

# BID SOLICITATION



**City of Chattanooga**  
**101 East 11th Street, Suite G13**  
**Chattanooga, TN 37402**

**BID OPENING DATE AND TIME:**  
 27-MAY-20 at 2:00 PM  
**BID NUMBER: 305890**

**BUYER:**  
**PHONE #: (423) 643-7230**  
**DELIVERY REQUIRED:**

**SEALED BIDS**  
 Mail or submit two (2) signed copies of bid form to this office in the enclosed envelope. Retain one copy for your file.

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Item	Class-Item	Quantity	Unit	Unit Price	Total
Requisition No.: 198413 Bid No.: 305890 Ordering Dept.: Waste Resources Division, Public Works Buyer: Amanda Berkowitz Phone No.: (423) 643-7233 Email: aberkowitz@chattanooga.gov Items Being Purchased: Janitorial & Custodial Services Deadline for Questions: May 21, 2020 A prebid will be held May 21, 2020 10AM EST at: Moccasin Bend Wastewater Treatment Plant-Training Center (outside) 455 Moccasin Bend Rd, Chattanooga, TN 37405 This Shall Be A Twelve (12) Month Blanket Contract To Supply Janitorial & Custodial Services. The Contract Term May Be Renewed For An Additional Two (2) Twelve (12) Month Term Under The Same Terms And Conditions By Mutual Agreement. The City Of Chattanooga And The Contractor May Bilaterally Extend The Contract By Providing Written Confirmation Of Agreement By Both Parties At Least 30 Days Prior To The Contract's Current Expiration Date Into Any Successive Term As Provided Herein. ATTACHMENTS: Specifications (19 pgs) Affirmative Action Plan (2 pgs) Iran Divestment Act (1 pg) No Contact/No Advocacy Statement (1 pg) City of Chattanooga (COC) Terms and Conditions posted on Website <a href="http://www.chattanooga.gov/purchasing/standard-terms-and-conditions">http://www.chattanooga.gov/purchasing/standard-terms-and-conditions</a> If you can't download call buyer for a copy. QUANTITIES ARE ESTIMATES ONLY THE CITY OF CHATTANOOGA SHALL GUARANTEE NO MINIMUM OR MAXIMUM AMOUNT PURCHASED DURING THE LIFETIME OF THE CONTRACT. *** BID MUST BE RECEIVED NO LATER THAN *** *** 2:00 PM EST ON MAY 27, 2020 *** NOTE: ALL BIDS MUST BE SIGNED All bids received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Bidder acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated. Any manufacturer;s names, trade names, brand names, or catalog numbers used in the specifications are for the purpose of describing and establishing general quality levels. Such references ar enot intended to be restrictive. Bids will be considered for any brand which meets or exceeds the quality of the specifications listed for any item. The City of Chattanooga reserves the right to reject any and/or all bids, waive any informalities in the bids received, and to accept any bid which in its opinion may be for the best interest of the city.					

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The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color, or national origin.

\*\*\*\* NOTE \*\*\*\*  
 PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION:

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

Address \_\_\_\_\_

\_\_\_\_\_

Phone/Toll-Free No. \_\_\_\_\_

Fax No. \_\_\_\_\_

eMail Address \_\_\_\_\_

Contact Person's Name \_\_\_\_\_

Estimated Delivery \_\_\_\_\_

Minority-Owned Business \_\_\_\_\_ Small Business \_\_\_\_\_ Veteran \_\_\_\_\_

Minority Woman-Owned Business \_\_\_\_\_ Disabled Veteran \_\_\_\_\_

Woman-Owned Business \_\_\_\_\_

\*\*\*\* ALL ITEMS MUST BE QUOTED F.O.B. DESTINATION \*\*\*\*

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COMPANY: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

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4	Hourly rate for unscheduled cleaning projects	500	Hour	_____	_____
5	Custodial Service Monthly Cost	12	Each	_____	_____

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# SPECIFICATIONS FOR CUSTODIAL SERVICES MOCCASIN BEND WWTP (2020)

## 1.0 GENERAL

### 1.1 Scope of Work

- A. The Scope of Work covered by these specifications includes the supply and delivery of custodial or janitorial services as described herein. Work shall include all labor, equipment, cleaning materials, and expendable materials necessary to perform and complete the work. The work described shall be performed at the City of Chattanooga Moccasin Bend Wastewater Treatment Plant ("City), 455 Moccasin Bend Road, Chattanooga, TN 37405.
- B. The work shall be performed in the following buildings at the Plant:
- |                                      |                              |
|--------------------------------------|------------------------------|
| 1. Administration Building           | 8. Filter Press Building     |
| 2. Laboratory (Administration Bldg.) | 9. Scale House               |
| 3. O&C Building                      | 10. Centrifuge Building #2   |
| 4. Plant Maintenance Building        | 11. Training Center Building |
| 5. I & I / Pretreatment Building     | 12. Guard Shack (South Gate) |
| 6. Sewer Maintenance Building        | 13. Warehouse Building       |
| 7. Oxygen Plant Control Building     |                              |

### 1.2 Description of Work Activities

- A. Work activities shall include, but not be limited to, the following:
1. Cleaning activities, such as dusting, wiping, scrubbing, washing, polishing, finishing, etc.
  2. Floor maintenance activities, such as stripping, waxing, buffing, sealing, vacuuming, sweeping, mopping, etc.
  3. Servicing activities, such as distributing expendable supplies such as toilet paper, soap, paper towels, plastic can liners, and collection and disposal of trash and recyclables, etc.
- B. Areas to be serviced include, but are not limited to, the following:
1. Offices, meeting rooms, and reception areas
  2. Restrooms and locker rooms
  3. Break rooms and kitchen areas
  4. Control rooms
  5. Hallways, stairwells, adjacent landings, canopies, and sidewalks
  6. Windows (glass and Plexiglas) and sills (wood, marble, etc.)
  7. Doors, all 6 surfaces, trim and jams (steel, fiberglass, glass and wood)

8. Floors (carpet, vinyl tile, concrete, ceramic tile, painted concrete, resilient tile, seamless covering, etc.)
9. Walls (painted block and sheetrock, vinyl wall covering, wood paneling, etc.)
10. Lobbies, baseboards, ceilings, walls, lighting fixtures, duct work
11. Sidewalks and Landings, exterior
12. Maintenance bays, warehouse bays, isles, and parking garages

**NOTE: The areas to be serviced are employee high use areas. Shop and production areas of the plant are not included unless specifically identified in the specifications.**

### 1.3 Experience and Qualifications

- A. The Custodial Contractor shall be licensed and bonded to perform the work described herein.
- B. The Custodial Contractor shall have a minimum of two (2) years' experience performing the services described herein. Contractor shall provide a minimum listing of eight (8) recent customer references of similar size and where the type of work to be provided under these specifications has been performed. Included in the eight (8) references shall be three (3) government references of similar size and type of work.

### 1.4 Termination of Contract

The City may terminate the Contract by providing (30) days written notice to the Custodial Contractor.

## 2.0 SERVICES

### 2.1 General

#### A. Buildings and Areas of Work

The buildings to be covered under these specifications are listed and shown on the figure in Appendix A. The estimated areas are presented as an overview of the proposed work. **Each bidder is responsible for calculating the square footage of all areas covered by the scope of work.**

#### B. Frequency of Services

The services specified herein are to be furnished at varying frequencies depending on the services to be provided. These frequencies of services include daily, weekly, monthly, quarterly, semi-annually, and annually.

#### C. Work Schedule

The Moccasin Bend WWTP is a 24-hour, 7 day per week operation. Normal working hours are from 7:00am to 4:30pm, Monday through Friday. The Custodial Contractor may perform the services after normal working hours.

The Custodial Contractor shall provide the City with a mutually agreeable schedule with the services are to be performed.

The City observes eleven (11) holidays per year. These include:

1. New Year's Day
2. Martin Luther King's Birthday
3. Good Friday
4. Memorial Day
5. Independence Day
6. Labor Day
7. Veteran's Day
8. Thanksgiving Day
9. Friday after Thanksgiving
10. Christmas Eve
11. Christmas Day

The Custodial Contractor will not be expected to provide services on these days but it will be necessary to leave adequate soap, paper, and plastic good for City employees working during the holidays at the O&C, Filter Press and CB2 buildings.

#### D. Supervision

The Custodial Contractor shall be responsible for the direct supervision of its personnel through an assigned Supervisor. The Supervisor will be available at reasonable times to report and confer with the Inventory Coordinator or his/her designees with regard to the quality and quantity of work being performed, any problems or potential problems, changes in scheduling, or changes in the scope of work. The Custodial Contractor shall provide resumes of all supplied personnel including supervisors, management and administration support personnel, and custodial workers upon request by the City. All personnel shall be subject to interviews by the City upon request. All personnel working on site must be able to speak English.

#### E. Joint Inspections

The Custodial Contractor's Supervisor or his/her designee and the Inventory Coordinator or his/her designee will conduct joint inspections of the building and fixtures covered by these specifications at any time during the duration of the contract.

The purpose of these inspections will be to evaluate the quality and quantity of services, address any problems or potential problems, changes in scheduling, and changes in scope of work. Date and time of inspections will be mutually agreeable to both parties.

The Custodial Contractor will correct deficiencies in the quality of quantity of work to the satisfaction of the City within forty-eight (48) hours. **Failure to correct deficiencies or problems of a repetitive nature shall be reason to cancel the contract.**

## F. Documentation

The Custodial Contractor shall be required to document any services provided by log or ticket indicating the date of service and time-in and time-out. The Custodial Contractor shall also give written comment of any building repair(s) or other conditions in need of corrective action to facilitate proper custodial service. The Custodial Contractor shall furnish a copy of the service documentation to the Inventory Coordinator.

## G. Conduct of the Custodial Contractor's Employees

The custodial services to be provided hereunder shall be performed by qualified, careful, and efficient employees in strict conformity with the best practices and highest applicable standards. The Custodial Contractor will, upon request of the City, remove from services hereunder any of its employees who, in the opinion of the City, are guilty of improper conduct or are not qualified to perform the work assigned to them. The sole judgement as to what constitutes improper conduct rests with the City.

## H. Security and Key Control

### 1. Security

The Custodial Contractor shall:

- a. Perform state background checks and drug screenings of each employee prior to assigning such person to the City's premises for work and provide documentation to the City.
- b. Provide appropriate uniform shirts and identification badges for all employees as well as having their service vehicle appropriately marked.
- c. Record the names, dates, times of arrival, and departure of each employee.
- d. Assure that no unlocked building is left unattended.
- e. Be responsible for and make available for questioning any of its employees suspected of wrongdoing.

### 2. Key Control

All assigned MBWWTP buildings are master keyed. The Custodial Contractor shall:

- a. Establish and implement methods of assuring that all keys issued by the City are not lost or misplaced and are not released to unauthorized persons.
- b. Not duplicate keys issued by the City for any purpose.
- c. Report the loss of keys to the Inventory Coordinator no later than the beginning of the next day.
- d. Be charged with the cost of having any lost keys duplicated and/or the cost of locks being re-keyed or replaced, if warranted.

## I. Damages and Losses

1. Any loss or damage to property in the building or to the building caused by the Custodial Contractor or its employees shall be promptly repaired or replaced to the satisfaction of the City at the expense of the Custodial Contractor.
2. The Custodial Contractor shall repair or replace lost or damaged property within forty-eight (48) hours. Failure to do so conveys the undisputed authority to the City to call an independent contractor to repair or replace the lost or damaged property. Also the City will withhold the total sum of the repair or replacement from payment on the next billing period.
3. City will provide an invoice, as proof of having incurred a financial obligation pursuant to this paragraph, to the Custodial Contractor. The Custodial Contractor agrees to accept verbal notice by City with respect to lost or damaged property and further agrees that the 48-hour limitation will commence at the time and date of verbal notification.

#### J. Utilities and Storage Areas

##### 1. Storage

The City will provide reasonable and lockable storage areas for the Custodial Contractor in most of the assigned buildings for storage of cleaning supplies and equipment so as to make services efficient in all assigned buildings.

##### 2. Utilities

The City will provide reasonable access to electric power, water, lighting, and heating and air conditioning.

#### K. Custodial Equipment and Supplies

##### 1. Supplies provided by the City

The City will furnish and stock the following expendable supplies: toilet tissue, hand towels, bar soap, liquid hand soap, and plastic can liners. These supplies will be available at the City's warehouse located on site.

The Custodial Contractor will be responsible for placing written orders for these supplies as needed and for signing them out from the warehouse. The City and the Custodial Contractor will mutually agree upon the formal procedure for this activity.

The Plant Warehouse has normal working hours from 7:00 am to 3:30 pm Monday through Friday.

##### 2. Supplies provided by the Custodial Contractor

The Custodial Contractor shall be responsible for providing all other cleaning supplies and chemicals necessary to perform the work included in the specifications. The Custodial Contractor shall be responsible for

training its employees about the proper use of these supplies and chemicals.

### 3. Equipment

The Custodial Contractor shall be responsible for furnishing all power equipment, manual equipment, cleaning tools and utensils, cloths, and other such equipment necessary to efficiently perform the services outlined in these specifications.

## L. Trash and Recyclables Disposal

### 1. Trash disposal

The Custodial Contractor shall place all trash collected in designated trash containers in the assigned building in outside dumpsters provided by the City nearby each building. It is the responsibility of the City to arrange for outside dumpsters to be emptied.

The Custodial Contractor shall be responsible for the disposal of boxes and other similar bulky trash items that have been clearly marked as "TRASH" by the City. These items will also be placed in the designated outside containers. It is understood that unless these items have been properly marked or the Custodial Contractor properly notified about the items that they would not be removed.

### 2. Recyclables Disposal

The Custodial Contractor shall place all recyclables collected in designated recyclables containers (normally blue plastic containers) in the assigned buildings in an outside bin provided by the City. It is the responsibility of the City to arrange for the Recyclables Bin to be emptied.

## M. Special Cleaning Services

The City may request special cleaning service for various extra functions held at the facility. The Custodial Contractor will be notified at least one week in advance. The rate to be charged for each special cleaning will be determined on a case-by-case basis

## 2.2 Custodial Maintenance Standards

### A. General

#### 1. Moving Furniture etc.

The Custodial Contractor will not be responsible for moving heavy items such as desks, bookcases, loaded tables, file cabinets, etc. or files, magazines, papers, boxes, etc. stacked on the floor to provide the custodial services described herein. However, the Custodial Contractor is expected to move chairs, conference tables, kitchen and folding tables, chair mats, trash cans, recycle containers, plants and plant stands, etc., and

replace with area is clean and dry.

2. Cleaning Equipment, Cleaning Supplies, and Care of Equipment

Cleaning equipment, cleaning supplies and chemicals used for performing the types of cleaning services described herein shall be similar to those typically used throughout the industry.

The Custodial Contractor is responsible for cleaning, disinfecting, and drying his cleaning equipment to prevent souring of equipment and minimize odors.

3. Scheduling

The Custodial Contractor shall schedule major custodial services (such as floor care) for Fridays to provide for adequate drying time. The Custodial Contractor shall provide at least seven (7) days' notice prior to performing these services.

B. Floor Care

1. Carpets and Rug Care

a. Vacuuming

Carpets or rugs shall be clean and free from dust balls, dirt, gum, grease, tar, and other debris. The Custodial Contractor shall use appropriately sized and compatible vacuuming equipment. The finished area shall have a uniform appearance.

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or similar spots on carpets or rugs shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. The finished area shall have a uniform appearance.

c. Steam (Hot Water Extraction) Cleaning

Carpets and rugs shall be spot cleaned with appropriate and compatible cleaners prior to being cleaned by steam cleaning (hot water extraction) equipment. Any excess moisture and cleaners left after cleaning shall be removed using a wet/dry vacuum system. Baseboards, corners, and thresholds shall be wiped to remove excess moisture or cleaners. The finished area shall have a uniform appearance.

2. Vinyl Tile, Vinyl, Ceramic Tile, Stone or Slate Tile, Painted Concrete or Concrete, and Applied Flooring

a. Sweeping and Dust Mopping

All dirt, mud, grime, crusted material, debris, gum, grease, tar, trash, etc. shall be removed from floors by sweeping or dust mopping using appropriate equipment. All corners, thresholds, and baseboards shall be clean of such material. Floors shall have no skipped areas. The finished area shall have a uniform luster.

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on vinyl tile, vinyl, concrete, and applied floorings shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Floors shall have no skipped areas. The finished area shall have a uniform luster.

c. Wet (Chemical) Mopping

Floors shall be appropriately swept and dust mopped prior to wet mopping. Floors shall be wet mopped using appropriate disinfectant chemical cleaners followed by damp mopping with water to remove any cleaner residue. Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The finished area shall have a uniform luster.

d. Damp Mopping

Floors shall be appropriately swept or dust mopped prior to damp mopping. Floors shall be damp mopped using clean water mixed with appropriate and compatible mopping solution. Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The finished area shall have a uniform luster.

e. Spray and Buffing (Vinyl Tile, and Other Vinyl, Flooring Only)

Floors shall be dust mopped and damp mopped prior to spray and buffing. Floors shall be sprayed or misted using appropriate and compatible chemical spray solution followed by buffing using mechanical buffing machine and appropriate buffing pad (hog hair). Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The finished area shall have a uniform luster.

f. Machine (Top) Scrubbing

Floors shall be dust mopped and damp mopped prior to machine scrubbing. Floors shall be sprayed or misted using clean water and chemical mopping solution followed by buffing using mechanical buffing machine and appropriate buffing pad (green scrubbing pad). Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces

shall be free of splashing and marking from the equipment. The finish area shall have a uniform luster.

g. Stripping (Vinyl Tile, and Other Vinyl, Flooring Only)

Floors shall be dust mopped and damp mopped prior to stripping. All old applied finishes or waxes shall be removed by applying appropriate and compatible chemical stripping agents followed by buffing or scrubbing with buffing machine and appropriate buffing pad. All corners, baseboards, thresholds, and crevices shall be cleaned of any finish or wax buildup by hand as required. Floors shall be free of streaks and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The stripped area shall have a clean, uniform appearance.

h. Waxing (Vinyl Tile, and Other Vinyl, Flooring Only)

Floors shall be stripped of any finish or wax prior to application of new wax. Floors requiring waxing in high use areas such as hallways, kitchens, break rooms, locker rooms, manned control rooms, restrooms, etc. shall have six (6) coats of wax. Floors requiring waxing in low use areas such as single person offices, conference rooms, storage areas, etc. shall have four (4) coats of wax. Wax shall be applied in sufficient amounts to ensure full coverage of the floor areas with proper application equipment or tools.

There shall be a drying time of 30 to 45 minutes between coats to ensure proper drying. Time may be extended or shortened depending on temperature. After final wax coat is applied, wax will be allowed to cure for 24 to 48 hours. After the appropriate curing time, the newly waxed floor shall be buffed with a buffing machine using an appropriate and compatible buffing pad (hog hair or other).

Floors shall be free of marks, streaks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The finished floor area shall have a uniform luster.

C. Wall and Door Care

1. All Walls (sheet rock, concrete, concrete block, vinyl wall covering, wood paneling, etc.)

a. General Cleaning

All walls shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished wall areas shall have a uniform luster and appearance.

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on walls shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Walls shall have no skipped areas. The finished area shall have a uniform luster and appearance.

c. Dusting

All walls shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment. There shall be no dust streaks. Corners, crevices, molding and ledges shall be free of all dust. There shall be no oils, spots or smudges on dusted surfaces caused by dusting equipment. The finished area shall have a uniform luster and appearance.

d. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the wall surfaces prior to damp wiping. Walls shall be wiped down using an appropriate cleaning solution and wiping cloth or sponges. Walls shall be free of streaks, wiping marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of splashing and marking from the equipment. The finished area shall have a uniform luster and appearance.

2. All Doors (wood, painted metal, metal, fiberglass, glass, etc.)

a. General Cleaning

All doors including trim, all six surfaces, jam, glass, hinges, knobs, locks, closer, kick plates, and thresholds shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished doors shall have a uniform luster and appearance.

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on doors shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Doors shall have no skipped areas. The finished doors shall have a uniform luster and appearance.

c. Dusting

All doors shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment. There shall be no dust streaks. Corners, crevices, molding and ledges shall be free of all dust. There shall be no oils, spots or smudges on dusted surfaces caused by dusting equipment. The finished doors shall have a uniform luster and appearance.

d. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the door surfaces prior to damp wiping. Doors shall be wiped down using an appropriate cleaning solution and wiping cloths or sponges. Doors shall be free of streaks, wiping marks, and skipped areas. Walls, baseboards, corners, thresholds, and other surfaces shall be free of cleaning residue and markings from the equipment. The finished area shall have a uniform luster and appearance.

D. Window and Glass Care

1. All Windows, Door Panels, Partitions, and Mirrors (glass and fiberglass)

a. General Cleaning

All windows, door panels, partitions, and mirrors including metal, fiberglass, or wood trim, ledges, blinds, and sills shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

b. Spot Cleaning

Smudges, stains, marks, gum, greast, tar, or other similar spots on windows, door panels, partitions, and mirrors shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Windows, door panels, partitions, and mirrors shall have no skipped areas. Corners, crevices, molding and ledges shall be free of cleaner residue, streaks or any other types of marks. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

c. Dusting

All windows, door panels, partitions, and mirrors shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment. There shall be no dust streaks. Corners, crevices, molding and ledges shall be free of all dust. There shall be no oils, spots or smudges on dusted surfaces caused by dusting equipment. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

d. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the windows, door panels, partitions, and mirror

surfaces by damp wiping. Windows, door panels, partitions, and mirrors shall be wiped down using an appropriate cleaning solution and wiping cloth, sponges, or other appropriate cleaning devices. Windows, door panels, partitions, and mirrors shall be free of streaks, wiping marks, and skipped areas. Corners, crevices, molding and ledges shall be free of cleaner residue, streaks or any other types of marks. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

e. Washing

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the windows, door panels, partitions, and mirrored surfaces by washing. Windows, door panels, partitions, and mirrors shall be wiped down using appropriate cleaning solutions and wiping cloth, sponges, or other appropriate cleaning devices. Washed glass shall be clean and free of dirt, grime, streaks, and excessive moisture and shall not be cloudy. Window sashes, sill, wood work and other surroundings of interior and exterior glass shall be wiped free of drippings and other marks. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

E. Blind Care (metal, plastic, or other)

1. General

a. General Cleaning

All blinds including trim shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished blinds shall have a uniform luster and appearance.

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on blinds shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Blinds shall have no skipped areas. Corners, crevices, trim, molding and ledges shall be free of cleaner residue, streaks or any other types of marks. The finished blinds shall have a uniform luster and appearance.

c. Dusting

All blinds shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment.

There shall be no dust streaks. Corners, crevices, trim, molding, and ledges shall be free of all dust. There shall be no oils, spots, or smudges on dusted surfaces caused by dusting equipment. The finished blinds shall have a uniform luster and appearance.

d. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the blind surfaces by damp wiping. Blinds shall be wiped down using an appropriate cleaning solution and wiping cloth, sponges, or other appropriate cleaning devices. Blinds shall be free of streaks, wiping marks, and skipped areas. Corners, crevices, trim, molding, and ledges shall be free of cleaner residue, streaks or any other kinds of marks. The finished blinds shall have a uniform luster and appearance.

e. Washing

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the blind surfaces by washing. Blinds shall be wiped down using appropriate cleaning solutions and wiping cloth, sponges, or other appropriate cleaning devices. Washed blinds shall be clean and free of dirt, grime, streaks, and excessive moisture. Window sashes, sill, woodwork and other surroundings of interior blinds shall be wiped free of drippings and other marks. The finished blinds shall have a uniform luster and appearance.

F. Furniture Care

1. Cloth and Wood Furnishings

a. General Cleaning

All cloth and wood furnishings including desks, chairs, sofas, bookcases, computer tables, conference tables, and other similar office furnishings shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished furnishings shall have a uniform appearance.

**Note: The Custodial Contractor shall not be responsible for moving or removing any materials from any desks, chairs, bookcases, in order to perform the services outlined in this section of the specifications. The Custodial Contractor shall provide reasonable notice prior to performing these services in order to allow the City's employees to move materials so that the services can be performed.**

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on all cloth and wood furnishings including desks, chairs, sofas, bookcases, computer tables, conference tables, and other similar office furnishings

shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. Furnishings shall have no skipped areas (see Note above). The finished furnishings shall have a uniform luster and appearance.

c. Dusting

All furnishings listed above shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment. There shall be no dust streaks. Corners, crevices, molding and ledges shall be free of all dust. There shall be no oils, spots or smudges on dusted surfaces caused by dusting equipment. The finished furnishings shall have a uniform luster and appearance.

d. Polishing

All dirt, dust, stains, spots, streaks, and smudges shall be removed from the furnishings prior to polishing applicable hard surface furnishings listed above. Furnishings shall be wiped and polished using an appropriate cleaning and polishing solution and wiping cloths or sponges. Furnishings shall be free of streaks, wiping marks, and skipped areas (see Note above). The finished furnishings shall have a uniform luster and appearance.

e. Vacuuming

Cloth type furnishings shall be vacuumed to remove dust balls, dirt, and other similar materials using appropriately sized and compatible vacuuming equipment. The finished furnishings shall have a uniform luster and appearance.

2. Vinyl, Plastic, and Metal Furnishings

a. General Cleaning

All vinyl, plastic, and metal furnishings including desks, chairs, bookcases, file cabinets, computer tables, conference tables, break room tables and chairs, counter tops and other similar type furnishings shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. The finished furnishings shall have a uniform luster and appearance.

**Note: The Custodial Contractor shall not be responsible for moving or removing any materials from any desks, chairs, bookcases, in order to perform the services outlined in this section of the specifications. The Custodial Contractor shall provide reasonable notice prior to performing these services in order to allow the City's employees to move materials so that the services can be performed.**

b. Spot Cleaning

Smudges, stains, marks, gum, grease, tar, or other similar spots on the furnishings listed above shall be removed without causing any discoloration using appropriate and compatible cleaners, solvents, and cleaning equipment. The furnishings shall have no skipped areas (see Note above). The finished furnishings shall have a uniform luster and appearance.

c. Dusting

All furnishings listed above shall be clean and free of dirt, smudges, marks, spots, spider webs, dust, and stains. All visible dust shall be removed using appropriate and compatible cleaners and dusting equipment. There shall be no dust streaks. Corners, crevices, trim, molding and ledges shall be free of all dust. There shall be no oils, spots or smudges on dusted surfaces caused by dusting equipment. The finished furnishings shall have a uniform luster and appearance.

d. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the furnishing surfaces prior to damp wiping. Furnishings listed above shall be wiped down using an appropriate cleaning solution and wiping cloths or sponges. Furnishings shall be free of streaks, wiping marks, and skipped areas (see Note above). Furnishings shall be free of splashing and marking from the cleaning equipment. The finished furnishings shall have a uniform luster and appearance.

e. Polishing

All dirt, dust, stains, spots, streaks, and smudges shall be removed from the furnishings prior to polishing applicable hard surface furnishings listed above. Furnishings shall be wiped and polished using an appropriate cleaning and polishing solution and wiping cloths or sponges. Furnishings shall be free of streaks, wiping marks, and skipped areas (see Note above). The finished furnishings shall have a uniform luster and appearance.

G. Fixture and Appliance Care

1. Bathroom Fixtures

a. Porcelain Fixtures

Porcelain fixtures (washbasins, sinks, urinals, toilets, etc.) shall be clean and bright. Porcelain fixtures shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, green mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance. **(No Acid products to be used on porcelain fixtures)**

- b. Metal Fixtures (stainless steel, painted steel partitions, chrome and copper piping, shower and sink faucets, etc.)

Metal fixtures shall be clean and bright. Metal fixtures shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, green mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

- c. Lockers

Lockers shall be clean and bright. Lockers (**exteriors**) shall be dusted and damp wiped using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, green mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

## 2. Kitchen and Break Room Fixtures

- a. Appliances (refrigerators, stoves, microwave ovens, vending machines, coffee pots, etc.)

Appliances (**exteriors**) shall be clean and bright. Appliances (**exteriors**) shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, green mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

**Note: The Custodial Contractor is not responsible for cleaning the inside of appliances soiled by City employees unless requested as a special cleaning service.**

- b. Miscellaneous Fixtures (sinks, faucets, counter tops, tables, cabinets, etc.)

Miscellaneous fixtures shall be clean and bright. Miscellaneous fixtures shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, green mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

- c. Drinking Fountains

The porcelain or stainless steel surfaces shall be clean and bright. They shall be free of dust, spots, stains, and streaks. Fountains shall be kept free of trash, ink, coffee grounds, etc. Nozzles shall be free

from encrustation or scale. The finished areas shall have a uniform luster and appearance.

## H. Laboratory Fixtures

### 1. Laboratory Cabinets

Cabinets (**exteriors**) shall be clean and bright. Cabinets (**exteriors**) shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

**Note: The Custodial Contractor is not responsible for cleaning the inside of cabinets soiled by City employees unless requested as a special cleaning service.**

### 2. Miscellaneous Laboratory Fixtures (sinks, faucets, counter tops, tables, etc.)

Miscellaneous fixtures shall be clean and bright. Miscellaneous fixtures shall be cleaned using appropriate disinfectant cleaners and appropriate cleaning equipment. There shall be no dust, spots, stains, rust, mold, scale, excess moisture, or excess cleaning residue. There shall be no streaks or skipped areas. The finished areas shall have a uniform luster and appearance.

**Note: The Custodial Contractor shall not be responsible for moving or removing any laboratory materials, equipment, utensils, glassware, etc. from any counters, desks, chairs, bookcases, sinks, etc. in order to perform the services outlined in this section of the specifications. The Custodial Contractor shall provide reasonable notice prior to performing these services in order to allow the City's employees to move materials so that the services can be performed.**

## I. Basic Custodial Services

### 1. Servicing

All supply dispensers shall be filled and tested to ensure they are working correctly. Waste receptacles shall be emptied and sanitary napkin dispensers emptied, cleaned, disinfected, and new bags inserted.

### 2. Policing

Building areas shall be free of all paper, trash, empty bottles, and other discarded material.

### 3. Cleaning Wastebaskets and Trash Receptacles

Wastebaskets and trash receptacles shall be free of dust, debris, and residue. Plastic liners shall be changed daily.

#### 4. High Cleaning

Surfaces shall be clean and free of dust. Where glass is present, both sides shall be clean and free of streaks.

#### J. Sidewalks and Landings

Sidewalks, landings, and/or patio areas outside and adjacent to the buildings included in these specifications shall be cleaned as required by sweeping or washing. These areas are to be free of debris, leaves, trash, dirt, gravel, and other clutter. These areas are to be cleaned to the edge of curb or concrete.

Construction/remodeling of several areas is scheduled to begin during this contract period. As such, some areas and/or buildings may become off limits and personnel may be moved to other areas.

### 3.0 EXECUTION

#### 3.1 General

The Custodial Contractor shall have up to ten (10) working days after the issue of a purchase order to schedule and initiate the work.

Joint inspections shall be made as required. Joint inspections shall be the basis for determining services completed for payment. Payment may be held if work is not performed in an acceptable manner until corrections have been made to the satisfaction of the City.

#### 3.2 Payment

- a. The City will make payment to the Vendor according to the City's normal policies and procedures.
- b. Before an order can be placed for routine transactions, City will request a Quote from Vendor with detailed breakdown. City may require breakdown on its own form. Once City has approved the quoted price and submits Requisition for the same, it will advise Vendor of the Release Number in order to place the order. Invoices that do not reference the Release Number will not be considered complete or valid.
- c. Vendor's Invoice must list a valid e-mail address for billing questions and inquiries.
- d. Invoice Date is critical and Invoices must be sent to the City on the Invoice Date in order for the City's tracking system to accurately reflect the record. The invoice date must not precede the ship date or service date.
- e. Invoice descriptions on transaction lines must match the wording of the Purchase Order transaction lines, and reference the corresponding transaction line number of the Purchase Order. The Vendor shall not invoice the City for any item that does not correspond to a line on the Purchase Order.

- f. Vendor will be responsible for collecting signature and legible name of City employee when delivering goods and/or services and must be able to produce said Proof of Delivery ("POD") upon request. The POD must contain an itemized list of goods and/or services. The POD must accompany each Department's payment packet before presenting the Invoice with all necessary backup to City's Accounts Payable Division. Including copy of POD with the Invoice is encouraged and speeds payment processing time.
- g. Vendor's invoices that are billed inaccurately, incompletely, or otherwise unprocessable are not considered valid.
- h. When sending the City a revised invoice, it must be clearly marked "Revised". When sending the City a replacement invoice, it must reference the original invoice number it is replacing.
- i. Invoices to the City shall reference the City Department, Release Number, Work Order Number, and the first and last name of the City employee placing the order.
- j. Accurate invoices, with all appropriate backup documentation, shall be sent to:

City of Chattanooga  
Attn: Accounts Payable Division  
101 East 11<sup>th</sup> Street, Suite 101  
Chattanooga, TN 37402  
[acctspayable@chattanooga.gov](mailto:acctspayable@chattanooga.gov)

and copy sent to:

Moccasin Bend Wastewater Treatment Plant  
455 Moccasin Bend Road  
Chattanooga, TN 37405  
[Mbacctspayable@chattanooga.gov](mailto:Mbacctspayable@chattanooga.gov)

## Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
  - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
  - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
  - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

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(Signature of Contractor)

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(Title and Name of Company)

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(Date)

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

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

(SIGNED) \_\_\_\_\_

(PRINTED NAME) \_\_\_\_\_

(BUSINESS NAME) \_\_\_\_\_

(DATE) \_\_\_\_\_

For more information, please contact the State of Tennessee, Central Procurement Office  
<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

**No Contact/No Advocacy Statement**

City of Chattanooga  
Purchasing Division

**For Submission with Sealed RFP, RFQ, Sealed Bid Responses:**

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_ (agent name), being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of \_\_\_\_\_  
\_\_\_\_\_ (business name), the Submitter of the attached sealed solicitation  
response to Solicitation # \_\_\_\_\_;

(2) \_\_\_\_\_ (agent name) swears or affirms that the Submitter  
has taken notice, and will abide by the following No Contact and No Advocacy clauses:

**NO CONTACT POLICY:** After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

**NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

**Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.**

Submitter Signature:

Printed Name:

\_\_\_\_\_

\_\_\_\_\_

Title: \_\_\_\_\_