ceramic floor, taking care to get into corners and along edges. Care should be exercised so that baseboards, walls, and partitions should not be splashed, marred, or disfigured or damaged during these operations

City Training Center (Street)
620 West Main Street, Murfreesboro, TN 37130

Hours: 4:30 pm – 7:00 pm
Monday – Friday
Contact Person: Raymond Hillis
615-893-5210 ext.: 1907

Initial Clean:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Thoroughly vacuum all area rugs, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains(s).
- Thoroughly dust and damp wipe all horizontal surfaces:
 - a. Window sills
 - b. Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doorframes.
- Damp wipe telephones using disinfectant.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Remove dust and cobwebs from ceiling fans.
- Dust mini blinds and/or venetian blinds.
- Inspect and pick up as needed, building entrance area.
- Wipe down baseboards
- Shampoo and clean carpets

Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Wipe down walls, as needed

Strip & Wax

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom)

- Machine scrub ceramic floor, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Daily Cleaning:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, countertops, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
- Dust telephones.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Weekly Cleaning:

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture
- Shampoo and clean all carpets

- Wipe down all baseboards

Water & Sewer Department
300 NW Broad St, Murfreesboro, TN 37130

Hours: 5:00 pm – 11:00 pm
Monday – Friday
Contact Person: Valerie Smith
615-893-5210 ext.: 3101

Initial Clean:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Steam clean and thoroughly vacuum all area rugs and carpet, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains(s) and kitchen sink.
- Thoroughly dust and damp wipe all horizontal surfaces:
 - a. Window sills
 - b. Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doors and doorframes.
- Damp wipe telephones using disinfectant.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass and windows (inside)
- Damp wipe all window sills/ledges
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Remove dust and cobwebs from ceiling fans.
- Dust mini blinds, and/or venetian blinds and/or vertical blinds.
- Inspect and pick up as needed, building entrance area.

Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out and wiped dry.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Strip & Wax (Semi-Annually)

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom) (Semi-Annually after Initial Clean)

- Machine scrub ceramic and vinyl floors, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Nightly Cleaning Schedule:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs and carpet.
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces and sinks to remove coffee rings and spillage as needed.
- Dust telephones.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Glass Front Door & Breakroom, Breezeway

Restrooms

- Stock towels, tissue and hand soap (to be furnished by client).
- Empty sanitary napkin receptacle and wipe with a disinfectant.
- Empty trash receptacles and wipe if needed.
- Clean and polish mirrors.
- Wipe towel cabinet covers.
- Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
- Toilet seats to be clean on both sides using a disinfectant and wiped dry.
- Scour and sanitize all basins. Polish bright.
- Dust partitions, top of mirrors and frames.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Weekly Cleaning:

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly vacuum all area rugs and carpet, taking care getting into corners, along edges and beneath furniture.

- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.
- Inside Windows

Quarterly Cleaning:

- Outside Windows
- Clean carpets

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture
- Shampoo and clean all carpets
- Wax and buff floors
- Wipe down all baseboards
- Clean carpets

Water & Sewer Department
1725 S Church Murfreesboro, TN 37130

Hours: 5:00 pm – 11:00 pm
Monday – Friday
Contact Person: Melissa Rowland
615-893-5210 ext.: 3205

Initial Clean:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Steam clean and thoroughly vacuum all area rugs and carpet, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains(s).
- Thoroughly dust and damp wipe all horizontal surfaces:
 - a. Window sills
 - b. Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doors and doorframes.
- Damp wipe telephones using disinfectant.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Clean all partition glass.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Remove dust and cobwebs from ceiling fans.
- Dust mini blinds, and/or venetian blinds and/or vertical blinds.
- Inspect and pick up as needed, building entrance area.

Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets and urinals to be cleaned and sanitized inside and out and wiped dry.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove fingerprints and marks from stall doors and partitions.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Strip & Wax (Semi-Annually)

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.

- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom)

- Machine scrub ceramic and vinyl floors, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Nightly Cleaning Schedule:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces and sinks to remove coffee rings and spillage as needed.
- Dust telephones.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Clean all glass doors
- Thoroughly vacuum and spot clean all carpet and area rugs, taking care getting into corners, along edges and beneath furniture.

Restrooms

- Stock towels, tissue and hand soap (to be furnished by client).
- Empty sanitary napkin receptacle and wipe with a disinfectant.
- Empty trash receptacles and wipe if needed.
- Clean and polish mirrors.
- Wipe towel cabinet covers.
- Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
- Toilet seats to be clean on both sides using a disinfectant and wiped dry.
- Scour and sanitize all basins. Polish bright.
- Dust partitions, top of mirrors and frames.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.

Weekly Cleaning:

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.
- Clean glass inside Windows

Quarterly Cleaning:

- Clean glass outside windows
- Shampoo and clean all carpets

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture
- Wax and buff floors
- Wipe down all baseboards

Senior Center:

325 St Clair St, Murfreesboro, TN 37130

Center is open Monday – Friday from 8:00 a.m. – 4:30 p.m.; Saturday from 12:30 p.m. – 3:30 p.m. Cleaning to be completed after closing hours.

Contact Person: Connie Rigsby
615-893-5210 ext.: 2501

General Tasks – Daily

- **Trash Receptacles** – All waste receptacles, recycle containers, and other trash containers within the building shall be emptied each night and returned to their initial locations. Boxes, cans, papers, etc., placed near a trash receptacle and marked “trash” shall also be removed. Any other items not marked shall not be removed. The interior, exterior and housing of trash receptacles, and walls next to the receptacles, shall be damp-wiped to remove soil. Wet spills on the interior of wastebaskets shall be removed. Trash receptacle plastic liners shall be replaced nightly. Transporting of trash within and from the buildings to outside trash dumpsters shall be accomplished using leak proof plastic transports with wheels. Liquid leaking from plastic bags moved from trash receptacles shall be immediately cleaned.
- **Trash Storage Areas** – All trash shall be placed inside dumpsters or other designated containers. The area around all dumpsters or other designated containers shall be kept clean of all materials, paper, litter, etc. Dumpsters shall be closed after use. Recycle container areas shall be kept clean and free of trash.
- **A/C Supply, Return and Exhaust Fan Vents** – Clean all particles from vents and wall or ceiling area adjacent to the vent. This is very important for indoor air quality.
- **Outside Entrances** – Porches, handicap ramps and any other areas under cover outside the buildings shall be swept to remove all soil, litter, and trash. All visible surface litter, soil, dirt, cobwebs, etc., shall be removed from the area. Waste receptacles adjacent to the entrance shall be emptied and cleaned.
- **Cigarette Containers** – Verify all cigarette butts and ashes are extinguished and cool. Empty reservoir or strain the sand to remove ashes and debris. Loosen and level the sand, add additional sand, as required, to maintain appropriate level.
- **Entrance Mats** – Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust and any other debris.
- **Entrance Doors** – Completely clean both sides of glass entrance door and windows immediately adjacent to the entrance doors. Spot clean both sides of the entrance door frames. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
- **Phones** – Wipe receiver with germicidal cleaner, and dry with clean dry cloth. Wipe all other surfaces and surrounding walls, doors, glass, etc., with appropriate cleaners.
- **Drinking Fountains** – remove all streaks, smudges, stains, scales and other obvious soil from drinking fountains and entire cabinet. Disinfect all porcelain and polished metal surfaces including the orifice and drain. Stainless steel sections shall be polished with an appropriate cleaner.
- **Internal Building Surfaces and Walls** – Remove smudges, fingerprints, pen marks, streaks, etc., from washable surfaces including brass, stainless steel, around light switches, doors,

doorways, door handles and casings, telephone stations, interior glass, such as reception counters and reception windows, bulletin boards and display cases, laminated plastic surfaces, kick and push plates, and vertical/horizontal blinds. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc. Areas adjacent to entrance glass within buildings that lead into offices shall also be completely cleaned and restored free of soil and streaks.

- **Carpeted Areas** – All carpeted areas shall be 100% vacuumed every service. Prior to vacuuming, all surface litter such as paper, gum, rubber bands, paper clips, staples, etc., shall be picked up. Furniture and trash receptacles shall be moved, as necessary, to vacuum underneath. After vacuuming the floor, including corners, next to baseboards, and behind doors, it shall be free of all visible litter, soil, dust and embedded grit.
- **Carpet Spot Cleaning** – Carpets shall be checked daily for stains. All dirty spots/stains shall be treated with a carpet spot cleaning solution, following the direction of the manufacturer for the specific carpet and stain involved. After cleaning, the carpet should be free from visible spots and stains, and the nap should be brushed all in one direction. A single spot or stain is defined as an area with a definite continuous outline of a substance within the texture of the carpet that is not a part of the manufacturing process.
- **Non-Carpeted Floors** – Pick or sweep up all surface litter such as paper, gum, rubber bands, paper clips, staples, spills, etc. Vacuum the entire area under chairs, trash receptacles, desks, behind doors, and other furnishings, which are accessible prior to mopping. The entire area (100%) will be thoroughly damp mopped or cleaned with appropriate solution, to remove dust, dry soil, and other surface debris every service. New installed tile flooring shall be sealed and waxed 48 hours after installation is completed.
- **Tables, Counters, Desks, Chairs, Sofas** – Remove all pencil and pen marks from the writing surfaces. Remove any non-permanent stains, spots, spills and pencil marks from tables and other desks using a sponge or cloth dampened in mild detergent solution. The cleaning shall not be of such a degree as to remove the finish or leave abrasive marks. This includes all surface areas such as cabinets, bookcases, etc. that are empty. Chairs and sofas, where applicable, shall have cushions lifted for the purpose of the removal of any trash.
- **Stairs and Stairwells** – Stairwells, stairs, landings, and steps shall be vacuumed and/or mopped. Flights include the landings and steps on stairways between floors. All trash shall be picked up.
- **Staff Break Room/Kitchenette Area** – Refill soap dispensers and paper dispensers properly. Clean and disinfect sinks, floor sinks, counters, appliances, cabinets, exterior, tables and chairs. Coffee machines should be turned off, empty all coffee pots and filters. Wash and wipe off all burners, pots and filters. Return all pots and filters to coffee maker after they have been cleaned and wiped down.
- **Coffee Stations/Areas** – should be turned off, empty of all coffee post and filters. Wash and wipe off all burners, pots and filters. Return all post and filters to coffee makers after they have been cleaned and wiped down.

Restroom Cleaning – Daily

- **Cleaning and Disinfecting Toilets and Urinals** – Completely clean and disinfect all exposed surfaces of the toilets and urinals. A nonabrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright

position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstruction. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. The Contractor supervisor shall report all plumbing discrepancies of the Administrator.

- **Paper Products Dispensers** – Re-supply all paper towel dispensers to the proper level. Dispensers shall be refilled with the proper product for the dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls. The dispenser interior, exterior and adjacent surfaces shall be wiped with germicidal detergent to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to supervisors who in turn shall notify the Administrator. The wall area below paper towel dispensers shall be kept clean of soil and water spots.
- **Soap Dispensers** – Soap dispensers shall be filled to within 2” of the top with liquid soap. Soapbox cartridges shall be replaced when empty. The dispensers and adjacent surfaces shall be wiped with a germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall area under soap dispensers shall be cleaned of all soap residues.
- **Trash Receptacles** – All waste receptacles and feminine disposal receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.
- **Counter Tops and Sinks** – Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue and cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported daily to supervisors. Different cloths, sponges, brushes and scouring pads shall be used to clean the sinks than the ones used for cleaning the commodes and urinals.
- **Other Surfaces** – Remove all surface litter such as paper towels, etc. Using a treated duster, remove all loose dust and soil from the tops of lockers, cabinets, etc. Dust other flat surfaces with a cloth or sponge dampened in a germicidal detergent solution. Dusting shall be accomplished by the complete removal of soil from the area this includes the dispensers.
- **Walls, Partitions, and Doors** – Clean the partition walls, partition doors, and walls surrounding the urinal and toilet. Remove any nonpermanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.
- **Floors** – Prior to mopping, any mats shall be lifted to remove soil underneath, mats shall be disinfected with a germicidal detergent solution, and the floor surface shall be vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution. After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc.
- **Mirrors** – Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas shall also be cleaned.
- **A/C Vents, Returns, and Exhaust Fans Grills** – Vents and grills shall be wiped free of all dust, dirt and stains. This is very important for indoor air quality.

General Tasks –Weekly

- **Horizontal Blinds** – Dust all vertical and horizontal blinds with a treated cloth or yarn duster. A properly dusted blind shall be free of all dust, dirt, lint, and cobwebs.
- **Dusting** - Dust all surfaces, including windowsills, ledges, pictures, plaques, cubicle wall tops, door tops, cabinets, etc. with a treated cloth or yarn duster up to 80 inches from the floor.
- **Storage Areas** – Sweep and vacuum floors to remove all debris. Damp mop floor, removing all marks and dirt.
- **Mop Heads** – Replace mop heads weekly with clean mop heads. Old dirty mop heads shall be removed from the building and discarded.

Restroom Cleaning – Weekly

- **Floor Drains** – Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Replace the grate properly. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.
- **Restroom Floor** – All surface litter such as paper, tape, towels, etc., shall be removed before scrubbing. Apply the appropriate cleaning solution and allow it to stand for about 5 minutes before scrubbing the surface with a floor buffer equipped with a grit brush. The deep cleaning shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After scrubbing, the surface shall be rinsed thoroughly to remove all remaining detergent. Areas not accessible with the buffer shall be manually scrubbed with an abrasive hand pad.
- **Shower Floors and Shower Walls** – All surface litter such as paper, tape, towels, etc., shall be removed before scrubbing. Wash shower walls and floors using an approved germicidal cleaner. Clean the shower drains. After washing, the walls and floors shall be free from stains, soap scum, mildew and shall have a clean and disinfected appearance.

General Tasks – Monthly

- **Furniture** – Vacuum all cloth furniture using a vacuum with a HEPA approved filter. Wipe down all vinyl and hard surfaces with a damp cloth.
- **Light Fixtures** – Wipe with damp cloth all light fixtures (ceiling) make sure they are free of dirt, dust and debris.

General Tasks – Quarterly

- **Stripping Floors** – Stripping is the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces which can be exposed by the removal of non-fixed furnishings, baseboards, door bottoms, etc. Stripping also includes the complete removal of all marks, scuffs, stains, etc., except in cases in which there is damage to the floor surfaces. Where stripping chemicals are used, the areas shall be rinsed to completely remove any traces of the solution. The PH of the floor surface shall be brought to neutral (PH of 7) after stripping by rinsing with a mild acid base detergent. Stripping solution shall be wiped off immediately from baseboards and other fixed items in the area. During the stripping process, care shall be taken to avoid flooding of the floor with either the stripping solution or the rinse so as to prevent damage to the tile and its bond to the sub-floor. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Refinishing Floors** – To refinish the floors after the floor has been stripped; two coats of sealer shall be applied. Then at least two coats of metal interlock polymer floor finish shall be applied. Only every other coat shall be applied all the way to the baseboard. The alternating coat shall be applied so as to leave a 12” boarder around the area. The coats shall be thin and evenly

applied. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc., shall be visible. No finish shall be left on the baseboards or other fixed equipment in the area. Each coat of sealer or wax shall be buffed and dust mopped thoroughly before the next coat is applied. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.

- **Bonnet Cleaning of Carpets** – Bonnet cleaning of any facility carpet shall not be allowed under this contract.
- **Cubicle Walls/Furniture** – Vacuum all cubicle walls and cloth furniture using a vacuum with a HEPA approved filter.
- **Dusting** – Dust all surfaces above eighty (80) inches, including walls and ceiling tiles. Remove all dust and cobwebs.
- **Windows** – Clean all interior windows and frames. Clean all exterior first floor windows and frames. Windows shall be free of smudges, fingerprints, cobwebs, etc.
- **Woodwork** – Clean and polish all real woodwork. Woodwork shall be free of smudges, fingerprints and shall have a uniform appearance.
- **Kitchen floors** – Power wash with proper cleaning solution. This process shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After power washing, the surface shall be rinsed thoroughly to remove all remaining detergent. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.

General Tasks – Semi-Annually

- **Carpet Cleaning** – Carpet cleaning shall be accomplished by using a Hot Water Extraction (Steam Cleaning) system. Equipment shall be truck mount. Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately 3 to 5 feet (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible.

Overlap approximately 2 inches into the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet. Place drying fans on wet areas during cleaning and allow the carpet to dry as thoroughly as possible.

All carpet will need cleaning upon issuance of contract. All initial carpet cleaning shall be done at no extra cost.

Golf Department Clubhouse Building

1028 Golf Lane, Murfreesboro, TN 37130

Hours: Monday through Friday 6:00 am to Dark – During Daylight Saving Time (Weather permitting).
7:00 a.m. to Dark – During Standard Time (Weather permitting).

Cleaning Service Days: (7) days Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday (During Daylight Savings Time) and (4) day Monday, Wednesday, Friday, and Saturday (During Standard Daylight Time).

Contact Person: Marty McCurry
615-896-2448

Initial Clean:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

1. All trash receptacles are to be emptied and trash removed to a collection point (trashcan liners are to be furnished by Client).
2. Thoroughly vacuum all area rugs, taking care to get into corners, along edges and beneath furniture.
3. Clean and polish drinking fountains(s).
4. Thoroughly dust and damp wipe all horizontal surfaces:
 - e. Window sills
 - f. Equipment
5. Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
6. Remove fingerprints and marks from around light switches and doorframes.
7. Damp wipe telephones using disinfectant.
8. Dust mop hard surface floors with a treated dust mop.
9. Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
10. Damp wipe entrance metal and finger marks on entrance glass.
11. Clean all partition glass.
12. Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
13. Remove dust and cobwebs from ceiling fans.
14. Dust mini blinds and/or venetian blinds.
15. Inspect and pick up as needed, building entrance area.

Restrooms

1. Wipe paper towel cabinet covers.
2. Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
3. Clean and polish mirrors.
4. Toilets and urinals to be cleaned and sanitized inside and out.
5. Polish bright work.
6. Scour and sanitize all basins.
7. Dust partitions, tops of mirrors and frames.
8. Remove fingerprints and marks from stall doors and partitions.
9. Remove splash marks from walls and around basins.
10. Mop and rinse restroom floors with a disinfectant.

Strip & Wax

1. Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
2. Rinse, reseal and refinish all tile floors.
3. Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
4. Client will be responsible of removal of all furniture and other materials, if necessary.

Ceramic Scrub (restroom)

1. Machine scrub ceramic floor, taking care to get into corners and along edges.
2. Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Daily Cleaning:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

1. All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
2. Vacuum area rugs
3. Clean and polish drinking fountain(s).
4. Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings.
5. Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
6. Dust telephones.
7. Dust mop hard surface floors with a treated dust mop.
8. Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
9. Damp wipe entrance metal and finger prints on entrance glass.
10. Spot clean partition glass.
11. Inspect and pick up, as needed, building entrance area.

Nightly Cleaning Schedule:

Restrooms

1. Stock towels, tissue and hand soap (to be furnished by client).
2. Empty sanitary napkin receptacle and wipe with a disinfectant.
3. Empty trash receptacles and wipe if needed.
4. Clean and polish mirrors.
5. Wipe towel cabinet covers.
6. Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
7. Toilet seats to be clean on both sides using a disinfectant.
8. Scour and sanitize all basins. Polish bright.
9. Dust partitions, top of mirrors and frames.
10. Remove splash marks from walls and around basins.
11. Mop and rinse restroom floors with a disinfectant.

Weekly Cleaning:

1. Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
2. Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
3. Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Cleaning:

1. Complete all high dusting not reached in the above-mentioned cleaning.
2. Remove fingerprints and marks from around light switches and door frames.
3. Damp wipe telephones using a disinfectant.
4. Vacuum all upholstered furniture.

Fleet Department:

4753 Florence Rd, Murfreesboro, TN 37129

Hours: Monday through Friday 7:00 a.m. to 3:30 p.m.

Cleaning Service Days: (5) days Monday, Tuesday, Wednesday, Thursday and Friday

Contact Person: Jack Hyatt

615-217-3037

Daily Cleaning:

A. Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles including shredder are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
- Dust telephones.
- Entrance Mats – Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust and any other debris.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture. Mop head too be replaced daily.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Clean all office windows and door glass inside and out to remove all dirt and fingerprints.
- Clean kitchen counters, coffee pots, microwaves, toasters, toaster ovens and sinks.
- Wipe down outside of all refrigerators to remove smudges and fingerprints.
- Sweep and mop hallway in front of lockers

Nightly Cleaning Schedule:

A. Restrooms

- Stock towels, tissue and hand soap (to be furnished by client).
- Empty sanitary napkin receptacle and wipe with a disinfectant.
- Empty trash receptacles and wipe if needed.
- Clean and polish mirrors.
- Wipe towel cabinet covers.
- Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
- Toilet seats to be clean on both sides using a disinfectant.
- Scour and sanitize all basins. Polish bright.

- Dust partitions, top of mirrors and frames.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Urinal pads to be changed weekly and urinal screens monthly.

Weekly Duties:

A. Entrances, Lobbies, Hallways, Offices, Conference Rooms, Waiting areas.

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Duties:

1. Entrances, Lobbies, Hallways, Offices, Conference Rooms, Waiting areas.

- Buff Floor (VCT Tile)
- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.

Quarterly Duties:

Strip & Wax – all VCT tile

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Solid Waste Department:

4765 Florence Rd, Murfreesboro, TN 37129

Hours: 6:00 a.m. to 4:30 p.m.

Cleaning Service Days: (4) days Monday, Tuesday, Thursday and Friday

Contact Person: Joey Smith

615-893-5210.: ext.: 2001

Daily Cleaning:

Entrances, Lobby, Hallways, Offices, Conference Room, Desks, and Break Areas.

- All trash receptacles including shredder are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Clean and polish drinking fountain(s).
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
- Dust telephones.
- Entrance Mats – Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust and any other debris.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture. Mop head too be replaced daily.
- Damp wipe entrance metal and finger prints on entrance glass.
- Spot clean partition glass.
- Inspect and pick up, as needed, building entrance area.
- Clean all office windows and door glass inside and out to remove all dirt and fingerprints.
- Clean kitchen counters, coffee pots, microwaves, toasters, toaster ovens and sinks.
- Wipe down outside of all refrigerators to remove smudges and fingerprints.
- Sweep and mop hallway in front of lockers

Nightly Cleaning Schedule:

Restrooms

- Stock towels, tissue and hand soap (to be furnished by client).
- Empty sanitary napkin receptacle and wipe with a disinfectant.
- Empty trash receptacles and wipe if needed.
- Clean and polish mirrors.
- Wipe towel cabinet covers.
- Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
- Toilet seats to be clean on both sides using a disinfectant.
- Scour and sanitize all basins. Polish bright.

- Dust partitions, top of mirrors and frames.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Urinal pads to be changed weekly and urinal screens monthly.

Weekly Duties:

Entrances, Lobbies, Hallways, Offices, Conference Rooms, Waiting areas.

- Dust all vertical surfaces of desk, file cabinets, chairs, tables and all office furniture.
- Thoroughly vacuum all area rugs, taking care getting into corners, along edges and beneath furniture.
- Thoroughly mop hard surface floors, taking care to get into corners, along edges and beneath furniture.

Monthly Duties:

Entrances, Lobbies, Hallways, Offices, Conference Rooms, Waiting areas.

- Buff Floor (VCT Tile)
- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.

Quarterly Duties:

Strip & Wax – all VCT tile

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal and refinish all tile floors.
- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible of removal of all furniture and other materials, if necessary.

Urban & Environmental Department
351 Overall Street, Murfreesboro, TN 37129

Hours: 4:30 pm – 7:00 pm
Thursdays

Contact Person: Cynthia Holloway
615-893-5210 ext. 2201

Initial Clean:

Entrances, Hallways, Offices, Desks, and Break Areas.

- All trash receptacles are to be emptied, sanitized, and trash removed to a collection point (trashcan liners are to be furnished by Client).
- Thoroughly vacuum all area rugs, taking care to get into corners, along edges and beneath furniture.
- Clean and polish drinking fountains(s).
- Thoroughly dust and damp wipe all horizontal surfaces:
 - c. Window sills
 - d. Equipment
- Dust all vertical surfaces of desks, file cabinets, chairs, tables and other office furniture.
- Remove fingerprints and marks from around light switches and doorframes.
- Damp wipe telephones using disinfectant.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger marks on entrance glass.
- Accomplish all high dusting of light fixtures, air diffusers, and doorframes.
- Remove dust and cobwebs from ceiling fans and walls
- Dust mini blinds and/or venetian blinds.
- Inspect and pick up as needed, Breakroom area.
- Wipe down baseboards
- Shampoo and clean carpets

Restrooms

- Wipe paper towel cabinet covers.
- Empty trash receptacles and sanitize (trashcan liners are to be furnished by Client).
- Clean and polish mirrors.
- Toilets, showers, and urinals to be cleaned and sanitized inside and out.
- Polish bright work.
- Scour and sanitize all basins.
- Dust partitions, tops of mirrors and frames.
- Remove splash marks from walls and around basins.
- Mop and rinse restroom floors with a disinfectant.
- Wipe down walls, as needed

Strip & Wax

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture.
- Rinse, reseal, refinish, and buff all linoleum tiles to a high gloss shine.

- Care shall be exercised so that baseboards, walls and furniture shall not be splashed, marred, or disfigured or damaged during these operations.
- Client will be responsible for removal of all furniture and other materials, if necessary.

Linoleum Tile Floor (restroom)

- Machine scrub linoleum tile floor, taking care to get into corners and along edges.
- Care should be exercised so that baseboards, walls, and furniture should not be splashed, marred, or disfigured or damaged during these operations.

Weekly Cleaning (Thursday Night):

Entrances, Hallways, Offices, Desks, and Break Areas.

- All trash receptacles are to be emptied and trash removed to a collection point (Liners to be furnished by client).
- Vacuum area rugs
- Wipe towel cabinet covers.
- Toilets and urinals to be cleaned and sanitized inside and outside. Polish bright work.
- Toilet seats to be clean on both sides using a disinfectant.
- Scour and sanitize all basins. Polish bright.
- Clean and polish drinking fountain(s).
- Clean microwaves, inside and outside surfaces.
- Thoroughly dust all horizontal surfaces including desk tops, files, window sills, chairs, tables, countertops, pictures, and all manner of furnishings.
- Damp wipe all horizontal surfaces to remove coffee rings and spillage as needed.
- Dust telephones.
- Dust mop hard surface floors with a treated dust mop.
- Damp mop hard surface floors with an appropriate floor cleaner, taking care to get into corners, along edges and beneath furniture.
- Damp wipe entrance metal and finger prints on entrance glass.
- Inspect and pick up, as needed, building breakroom area
- Remove splash marks from walls and around basins in bathrooms and kitchen.
- Mop and rinse restroom floors with a disinfectant.

Monthly Cleaning:

- Complete all high dusting not reached in the above-mentioned cleaning.
- Remove fingerprints and marks from around light switches and door frames.
- Damp wipe telephones using a disinfectant.
- Vacuum all upholstered furniture.
- Windows inside and outside with appropriate window cleaner

Semi-annual cleaning:

- Strip all hard surface floors of existing wax/sealer taking care to get into corners, along edges, and beneath furniture
- Rinse, reseal, refinish, and buff all linoleum tiles.
- Shampoo, clean, and power dry all carpets
- Wipe down all baseboards

Custodial Definitions & Requirements:

Bidders will provide a detailed quote on the costs attached to the bid form for the project. A separate cost for each component is requested unless two or more components must be combined due to their functional interdependence.

- **Dusted surface.** A surface free of dirt, dust streaks, lint, and cobwebs.
- **Swept or vacuumed surface.** A floor or stairway free of dust, dirt, and debris in corners, behind doors, and under desks, tables, radiators, and other furniture standing off the floor on legs.
- **Mopped surface.** A floor free of dirt, dust, debris, streaks, or standing water and without splash marks or water stains on baseboards.
- **Waxed surface.** A thin, even coating of approved non-slip wax. Floors are clean and bright in the entire area, including corners and under furniture.
- **“Office Areas”** - Shall mean all enclosed space used for work areas off public corridor areas. These areas shall include library areas and/or conference room areas.
- **“Public Areas”** - Refers to all entrances including docks, lobbies, interior stairwells, elevators and corridors.
- **“Restroom Areas”** - Shall mean all office and public restrooms (Men and Women) located within the building(s).
- **“Kitchen Areas”** - Where applicable, will be thoroughly cleaned during each day of service required by this agreement.
- **Scrubbing** – In the context of these specifications shall mean the removal of all foreign material from a floor by use of a cleaning solution of water and detergent and shall result in a surface free of dirt, heel marks, and residual cleaning solutions and films.
- **Dust Mop** – All dust mops to be specifically treated before use to aid in the removal of dust and dirt. After dust mopping, floors are to be free of litter, debris, and grit. Treatment that leaves an oil film on floors is prohibited.
- **Steam (Water) Method:** Rugs and carpets shall be thoroughly cleaned by a commercial rated vacuum machine or rug dusting machine to remove all embedded foreign matter. The cleaning process shall not cause shrinkage or rugs or carpeting or affect their appearance or durability. When applying the hot water “steam” method, rugs and carpeting shall be cleaned with hot water at a temperature of 150 degrees F, or higher at point of origin, i.e., faucet or tank. The cleaning process shall remove all traces of dirt, grime, or foreign matter. The contractor will be fully responsible for the correction of any damage or faulty workmanship caused by contractor’s method of cleaning. The carpet under all furniture is to be cleaned as well as exposed carpet. The bidder shall be responsible for removing furniture. When necessary, rugs and carpet shall be brushed to restore flattened pile.

Note: The facility Administrator shall schedule and approve rug and carpet cleaning

- **Glass Cleaning** - “Glass Cleaning” refers to glass areas to be cleaned as defined in these specifications as “Glass Cleaning”, (i.e., door glass, glass shelves, glass partitions, pictures, bookcases, etc.)

General Requirements, all Areas:

All areas determined to be “Security Areas” shall only be cleaned upon request of the facility administrator and may require the presence of a representative of the agency occupying the area. For all operations where furniture and equipment must be moved, no chairs, waste paper baskets or other similar items shall be stacked on desks, tables, or sills. Upon completion of work, all furniture and equipment must be returned to its original position. After sweeping and dust mopping operations, all floors shall be clean and free of dust streaks, no dirt shall be left in corners, behind radiators, under furniture, behind doors, on stair landings etc.

- **Wet mopping and scrubbing** – All floors shall be properly prepared, thoroughly swept to remove dirt and debris, and to include the removal of gum, tar and similar substances from the floor surface. The floor shall be clean and free of dirt, water streaks, mop marks, strings, etc., and properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces shall be dry and corners, cracks, and crevices clean. Where scrubbing is designated, it may be performed by machine and/or manually.
- **Dusting** – Dust shall not be moved from place to place, but removed directly from the areas in which it lies and by the most effective means (i.e. appropriately treated dust cloths, vacuum, etc.) When doing high cleaning, dust shall not be allowed to fall onto furniture and equipment below. The following conditions shall exist after the completion of each dusting task: There shall be no dust streaks. Corners, crevices, moldings, ledges, window sills, window shades/blinds and etc. shall be dust free. There shall be no oils, spots or smudges on dusted surfaces caused by dusting tools. When inspected there shall be no traces of dust on any surface.
- **Damp Wiping** – This task consists of using a clean damp cloth or sponge to remove all dirt, spots, streaks, and smudges from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution shall contain an appropriate cleaning agent. When damp wiping in toilet areas, a multi- purpose (disinfectant –deodorizer) cleaner shall be used.
- **Bright metal polishing** – May be performed by damp wiping and drying with a suitable cloth provided a polished appearance is obtained by this method. However, if a polished appearance cannot be produced, an appropriate metal polish shall be used.
- **Porcelain ware cleaning** – Porcelain fixtures (drinking fountains, wash basins, urinals, toilets, etc) shall be clean and bright; there shall be no dust, spots,, stains, rust, encrustation or excess moisture. Walls and floors adjacent to fixtures shall be free of spots, drippings, and watermarks.
- **Carpet cleaning** – (Wet/Dry/Steam Methods) – Carpets shall be cleaned utilizing one or more of the specified methods at intervals as specified on each line item.
- **Trash Receptacles** – All waste receptacles, recycle containers, and other trash containers within the building shall be emptied each night and returned to their initial locations. Boxes, cans, papers, etc., placed near a trash receptacle and marked “trash” shall also be removed. Any other items not marked shall not be removed. The interior, exterior and housing of trash receptacles, and walls next to the receptacles, shall be damp-wiped to remove soil. Wet spills on the interior of wastebaskets shall be removed. Trash receptacle plastic liners shall be replaced nightly. Transporting of trash within and from the buildings to outside trash dumpsters shall be accomplished using leak proof plastic transports with wheels. Liquid leaking from plastic bags moved from trash receptacles shall be immediately cleaned.

- **Trash Storage Areas** – All trash shall be placed inside dumpsters or other designated containers.. The area around all dumpsters or other designated containers shall be kept clean of all materials, paper, litter, etc. Dumpsters shall be closed after use. Recycle container areas shall be kept clean and free of trash.
- **A/C Supply, Return and Exhaust Fan Vents** – Clean all particles from vents and wall or ceiling area adjacent to the vent. This is very important for indoor air quality.
- **Outside Entrances and Steps** – Porches, handicap ramps, steps, fire escape stairways, basement stairways, and any other areas under cover outside the buildings shall be swept to remove all soil, litter, and trash. All visible surface litter, soil, dirt, cobwebs, etc., shall be removed from the area. Waste receptacles adjacent to the entrance shall be emptied and cleaned.
- **Entrance Mats** – Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust and any other debris.
- **Entrance Doors** – Completely clean both sides of glass entrance door and windows immediately adjacent to the entrance doors. Spot clean both sides of the entrance door frames. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
- **Phones** – Wipe receiver with germicidal cleaner, and dry with clean dry cloth. Wipe all other surfaces and surrounding walls, doors, glass, etc., with appropriate cleaners. This includes all phones located inside and outside the building on City property.
- **Drinking Fountains** – remove all streaks, smudges, stains, scales and other obvious soil from drinking fountains and entire cabinet. Disinfect all porcelain and polished metal surfaces including the orifice and drain. Stainless steel sections shall be polished with an appropriate cleaner.
- **Internal Building Surfaces and Walls** – Remove smudges, fingerprints, pen marks, streaks, etc., from washable surfaces including brass, stainless steel, around light switches, doors, doorways, door handles and casings, telephone stations, interior glass, such as reception counters and reception windows, bulletin boards and display cases, laminated plastic surfaces, kick and push plates, and vertical/horizontal blinds. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc. Areas adjacent to entrance glass within buildings that lead into offices shall also be completely cleaned and restored free of soil and streaks.
- **Carpeted Areas** – All carpeted areas shall be 100% vacuumed every service. Prior to vacuuming, all surface litter such as paper, gum, rubber bands, paper clips, staples, etc., shall be picked up. Furniture and trash receptacles shall be moved, as necessary, to vacuum underneath. After vacuuming the floor, including corners, next to baseboards, and behind doors, it shall be free of all visible litter, soil, dust and embedded grit.
- **Carpet Spot Cleaning** – Carpets shall be checked daily for stains. All dirty spots/stains shall be treated with a carpet spot cleaning solution, following the direction of the manufacturer for the specific carpet and stain involved. After cleaning, the carpet should be free from visible spots and stains, and the nap should be brushed all in one direction. A single spot or stain is defined as an area with a definite continuous outline of a substance within the texture of the carpet that is not a part of the manufacturing process.
- **Non-Carpeted Floors** – Pick or sweep up all surface litter such as paper, gum, rubber bands, paper clips, staples, spills, etc. Vacuum the entire area under chairs, trash receptacles, desks, behind doors, and other furnishings, which are accessible prior to mopping. The entire area

(100%) will be thoroughly damp mopped or cleaned with appropriate solution, to remove dust, dry soil, and other surface debris every service. New installed tile flooring shall be sealed and waxed 48 hours after installation is completed.

- **Tables, Counters, Desks, Chairs, Sofas** – Remove all pencil and pen marks from the writing surfaces. Remove any non-permanent stains, spots, spills and pencil marks from tables and other desks using a sponge or cloth dampened in mild detergent solution. The cleaning shall not be of such a degree as to remove the finish or leave abrasive marks. This includes all surface areas such as cabinets, bookcases, etc. that are empty. Chairs and sofas, where applicable, shall have cushions lifted for the purpose of the removal of any trash.
- **Elevators** – Remove all soil, dirt, and fingerprint marks with an approved cleaner. Polish metal surfaces with an approved metal polish, the surface shall be free of smudges, soil and excess polish and have a shiny appearance. If the inside is of a wood material, this shall be cleaned and polished with an approved wood cleaner/polish. Non-carpeted elevator floors shall be swept vacuumed and wet mopped. Carpeted elevator floors shall be vacuumed. Exhaust fan vents shall be cleaned.
- **Stairs and Stairwells** – Stairwells, stairs, landings, and steps shall be vacuumed and/or mopped. Flights include the landings and steps on stairways between floors. All trash shall be picked up.
- **Break room/Concession /Kitchenette Area** – Refill soap dispensers and paper dispensers properly. Clean and disinfect sinks, floor sinks, counters, appliances, cabinets, exterior, tables and chairs. Coffee machines should be turned off, empty all coffee pots and filters. Wash and wipe off all burners, pots and filters. Return all pots and filters to coffee maker after they have been cleaned and wiped down.

Restroom Cleaning

- **Cleaning and Disinfect Toilets and Urinals** – Completely clean and disinfect all exposed surfaces of the toilets and urinals. A nonabrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstruction. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. The Contractor supervisor shall report all plumbing discrepancies of the Administrator.
- **Paper Products Dispensers** – Re-supply all paper towel dispensers to the proper level. Dispensers shall be refilled with the proper product for the dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls of partial rolls, which appear to be down to the last 10-15%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 10-15% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with germicidal detergent to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to supervisors who in turn shall notify the Administrator. The wall area below paper towel dispensers shall be kept clean of soil and water spots.
- **Soap Dispensers** – Shall be filled to within 2” of the top with liquid soap. Soapbox cartridges shall be replaced when empty. The dispensers and adjacent surfaces shall be wiped with a

germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall area under soap dispensers shall be cleaned of all soap residues.

- **Trash Receptacles** – All waste receptacles and feminine disposal receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.
- **Counter Tops and Sinks** – Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue and cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported daily to supervisors. Different cloths, sponges, brushes and scouring pads shall be used to clean the sinks than the ones used for cleaning the commodes and urinals.
- **Diaper Changing Stations and Other Surfaces** – Remove all surface litter such as paper towels, etc. Using a treated duster, remove all loose dust and soil from the tops of lockers, cabinets, etc. Dust other flat surfaces with a cloth or sponge dampened in a germicidal detergent solution. Dusting shall be accomplished by the complete removal of soil from the area this includes the dispensers.
- **Walls, Partitions, and Doors** – Clean the partition walls, partition doors, and walls surrounding the urinal and toilet. Remove any nonpermanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.
- **Shower Walls and Floors** – Wash shower walls, shower floors, bathtub areas using an approved germicidal cleaner. Clean the shower drains. After washing, the walls and floors shall be free from stains, soap scum, mildew and shall have a clean and disinfected appearance.
- **Floors** – Prior to mopping, any mats shall be lifted to remove soil underneath, mats shall be disinfected with a germicidal detergent solution, the floor surface shall be vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution. After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc. Any mats removed shall be replaced.
- **Mirrors** – Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas also shall be cleaned.
- **A/C Vents, Returns, and Exhaust Fans Grills** – Vents and grills shall be wiped free of all dust, dirt and stains. This is very important for indoor air quality.

General Tasks

- **Furniture** – Vacuum all cloth furniture using a vacuum with a HEPA approved filter. Wipe down all vinyl and hard surfaces with a damp cloth.
- **Light Fixtures** – Wipe with damp cloth all light fixtures (ceiling) make sure they are free of dirt, dust and debris.

- **Stripping Floors** – Stripping is the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces which can be exposed by the removal of non-fixed furnishings, baseboards, door bottoms, etc. Stripping also includes the complete removal of all marks, scuffs, stains, etc., except in cases in which there is damage to the floor surfaces. Where stripping chemicals are used, the areas shall be rinsed to completely remove any traces of the solution. The PH of the floor surface shall be brought to neutral (PH of 7) after stripping by rinsing with a mild acid base detergent. Stripping solution shall be wiped off immediately from baseboards and other fixed items in the area. During the stripping process, care shall be taken to avoid flooding of the floor with either the stripping solution or the rinse so as to prevent damage to the tile and its bond to the sub-floor. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Refinishing Floors** – To refinish the floors after the floor has been stripped; two coats of sealer shall be applied. Then at least two coats of metal interlock polymer floor finish shall be applied. Only ever other coat shall be applied all the way to the baseboard. The alternating coat shall be applied so as to leave a 12" boarder around the area. The coats shall be thin and evenly applied. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc., shall be visible. No finish shall be left on the baseboards or other fixed equipment in the area. Each coat of sealer or wax shall be buffed and dust mopped thoroughly before the next coat is applied. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Bonnet Cleaning of Carpets** – Bonnet cleaning of any facility carpet shall not be allowed under this contract.
- **Cubicle Walls/Furniture** – Vacuum all cubicle walls and cloth furniture using a vacuum with a HEPA approved filter.
- **Dusting** – Dust all surfaces above eighty (80) inches, including walls and ceiling tiles. Remove all dust and cobwebs.
- **Windows** – Clean all interior windows and frames. Clean all exterior first floor windows and frames. Windows shall be free of smudges, fingerprints, cobwebs, etc.
- **Woodwork** – Clean and polish all real woodwork. Woodwork shall be free of smudges, fingerprints and shall have a uniform appearance.
- **Kitchen floors** – Power wash with proper cleaning solution. This process shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After power washing, the surface shall be rinsed thoroughly to remove all remaining detergent. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Carpet Cleaning** – Carpet cleaning shall be accomplished by using a Hot Water Extraction (Steam Cleaning) system. Equipment shall be truck mount. Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately 3 to 5 feet (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible. Overlap approximately 2 inches into the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet. Place drying fans on wet areas during cleaning and allow the carpet to dry as thoroughly as possible. All carpet will need cleaning upon issuance of contract. All initial carpet cleaning shall be done at no extra cost.

- **Vertical/Horizontal Blinds** – Dust all vertical and horizontal blinds with a treated cloth or yarn duster. A properly dusted blind shall be free of all dust, dirt, lint, and cobwebs.
- **Dusting** - Dust all surfaces, including windowsills, ledges, pictures, plaques, cubicle wall tops, door tops, cabinets, etc. with a treated cloth or yarn duster up to 80 inches from the floor.
- **Storage Areas** – Sweep and vacuum floors to remove all debris. Damp mop floor, removing all marks and dirt.
- **Mop Heads** – Replace mop heads weekly with clean mop heads. Old dirty mop heads shall be removed from the building and discarded.
- **Floor Drains** – Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Replace the grate properly. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.
- **Restroom, Locker and Shower Floor** – All surface litter such as paper, tape, towels, tec., shall be removed before scrubbing. Apply the appropriate cleaning solution and allow it to stand for about 5 minutes before scrubbing the surface with a floor buffer equipped with a grit brush. The deep cleaning shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After scrubbing, the surface shall be rinsed thoroughly to remove all remaining detergent. Areas not accessible with the buffer shall be manually scrubbed with an abrasive hand pad.
- **Furniture** – Vacuum all cloth furniture using a vacuum with a HEPA approved filter. Wipe down all vinyl and hard surfaces with a damp cloth.
- **Light Fixtures** – Wipe with damp cloth all light fixtures (ceiling) make sure they are free of dirt, dust and debris.
- **Stripping Floors** – Stripping is the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces which can be exposed by the removal of non-fixed furnishings, baseboards, door bottoms, etc. Stripping also includes the complete removal of all marks, scuffs, stains, etc, except in cases in which there is damage to the floor surfaces. Where stripping chemicals are used, the areas shall be rinsed to completely remove any traces of the solution. The PH of the floor surface shall be brought to neutral (PH of 7) after stripping by rinsing with a mild acid base detergent. Stripping solution shall be wiped off immediately from baseboards and other fixed items in the area. During the stripping process, care shall be taken to avoid flooding of the floor with either the stripping solution or the rinse so as to prevent damage to the tile and its bond to the sub-floor. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Refinishing Floors** – To refinish the floors after the floor has been stripped; two coats of sealer shall be applied. Then at least two coats of metal interlock polymer floor finish shall be applied. Only ever other coat shall be applied all the way to the baseboard. The alternating coat shall be applied so as to leave a 12” boarder around the area. The coats shall be thin and evenly applied. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc., shall be visible. No finish shall be left on the baseboards or other fixed equipment in the area. Each coat of sealer or wax shall be buffed and dust mopped thoroughly before the next coat is applied. Prior to and after the service all furniture shall be moved as necessary. The job shall not be considered complete until furniture is returned to its original location.
- **Bonnet Cleaning of Carpets** – Bonnet cleaning of any facility carpet shall not be allowed under this contract.
- **Cubicle Walls/Furniture** – Vacuum all cubicle walls and cloth furniture using a vacuum with a HEPA approved filter.
- **Dusting** – Dust all surfaces above eighty (80) inches, including walls and ceiling tiles. Remove all dust and cobwebs.
- **Windows** – Clean all interior windows and frames. Clean all exterior first floor windows and frames. Windows shall be free of smudges, fingerprints, cobwebs, etc.

- **Woodwork** – Clean and polish all real woodwork. Woodwork shall be free of smudges, fingerprints and shall have a uniform appearance.
- **Carpet Cleaning** – Carpet cleaning shall be accomplished by using a Hot Water Extraction (Steam Cleaning) system. Equipment shall be truck mount. Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately 3 to 5 feet (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible.
- Overlap approximately 2 inches into the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet. Place drying fans on wet areas during cleaning and allow the carpet to dry as thoroughly as possible.

3. BID AND SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the bid be organized in the manner specified below and contain all specified information.

Bids shall not exceed twenty-five (25) pages in length (excluding title pages, table of contents, resumes or dividers). Information in excess of those allowed will not be evaluated / scored. One page shall be interpreted as one side of single lined, typed, 8½" x 11" piece of paper.

3.1. Title Page

Show the name of your firm, address, and telephone number, name of contact person and title, and date.

3.2. Table of Contents

Clearly identify material by section and page number.

3.3. Letter of Transmittal

Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified. Give the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers. The letter must be signed by a corporate officer or other individual who has the authority to bind the firm.

3.4. Experience

Detail your experience - minimum one (1) year in janitorial and or custodial operations and business. References: minimum of three (3) current contracts of approximate size and scope in effect with satisfactory/ exceptional performance and service. The examples of your work should be similar to the work identified by the City in terms of scope and function.

3.5. References

Please provide contact information for the experience attached below, including name, title and telephone number for the representative of the organizations or firms for which you performed similar duties.

3.6. Cost

Please see pricing sheet below.

4. EVALUATION

4.1. Bid Evaluation.

Each bid will be evaluated based on the following criteria:

- a. *Bidder's Compliance.* The City will evaluate bids for compliance and completeness.
- b. *Experience.* The City will evaluate the overall experience of the bidder.
- c. *Proposed Schedule.* The City will evaluate the proposed schedule for compliance with the ITB. The bid shall state whether or not existing contractual commitments of similar scope and priority are likely to have a negative impact on the bidder's ability to service this contract.
- d. *Staffing.* The City will evaluate the proposed project team's experience and qualifications for providing the services described in this ITB, including the ability to provide service and technical support.
- e. *Costs and Terms.* The City will evaluate whether the proposed costs and terms are, in the City's judgment, consistent with current market pricing, appropriate for the services provided, and commensurate with the level of quality expected.
- f. *Other.* Any other information that the City deems relevant and material in evaluating the bidders.
- g. The Janitorial Services should be the owner's primary business.

It is estimated that the City evaluation will result in a recommendation of an award of contract to the City Council within thirty (30) calendar days.

The specifications described in this ITB are designed to establish a minimum level of quality and are not meant to preclude equipment manufactured of equal or better quality.

It shall be the Contractor's responsibility to verify all cleanable sq. ft. per facility.

The City reserves the right to add facilities to the scope of work for this ITB.

**PURCHASING DEPARTMENT
BID FORM**

You are invited to bid on the following:

Title: "Custodial Services"

INSTRUCTIONS:

Provide the most competitive price in the appropriate column(s) for the item(s) as indicated below. Any additional information should be provided on company letterhead. Any additional information should be provided on company letterhead. Please specify monthly charge for each facility. List "strip & wax floor" as a separate charge. All prices quoted shall remain firm for period of 365 calendar days after the due date of the quotation submittal, unless a longer period has been agreed upon by both parties.


ITEM NO.	QUANTITY	DESCRIPTION	PRICE	TOTAL
1	1	Parks & Rec Dept. McFadden Facility Strip & Wax Floor (2x / yr.) Adams Tennis Complex SportsCom Facility Patterson Park Facility	 \$_____ / Mo. \$_____ / Ea. \$_____ / Mo. \$_____ / Mo. \$_____ / Mo.	\$_____
2	1	Maintenance Department City Training Center - Section 1 Strip & Wax Floor (2x / yr.) City Hall Strip & Wax Floor (2x / yr.)	 \$_____ / Mo. \$_____ / Ea. \$_____ / Mo. \$_____ / Ea.	\$_____

3	1	Street Department	\$_____ / Mo.	\$_____
		Strip & Wax Floor (2x / yr.)	\$_____ / Ea.	
4	1	Water & Sewer Dept.		\$_____
		Section 1 – 300 NW Broad Street	\$_____ / Mo.	
		Strip & Wax Floor (2x / yr.)	\$_____ / Ea.	
		Section 2 – 1725 S. Church Street	\$_____ / Mo.	
		Strip & Wax Floor (2x / yr.)	\$_____ / Ea.	
5	1	Senior Citizens Dept.	\$_____ / Mo.	\$_____
		Strip & Wax Floor (4x / yr.)	\$_____ / Ea.	
6	1	Golf Dept.	\$_____ / Mo.	\$_____
7	1	Fleet Dept.	\$_____ / Mo.	\$_____
		Strip & Wax Floor (4x / yr.)	\$_____ / Ea.	
8	1	Solid Waste Dept.	\$_____ / Mo.	\$_____
		Strip & Wax Floor (4x / yr.)	\$_____ / Ea.	
9	1	Urban & Environmental Dept.	\$_____ / Mo.	\$_____
		Strip & Wax Floor (2x / yr.)	\$_____ / Ea.	

GRAND TOTAL: _____

Sealed Response Envelope Label:

The label provided below, with all appropriate information completed, should be used for the proper processing of the ITB submittal. The label will facilitate the City Manager's Office to properly handle the sealed envelope without revealing the contents until the solicitation is opened.



SEALED QUOTE ENCLOSED

Company Name: _____

Company Address: _____

Company Telephone Number: _____

**City of Murfreesboro
Attn: City Managers' Office
Purchasing Department
111 West Vine Street
Murfreesboro, TN 37130**

Solicitation No: ITB-23-2017
Solicitation Title: Custodial Services
Solicitation Due Date & Time (CST): February 6, 2017 by 3:00 p.m.

Iran Divestment Act

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 a person included within the list created pursuant to T.C.A. §12-12-106.

Signature: _____ Date: _____

Title: _____

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of _____)
:
County of _____)

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

- (1) The undersigned is the (owner, partner, officer, representative, or agent) of _____, the bidder submitting the attached bid.
- (2) Bidder is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid.
- (3) Such bid is genuine and is not a collusive or sham bid.
- (4) Neither the said bidder 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 bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or, to fix any overhead, profit or cost element of the bid price or unlawful agreement any advantage against the City of Murfreesboro or any person interested in the proposed contract;
- (5) The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agent, representatives, owners, employees, or parties in interest, including this affidavit.

(Signed) _____

(Title) _____

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

My commission expires: _____

STATE OF _____

COUNTY OF _____

**BIDDER AFFIDAVIT ON COMPLIANCE
WITH DRUG-FREE WORKPLACE ACT AND CERTIFICATE**

Bidder, after being first duly sworn, affirms that it has a Drug-Free Workplace Program that complies with Tennessee Code Annotated, Title 50, Chapter 9, in effect at the time of submission of its bid, at least to the extent required of governmental entities. Bidder affirms that:

1. it has received a Certificate of Compliance with the applicable sections of the Drug-Free Workplace Act from the Department of Labor and Workforce Development and has attached a copy of such certificate to this Affidavit; or,
2. it operates a drug and alcohol testing program at least as stringent as the City of Murfreesboro's drug and alcohol testing program as contained in Sections 3005, 3006, and 3023 of the City of Murfreesboro Employee Handbook and shall, upon request, provide documentation of such program to the City.

Name of Bidder

Printed Name and Title of Principal Officer

Signature by Principal Officer

Sworn to and subscribed before me a Notary Public for the above state and county, on
This _____ day of _____, 20__.

Notary Public

My Commission Expires _____

SIGNATURE SHEET

I, the undersigned, do hereby agree to all terms and conditions listed within this formal solicitation, and will supply all information as required in this solicitation.

COMPANY NAME: _____

ADDRESS:

TELEPHONE: _____ FAX: _____

EMAIL: _____

ADDENDUM ACKNOWLEDGEMENT

The proposer shall acknowledge obtaining all addenda issued to this formal solicitation by completing the blocks below. Failure to acknowledge all addenda may be cause for rejection of the response.

Addendum No. _____ Date Issued: _____

Addendum No. _____ Date Issued: _____

Addendum No. _____ Date Issued: _____

AUTHORIZED SIGNATURE: _____

TITLE: _____

(Print / type name as signed above): _____

DATE: _____

Agreement for _____

This Agreement is entered into and effective as of the ____ day of _____ 2016, by and between the **City of Murfreesboro**, a municipal corporation of the State of Tennessee (the "City"), and _____, a _____ ("Contractor").

This Agreement consists of the following documents:

- This document
- ____ [Solicitation] _____ issued _____ (the "Solicitation");
- Contractor's Proposal, dated _____ ("Contractor's Proposal");
- Contractor's Price Proposal, dated _____ (the "Price Proposal"); and,
- Any properly executed amendments to this Agreement.

In the event of conflicting provisions, all documents will be construed according to the following priorities:

- First, any properly executed amendment or change order to this Agreement (most recent amendment or change order given first priority);
- Second, this Agreement;
- Third, the Solicitation; and
- Lastly, Contractor's Proposal.

1. Duties and Responsibilities of Contractor.

- a. Provide the following services:
- b. Cost of Service (price) to be given:
- c. The contractor's performance shall be subject to constant review. Contractor's unsatisfactory performance will be just cause for termination of contract.

2. Term.

The term of this Agreement commences on the Effective Date [_____] and expires on [_____], unless extended by mutual agreement of Contractor and the City or earlier terminated as set forth herein Termination. Contractor's services may be terminated in whole or in part:

- a. Upon 30-day prior notice, for the convenience of the City.
- b. For the convenience of Contractor, provided that Contractor notifies the City in writing of its intent to terminate under this paragraph at least 30 days prior to the effective date of the termination
- c. For cause, by either party where the other party fails in any material way to perform its obligations under this Agreement. Termination under this subsection is subject to the condition that the terminating party notifies the other party of its intent to terminate, stating with reasonable specificity the grounds therefore, and the other party fails to remedy the problem within 15 days after receiving the notice.
- d. Should Contractor fail to fulfill in a timely and proper manner its obligations under this Agreement or if it should violate any of the terms of this Agreement, the City has the right to immediately terminate the Agreement. Such termination does not

relieve Contractor of any liability to the City for damages sustained by virtue of any breach by Contractor.

- e. Should the appropriation for Contractor's work be withdrawn or modified, the City has the right to terminate the Agreement immediately upon written notice to Contractor.

3. Compensation; Method of Payment. Contractor will be compensated upon the completion of tasks as outlined in the Price Proposal and upon the completion of a Task and submission of an invoice to the City at its address for Notices.

4. Work Product. Except as otherwise provided herein, all data, documents and materials produced by Contractor under this Agreement are the property of the City, which retains the exclusive right to publish, disclose, distribute and otherwise use, in whole or in part, any such data, documents or other materials. Any of the City's property, including but not limited to books, records and equipment, that is in Contractor's possession must be maintained in good condition and repair and returned to the City by Contractor at the end of this Agreement

5. Insurance. During the term of this Agreement, Contractor must maintain comprehensive general liability insurance with limits of not less than \$1,000,000, as well as automotive and workers' compensation insurance policies. Contractor will provide to the City: (i) a standard certificate of insurance evidencing this coverage prior to commencement of work and upon renewal or expiration of the policies reflected thereupon, (2) upon request, an endorsement naming the City as additional insured under the terms of the policy as follows: "The City of Murfreesboro, Tennessee, its officers, employees, contractors, consultants, and agents."

6. Indemnification.

- a. Contractor must indemnify, defend, and hold harmless the City, its officers, agents and employees from any claims, penalties, damages, costs and attorney fees ("Expenses") arising from injuries or damages resulting from, in part or in whole, the negligent or intentional acts or omissions of contractor, its officers, employees and/or agents, including its subcontractors or independent contractors, in connection with the performance of this Agreement, and, Expenses arising from any failure of Contractor, its officers, employees and/or agents, including its subcontractors or independent contractors, to observe applicable laws, including, but not limited to, labor laws and minimum wage laws.
- b. Pursuant to Tennessee Attorney General Opinion 93-01, the City will not indemnify, defend or hold harmless in any fashion Contractor from any claims arising from any failure, regardless of any language in any attachment or other document that Contractor may provide.
- c. Copyright, Trademark, Service Mark, or Patent Infringement.
 - I. Contractor, at its own expense, is entitled to and has the duty to defend any suit which may be brought against the City to the extent that it is based on a claim that the products or services furnished infringe a copyright, Trademark, Service Mark, or patent. Contractor will indemnify, defend, and hold harmless the City against any award of damages and costs made against the City. The City will provide Contractor immediate notice in writing of the existence of such claim and full right and opportunity to conduct the defense thereof, together with all available information and reasonable cooperation, assistance and authority from the City in order to enable Contractor to do so. The City reserves the right to participate in the defense of any

such action. Contractor has the right to enter into negotiations for and the right to effect settlement or compromise of any such action provided (i) any amounts due to effectuate fully the settlement are immediate due and payable and paid by Contractor; (ii) no cost or expense whatsoever accrues to the City at any time; and (iii) such settlement or compromise is binding upon the City upon approval by the Murfreesboro City Council.

- II. If the products or services furnished under this Agreement are likely to, or do become, the subject of such a claim of infringement, then without diminishing Contractor's obligation to satisfy the final award, Contractor may at its option and expense:
 - a. Procure for the City the right to continue using the products or services.
 - b. Replace or modify the alleged infringing products or services with other equally suitable products or services that are satisfactory to the City, so that they become non-infringing.
 - c. Remove the products or discontinue the services and cancel any future charges pertaining thereto; provided however, Contractor will not exercise this option until Contractor and the City have determined that each of the other options are impractical.
- III. Contractor has no liability to the City if any such infringement or claim thereof is based upon or arises out of the use of the products or services in combination with apparatus or devices not supplied or else approved by Contractor, the use of the products or services in a manner for which the products or services were neither designated nor contemplated, or the claimed infringement in which the City has any direct or indirect interest by license or otherwise, separate from that granted herein.

7. Notices. Notice of assignment of any rights to money due to Contractor under this Agreement must be mailed first class mail or hand delivered to the following:

If to the City of Murfreesboro:

City Manager
City of Murfreesboro
111 West Vine Street
Murfreesboro, TN 37130

If to Contractor:

8. Maintenance of Records. Contractor must maintain documentation for all charges against the City. The books, records, and documents of Contractor, insofar as they relate to work performed or money received under the Agreement, must be maintained for a period of three full years from the date of final payment and will be subject to audit, at any reasonable time and upon reasonable notice by the City or its duly appointed representatives. Accounting records must be maintained in accordance with the Generally Accepted Accounting Principles.

9. **Modification.** This Agreement may be modified only by written amendment executed by all parties and their signatories hereto.
10. **Relationship of the Parties.** Nothing herein may in any way be construed or intended to create a partnership or joint venture between the parties or to create the relationship of principal and agent between or among any of the parties. None of the parties hereto may hold itself out in a manner contrary to the terms of this paragraph. No party becomes liable for any representation, act, or omission of any other party contrary to this section.
11. **Waiver.** No waiver of any provision of this Agreement affects the right of any party thereafter to enforce such provision or to exercise any right or remedy available to it in the event of any other default.
12. **Employment.** Contractor may not subscribe to any personnel policy which permits or allows for the promotion, demotion, employment, dismissal or laying off of any individual due to race, creed, color, national origin, age, sex, veteran status, or any other status or class protected under federal or state law or which is in violation of applicable laws concerning the employment of individuals with disabilities. Contractor also acknowledges that the City is a federal government contractor, and that by virtue of this Contract, Contractor is a federal government subcontractor. In accordance with federal law, Contractor, therefore, specifically acknowledges and agrees as follows:
- 12.1 The City and Contractor shall abide by the requirements of 41 CFR 60-1.4(a). This regulation prohibits discrimination against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin, and requires federal government contractors and subcontractors to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin.**
- 12.2 The City and Contractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans.**
- 12.3 The City and Contractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.**
13. **Non-Discrimination; Affirmative Action.** It is the policy of the City not to discriminate on the basis of age, race, sex, color, national origin, veteran status, disability, or other status or class protected under federal or state law in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy. No person may be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the City's contracted programs or activities, on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor may they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the City or in the

employment practices of the City's Contractors. Accordingly, all proposers entering into contracts with the City may upon request be required to show proof of such nondiscrimination and to post in conspicuous places that are available to all employees and applicants, notices of nondiscrimination.

14. **Gratuities and Kickbacks.** It is a breach of ethical standards for any person to offer, give or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter, pertaining to any program requirement of a contract or subcontract or to any solicitation or proposal therewith. It is a breach of ethical standards for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or a person associated therewith, as an inducement for the award of a subcontract or order. Breach of the provisions of this paragraph is, in addition to a breach of this Agreement, a breach of ethical standards which may result in civil or criminal sanction and/or debarment or suspension from being a contractor or subcontractor under the City contracts.
15. **Assignment.** The provisions of this Agreement inure to the benefit of and are binding upon the respective successors and assignees of the parties hereto. Except for the rights of money due to Contractor under this Agreement, neither this Agreement nor any of the rights and obligations of Contractor hereunder may be assigned or transferred in whole or in part without the prior written consent of the City. Any such assignment or transfer does not release Contractor from its obligations hereunder.
16. **Integration.** This Agreement sets forth the entire agreement between the parties with respect to the subject matter hereof and governs the respective duties and obligations of the parties.
17. **Force Majeure.** No party has any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by *force majeure*, meaning any act of God, storm, fire, casualty, unanticipated work stoppage, strike, lockout, labor dispute, civil disturbance, riot, war, national emergency, act of public enemy, or other cause of similar or dissimilar nature beyond its control.
31. **Governing Law and Venue.** The validity, construction and effect of this Agreement and any and all extensions or modifications thereof are governed by the laws of the state of Tennessee regardless of choice of law doctrine or provision in any attachment or other document that Contractor may provide. Any action between the parties arising from this agreement may only be filed in the courts of Rutherford County, Tennessee.
18. **Severability.** Should any provision of this Agreement be declared to be invalid by any court of competent jurisdiction, such provision will be severed and not affect the validity of the remaining provisions of this Agreement.
19. **Attorney Fees.** In the event any party takes legal action to enforce any provision of the Agreement, should the City prevail, Contractor will pay all expenses of such action including attorney fees, expenses, and costs at all stages of the litigation and dispute resolution.

20. Effective Date. This Agreement is not binding upon the parties until signed by each of the Contractor and authorized representatives of the City and is thereafter effective as of the date set forth above.

IN WITNESS WHEREOF, the parties enter into this agreement as of _____, 2016 (the "Effective Date").

City of Murfreesboro, Tennessee

Contractor

By: _____
Shane McFarland, Mayor

By: _____
[INSERT NAME AND TITLE]

Approved as to form:

City Attorney