

Request for Proposals	
Solicitation name	Custodial Services Q2423
Upload responses by	11:00 a.m. on May 1, 2024 (as KCDC's clocks show)
<u>Upload</u> your response at	<p>https://vrapp.supplierregistry.com/Account/LogOn</p> <ul style="list-style-type: none"> <u>All bids/proposals must be submitted through the Vendor Registry platform as one document.</u> When uploading bids/proposals, be sure to upload all required solicitation documents. Bids/proposals delivered by email, fax, USPS or in person will be rejected.
Post Questions to	<p>https://vrapp.supplierregistry.com/Account/LogOn</p> <p>by 6:00 p.m. on April 24, 2024.</p> <p style="text-align: center;">KCDC will not accept questions via email or telephone.</p>
Site Visit	KCDC has schedule a site visit for 3:00 p.m. on April 23, 2024. Assemble at the Procurement Office building. Email procurementinfo@kcdc.org to register for the tour.
Award results	KCDC posts award decisions at http://www.kcdc.org/procurement/ .
Open Records/Public Access to Documents	All document provided to KCDC are subject to the Tennessee Open Meetings Act (TCA 8-44-101) and open records requirements.
Check KCDC's webpage for addenda and changes before submitting your response.	



1. **Background and Intent**

- a. Knoxville's Community Development Corporation ("KCDC") is the public housing authority for the City of Knoxville and for Knox County in Tennessee. KCDC's affordable housing property portfolio includes more than 26 properties with approximately 3,600 dwelling units. In addition to operating its public housing apartments, KCDC oversees approximately 4,097 Section 8 Vouchers and 76 Moderate Rehabilitation units. Additionally, KCDC serves as the redevelopment agency for the City of Knoxville, managing redevelopment areas, TIFs, and PILOTs.
- b. Definition/Clarification: KCDC uses "suppliers" as inclusive of various words describing interested parties often called "bidders," "contractors," "firms," "proposers" and "vendors."
- c. KCDC's current award for custodial services has nearly reached its maximum term. KCDC desires the services of a highly qualified supplier to provide custodial services for its Main Office building located at 901 N. Broadway in Knoxville, Tennessee. The main building houses KCDC administrative staff (approximately 45 persons). Periodically there are meetings in KCDC's Board Room and Training Room that will involve more than 45 persons.
- d. KCDC wants suppliers to ask questions and provide suggestions to keep costs as low as possible while providing excellent service.

2. **Changes after Award**

It is possible that after award KCDC will need to revise the requirements specified herein. KCDC reserves the right to make such changes after consultation with the supplier. Should additional costs arise, the supplier must document increased costs. KCDC reserves the right to accept or reject and negotiate these charges.

3. **Contact Policy**

Only contact KCDC's Procurement Division about this solicitation from the issuance of this solicitation until award.

Information obtained from an unauthorized officer, agent, or employee will not affect the risks or obligations assumed by the supplier or relieve the supplier from fulfilling any of the conditions of the resulting award for this project. Such contact can disqualify the supplier from the solicitation process.

4. **Damage**

The supplier is responsible for all damage to buildings, equipment, premises and all other types of potential damage resulting from the provision of the services requested herein.

5. Employees

Supplier will:

- a. Provide at least one employee on every job assignment with the ability to speak, read, write and understand English so KCDC's staff can communicate effectively with them.
- b. Ensure that employees have proper identification displayed while on the job site. Employees, while on site, must wear a company uniform or have photo identification displayed.
- c. Employee's parking vehicles (whether corporately or privately owned) must ensure that company identification is on the vehicles. This may be by placards on the vehicle's side, laminated paper with the company name placed on the dashboard or other means.

6. Entrance to Sites

Supplier's employees are not to be on KCDC premises unless they are working on a KCDC project. Acquaintances, family members, assistants or any person not working on KCDC's behalf will not accompany employees on KCDC sites.

7. Equipment

Supplier shall provide all necessary equipment, materials, supplies, et cetera needed for the work. Include the cost for such equipment, materials and supplies in the price quoted. KCDC staff is not to be asked to loan equipment.

8. Evaluation

- a. KCDC alone determines (using NIGP's definition and other relevant sources as appropriate) the supplier's "responsive" and "responsible" status prior to award. Responsible means a business with the financial, technical, relevant experience and capacity to perform the requirements of the solicitation and subsequent contract. A responsive proposal is one that fully conforms in all material respects to the solicitation document and all its requirements, including all form and substance.
- b. KCDC will review all proposals and reserves the right to request additional necessary information, modifications, waive minor technicalities, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to KCDC's best interests. KCDC further reserves the right to adjust its evaluation scenario if they are in KCDC's best interest and consistent with good business practices.
- c. KCDC may require oral presentations as part of the evaluation process. Typically, this will be for those that are shortlisted. KCDC will provide details about the meeting to the suppliers that are selected.

- d. KCDC reserves the right to ordinally rank proposals as a first step and then only detail score the top tier of proposals if determined to be in KCDC’s best interest.
- e. KCDC plans to award to the best overall supplier presenting the most advantageous proposal (in its entirety) with the maximum points available and based on the following evaluation scale:

Factors	Maximum Points
Cost	50
Supplier’s Staff Experience and Training	30
Supplier’s Resources and References	20
Total	100

9. General Instructions to Suppliers

KCDC’s General Instructions to Suppliers are at www.kcdc.org. Click on “Procurement” and the link to the instructions. The supplier’s submittal means acceptance of the terms and conditions found in KCDC’s “General Instructions to Suppliers.” The following paragraphs in the General Instructions to Suppliers do not apply to this solicitation: 18, 46a, 46b, 46d, 46e, 46f, 59, and 71.

10. Insurance

- a. See Appendix 1. These insurances and levels are required and not optional. If you or your insurance agent have concerns or believe that some coverages are not necessary, email procurementinfo@kcdc.org detailing any requested changes before this solicitation’s due date. The supplier will include all insurance costs in their proposal.
- b. Note that KCDC’s Insurance Appendix has changed and now requires your signature as well as that of your insurance agent(s).
- c. Upon notice of intent to award, your insurance agent will email the Certificate of Insurance (COI) to tmckee@kcdc.org for review.

11. Invoicing/Ordering

- a. Until a purchase order is in place, work is not to be performed nor are goods to be delivered. KCDC does not have a legal obligation to pay for the work performed prior to the issuance of a purchase order.
- b. Suppliers must submit invoices within 90 days of the delivery of goods or services. KCDC may refuse invoices submitted after the 90-day threshold. KCDC prefers invoices arrive within 10 days following the end of the month in which goods or services were supplied.

- c. KCDC pays by electronic transfer (ACH) only. Suppliers' accounts receivable staff must use KCDC's portal to find payments made and to which invoices they apply.
- d. Invoices must:
 - Be sequentially numbered
 - Show a date that is after the work is complete or goods delivered
 - List the purchase order number
 - Breakdown pricing according to the award structure
 - Reference the solicitation number
- e. KCDC wants all invoices emailed to apadmin@kcdc.org . Copy the requestor on the email. Do not send invoices by any other means.

12. Length of Award

The length of the contract will be twelve months with four optional annual renewals that KCDC may exercise at its discretion.

13. Price Structure

- a. At the end of each twelve-month period, the awarded supplier may request a change to the percentage and/or specific item charged to KCDC. Such increases must be supported by changes to the PPI for Knoxville or other such benchmark acceptable to KCDC. The supplier must provide proof of the necessity of the increase to the Procurement Division. KCDC will decide whether to accept a price increase. If the price increase is accepted, the file will be so noted. If the price increase is not accepted, the supplier may:
 - 1. Continue with the existing pricing.
 - 2. Suggest an alternative price increase.
 - 3. End the award.
- b. KCDC does not pay fuel surcharges.
- c. Suppliers may decrease prices at any time with or without notice.

14. Safety/OSHA Guideline Compliance

- a. Public safety is of prime concern to KCDC, and all costs associated are the responsibility of the supplier. The supplier shall ensure that its employees exercise all necessary caution and discretion to avoid injury to persons or damage to property.
- b. Supplier shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145 at no cost to KCDC. Caution signs shall be on-site on commencement of contract.

- c. The supplier will provide and place barricades, tarps, plastic, flag tape and other safety/traffic control equipment to protect the public, surrounding areas, equipment and vehicles as appropriate. This includes taking the necessary steps to exclude persons (residents, visitors, other suppliers) from entering work areas.
- d. The supplier will protect all buildings, appurtenances and furnishings from damage. The supplier shall, at his expense, repair such damages (or replace the items) by approved methods to restore the damaged areas to their original condition.
- e. Supplier shall comply with all other OSHA and TOSHA safety standards that apply.

15. Small Business Outreach

The successful supplier must reach out to small businesses, minority owned businesses and woman owned businesses for goods and subcontracted services to fulfill this award. The successful supplier reports to KCDC on dollars spent with such businesses each January.

16. Smoke Free Policy

KCDC’s Smoke Free policy is applicable to you, your employees and subcontractors. The policy mandates:

- No smoking on any KCDC property
- No e-vape or similar usage on any KCDC property
- The Smoke Free policy applies in personal or corporate vehicles on owner’s property

17. Subcontractors

Subcontractors must:

- a. Be approved by KCDC prior to beginning work.
- b. Carry the insurance coverages as outlined herein.
- c. Not be on the federal government, HUD’s nor the State of Tennessee’s debarment lists.
- d. Not be changed without owner’s permission.

18. Organize your proposal in this structure

Document Number	Title	Form Provided by
Solicitation Document A	General Information	KCDC
Solicitation Document B	Affidavits	KCDC
Solicitation Document C	Corporate Qualifications	KCDC
Solicitation Document D	Cost Information	Supplier
Solicitation Document E	Business Qualifications & Plan	Supplier
Solicitation Document F	References	Supplier
Solicitation Document H	Insurance Agent’s Certifications	Supplier

Note: Your submittal’s first page is KCDC’s Solicitation Document A.

Scope of Work

19. Building Description

- a. The building's total gross size is 28,000 square feet.
- b. There are four floors serviced by four sets of stairs and a four-stop elevator.
- c. There is approximately 23,275 square feet of carpet.
- d. There is approximately 3,725 square feet of hard tile floor.
- e. There is approximately 1,000 square feet of restroom space. The restrooms have a total of three urinals and sixteen commodes.
- f. There is a kitchen with a sink and stove as well as other accessories such as:
 1. Two Refrigerators
 2. One Microwave
 3. One Range Hood
 4. One Dishwasher
 5. One Ice Maker
 6. One Water Dispenser
 7. Two Toaster Ovens
 8. One Coffee Maker
- g. There is a "Lactation/Relaxation Room" within the Gym Area with:
 1. One sink
 2. One microwave
 3. One small refrigerator
- h. The building has seventy-two windows and twenty-eight of those have mini-blinds, which the supplier will clean. There are eight storefront areas with glass doors. One of these is very large-the main entrance.
- i. The building floor plans are in the Appendices.
- j. This information provided is not a substitute for site inspection and verification of scope and difficulty of the required work.

20. Environmental Protection

KCDC wants suppliers to be environmentally responsible in the purchase and usage of chemicals and supplies for this work.

The successful supplier will minimize resource consumption and negative impacts on the environment and human health to the greatest degree possible, consistent with good business practices. KCDC encourages suppliers to consider the following factors when purchasing supplies:

- Environmentally friendly products
- Green Seal approved products and services
- Energy Star certified equipment
- Products with high recycled material and post-consumer waste content

21. Equipment

- a. The supplier shall provide all necessary, **commercial** grade, cleaning equipment (including power driven floor scrubbing machines, back pack vacuum, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, et cetera) for the performance of specified work. Such equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the building or its contents.
- b. All equipment such as brooms, mops and vacuums shall be available for use by the KCDC staff during the day. KCDC shall assume responsibility when using the equipment.
- c. KCDC provides electrical power at existing power outlets for the supplier to operate such equipment as is necessary for the work. The supplier is responsible for any damage caused to the electrical outlets and their covers caused by the improper disconnection of equipment. KCDC supplies hot and cold water as necessary for cleaning.
- d. Adequate deodorizers, paper supplies and hand soap shall be stored in locked housekeeping closets on each floor. Designated KCDC employees will have keys to these closets in the event supplies become short during the day and need replenishment. KCDC also wants a two-day supply under the cabinets.

22. Inclement Weather

KCDC's Executive Director determines whether to delay opening or to close or to remain open. When KCDC closes or delays opening, there is a text and email chain to employees and KCDC will add the successful supplier to the chain. If KCDC closes due to inclement weather, the supplier will not charge KCDC for service that day. Should the supplier's staff choose not to come into work when KCDC is open or delayed, KCDC shall not be charged for the day.

23. Keys

The supplier is responsible for any lost keys, card keys and any inherent damages (i.e., re-keying of whole facility) and KCDC may withhold the costs for such from supplier payment(s). The decision to re-key the whole facility is solely KCDC's.

24. Leap Year

KCDC pays the calculated daily rate for the extra day.

25. Personnel

Supplier will:

- a. Allow only personnel thoroughly trained and skilled to work on the job.
- b. Have sufficient personnel to complete the work in a timely manner.
- c. Enforce strict discipline and good order among employees.
- d. Provide at least one employee on every job assignment with the ability to speak, read, write and understand English so KCDC's staff can communicate effectively with them.
- e. Employ the quantity and quality of supervision necessary for both effective and efficient management at all times.
- f. Ensure that acquaintances, family members, assistants, or any person not working on KCDC's behalf do not accompany employees on KCDC sites.
- g. The supplier shall fully staff the building on the first day of work under the award. All personnel shall receive close and continuing first-line supervision by the supplier.
- h. Custodians shall be employees of the supplier. Day laborers are not acceptable.
- i. Custodians employed by the supplier shall be fully trained and skilled in safe and proper housekeeping techniques. The supplier shall provide sufficient documentation to demonstrate adequate provision training. Supplier shall submit statement outlining their training program and method of verifying employee competency. Failure to do so may be cause for rejection of the bid.
- j. Supplier shall provide KCDC with a current list of all employees that will perform work. Supplier shall have each employee adequately trained for the work. If the supplier uses employees not on the list, KCDC may order that person(s) off the property and deduct the cost of a full eight hours labor from the monthly invoice. Repeated use of employees not on the list may be grounds for termination of the contract.
- k. The supplier shall obtain criminal background checks on all personnel assigned to KCDC's building working in any capacity including supervision. Supplier must complete the background check and provide it to KCDC before the employee can work on KCDC property. The supplier must remove any employee from KCDC service upon their conviction of a felony crime during employment.

Supplier must conduct background checks annually for any person working at KCDC sites. Failure to obtain background checks as specified can result in termination of the contract.

- l. KCDC reserves the right to require immediate removal of any employee from KCDC service it deems unfit for service for any reason.

This right is non-negotiable, and the supplier agrees to this condition by accepting this award. The supplier should have enough qualified people with current background checks to be able to provide a replacement within twenty-four hours. Should a replacement take longer than twenty-four hours, this may be cause for termination of the award.

- m. All employees shall wear uniforms (or at a minimum a corporate photo ID) that bears the company name/logo. Uniforms must not be exceptionally dirty, stained or torn.
- n. The supplier shall provide identification badges for all employees and all employees must wear the badges while they are on KCDC premises. The badge shall have the employee's picture and name at a minimum.
- o. The supplier shall not allow employees, at any time, to open desk drawers, cabinets or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.
- p. Employees must be bonded and proof of such submitted to KCDC prior to work commencement.

26. **Security**

The successful supplier is responsible for ensuring that all doors at the complex are kept secured at all times and are properly locked when leaving the facility.

27. **Supplies**

The supplier furnishes all supplies necessary for this work.

- a. Toilet paper shall be double ply such as Fort Howard or approved equivalent.
- b. KCDC may require samples of the products offered.

28. **Task Schedule**

- a. Daily Tasks:

1. Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:
 - a. Empty wastebaskets.
 - b. Clean and sanitize the drinking fountains.
 - c. Spot clean cabinet doors, countertops and desktops (unless a staff member declines service).
 - d. Spot clean reception lobby glass, including the front door and any other partition or door glass.
 - e. Sweep/dust mop the VCT floors, as well as the two interior stairwells, and any carpet protectors under office chairs.
 - f. Spot clean spills and stains on the floors.
 - g. Vacuum carpeted areas.
 - h. Spot clean stainless steel and wood paneling in elevator.
2. Restrooms:
 - a. Clean, sanitize and polish all vitreous fixtures, including toilet bowls, urinals and hand basins including cabinet doors and countertops.
 - b. Clean all glass and mirrors.
 - c. Empty all trash containers and disposals. Insert liners as required. Spot clean and sanitize containers as needed.
 - d. Spot clean all walls, doors, stainless steel partitions, frames, light switches, kick and push plates and handles.
 - e. Refill all dispensers to their normal limits. This includes soap, toilet tissue, paper towels and liners.
 - f. Sweep, damp mop and sanitize ceramic tile floors.
3. Kitchen and Executive Management Conference Room and Copier Room

- a. Damp clean and sanitize cabinet doors, countertops, tabletops, seats and the backs of chairs.
- b. Refill paper towel holders.
- c. Empty all trash containers and wash as necessary.
- d. Spot clean doors, frames, light switches, kick and push plates, handles, walls and interior glass.
- e. Vacuum carpeted areas.
- f. Sweep/dust mop and damp mop VCT and ceramic tile and laminate floors.
- g. Clean sinks (provided it is not cluttered with dishes) and faucets.
- h. Clean the exterior of the toaster ovens.
- i. Clean the interior and exterior of the microwave.
- j. Clean exterior of the coffeemaker and make sure it is turned off.
- k. Check the dishwasher to determine if it needs to be cleaned inside or out.

4. Exterior Cleaning

- a. Sweep and pick-up trash and debris on, in or around, dumpsters, flowerbeds, parking lots, porches, steps, sidewalks, lawn, et cetera, up to the City's sidewalks.
- b. Sweep off outside mats at exterior entrances.

b. Weekly

1. Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:
 - a. Dust all furnishings including desks, chairs, tables and gym equipment and racks.
 - b. Dust all exposed filing cabinets, bookcases, shelves, cabinet doors and countertops.

- c. Dust all telephones, printers and copiers. Sanitize telephones.
- d. Dust the Venetian blinds.
- e. Damp clean the surfaces of major gym equipment where hands touch.
- f. Dust all low (at or below seventy-two inches) horizontal and vertical surfaces. This includes sills, ledges, handrails, moldings, shelves, picture frames, lamps, ducts, radiators, baseboards, behind doors, under desks, chair legs, et cetera.
- g. Clean interior glass in windows and doors. When desired, KCDC hires a window-cleaning supplier to clean windows above eight feet high (i.e. the Main Lobby area).
- h. Sweep/vacuum and damp mop inlaid floor mat at Main Lobby entrance and the catch area underneath it.

2. Restrooms

- a. Dust all low (at or below seventy-two inches) horizontal and vertical surfaces. This includes sills, moldings, ledges, shelves, frames, ducts, baseboards, heating outlets, et cetera.

3. Kitchen and Executive Management Conference Room and Copier Room

- a. Dust all low (at or below seventy-two inches) horizontal and vertical surfaces. This includes sills, moldings, ledges, shelves, picture frames, ducts, baseboards, cabinet doors, counter tops, behind doors, under tables & counters, heating outlets, chair legs, et cetera.
- b. Clean interior glass in windows and doors.
- c. Dust the Venetian blinds.

4. Exterior Cleaning

- a. Check the outside trash can and empty if needed.

- 5. Provide a chart showing the dates of the month in which scheduled services are accomplished to KCDC's designated staff members (currently Joy Russell and Jim Barker) via email.

c. Monthly

1. Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near the Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:
 - a. High dust (above seventy-two inches) all horizontal and vertical surfaces including shelves, molding, doorframes and ledges. The supplier is to wipe and dust molding that is up to 12 feet above the floor.
 - b. Damp clean the Venetian blinds.
 - c. Remove dust and cobwebs from ceiling areas and corners.
 - d. Vacuum the furniture and damp clean plastic & vinyl chair seats and backs.
 - e. Clean the various artificial plants in the building.
 - f. Provide and replace the Time Mist 30-day refill (item 764699 from Staples) that goes inside the Time Mist Plus GY dispensers in the identified locations (see appendix 2). Use the scent: Clean & Fresh.
2. Restrooms
 - a. High dust, (above seventy-two inches), all horizontal and vertical surfaces including shelves, ledges, doorframes and molding.
 - b. Provide and replace the Non-Slip Urinal Screens (Scent: Country Berry or Mango) with Brighton BPR28631 or equal in the three men's restrooms.
 - c. Provide and replace the Time Mist 30-day refill (item 764699 from Staples) that goes inside the Time Mist Plus GY dispensers in restrooms. Use the scent: Clean & Fresh.
3. Kitchen and Executive Management Conference Room and Copier Room
 - a. High dust, (above seventy-two inches), all horizontal and vertical surfaces including shelves, ledges, doorframes, molding, et cetera.
 - b. Vacuum the furniture as appropriate.
 - c. Damp clean the Venetian blinds.

4. Exterior Cleaning and Other/Miscellaneous
 - a. Hose off building sidewalks and exterior doormats.
 - b. Report burned out light bulbs when observed.
 5. Provide a chart showing the dates of the month in which scheduled services are accomplished to KCDC's designated staff members via email.
- d. Quarterly
1. Carpet and Floor Cleaning Services include steam cleaning carpet, grout cleaning and scrubbing of all ceramic tile floors. Carpet should be vacuumed prior to carpet cleaning services.
 2. Provide a chart showing the dates of the month in which scheduled services are accomplished to KCDC's designated staff members via email.
- e. Yearly
1. Strip and Wax all VCT tile floors.
 2. Provide a chart showing the dates of the month in which scheduled services are accomplished to KCDC's designated staff members email.
- f. As Needed:
1. Change the batteries in all dispensers yearly or as otherwise needed.
 2. Adjust non-digital clocks when daylight saving time changes and replace the batteries.
 3. Respond to special job assignments.

KCDC staff will email such needs to the supplier's contact person at least 24 hours in advance. If KCDC gives less notice, the supplier will attempt to provide the requested service but is not obligated to do so.
 4. Maintain janitor closet/room in an orderly condition and in compliance with City Safety and Fire regulations.
 5. Provide a chart showing the dates of the month in which scheduled services are accomplished to KCDC's designated staff members (currently Joy Russell and Jim Barker) via email. (See Appendices 5 to 10).

29. Task Description

a. Receptacle Emptying and Cleaning

1. Supplier shall empty all trash receptacles according to schedule. Line all receptacles with clean plastic liners. Supplier shall notify KCDC when a trash receptacle requires repair or replacement. Supplier shall keep receptacles clean and odor free. Supplier shall not allow trash and paper to accumulate in hallways or overflow receptacles.
2. The supplier shall keep the dumpster site clean and orderly. Supplier shall not allow trash to blow around grounds. The supplier shall promptly clean up spills resulting from the collection process.
3. **Miscellaneous Trash and Paper Collection**
Supplier shall collect and remove all trash and paper left in corridors, hallways or near trash receptacles and obviously intended as trash. Supplier shall verify any questionable item before removing it.
4. The supplier shall clean and disinfect trash receptacles to include any rigid liners within receptacles and in compliance with the cleaning schedule. Supplier shall thoroughly dry metal parts to prevent rust. Receptacles shall be free from dirt, food or beverage spoilage and odors.
5. KCDC's staff will empty the large trash can in the IT Division office area.

b. Restroom Cleaning and Servicing – Including Floors & Fixture Cleaning and Disinfecting

1. Supplier shall clean restrooms with the proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Service must be often enough to assure adequacy of supplies and hygienic condition of restrooms.
2. Supplier shall clean fixtures (including toilet bowls, hand basins and urinals), according to the specified schedule. Supplier will pay special care to baseboards, floor and wall mounting brackets and sealants so as not to allow accumulations of dirt, urine and other soils.
3. Fixtures shall present a clean shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, et cetera. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.
4. Supplier shall clean stall partitions and partitions between urinals according to the schedule. Supplier shall scrub or wipe off graffiti as soon after detection as possible.

Supplier shall report to KCDC graffiti, which the normal cleaning procedures do not remove. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly blemishes and free from dust on top edges. Cleaning agents should not leave behind an oily or sticky residue or lingering strong scents.

5. Supplier shall clean and polish mirrors, stainless steel, chrome and other metal trim according to the schedule. Included shall be metal supply dispensers, hand dryers, metal door pushes, handles and metal light switches. Do not use abrasive cleaners.

Mirrors, chrome and other metal trim shall be free from watermarks, streaks, soil, stains, graffiti and other omissions and shall present a high shine.

6. Clean according to the schedule ceramic tile floors, stalls, et cetera in restrooms of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Exercise extreme care to avoid damaging fixtures, metal pipes, chrome, et cetera.

Clean tile floors and walls of all scale, mineral deposits and soap residues and thoroughly rinse and dry to present a uniformly clean appearance without residue or a tacky feel.

7. Grouting and sealants shall be cleaned according to the schedule with an appropriate chemical cleaning agent. Exercise care to prevent damage to tile and any loose or broken grouting. Report any such damage to KCDC. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.
8. Scrub ceramic tile floors and walls with a heavy-duty disinfectant/detergent solution according to the schedule. Exercise extreme care to avoid excessive wetting of the area. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.
9. Service restrooms according to the schedule, but as frequently as necessary to ensure sufficiency of supplies and hygienic condition. Leave extra supplies when necessary to assure sufficiency between cleaning and servicing. Stock hand towels, soap, toilet issues, toilet seat covers, sanitary napkins and deodorant air fresheners in appropriate dispensers in quantities adequate to ensure sufficiency between cleanings.

c. Floor Maintenance

1. Sweep or dust mop floors according to the schedule to present a clean and orderly appearance at all times. Do not use sweeping compounds on finished floors.

Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints and other places accessible to the broom or dust mop.

2. Scrape and remove surface accumulations of chewing gum, tar, hardened dirt and other spoilage not removed by other means such as mopping, sweeping and/or dust mopping. Take care to avoid damage to floor tiles or finish. Remove all gum, tar and other soils when discovered.
3. According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials may result in stains, which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance. Mop up spills, spots and stains to assure a uniformly clean appearance.
4. Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Take care to avoid splashing walls, baseboards, furnishings, et cetera.

Place disks of cardboard or plastic under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

5. Supplier shall maintain a high gloss, non-slippery finish on all VCT tile floors; repair and refinish worn areas of finish and remove heel and scuff marks. Exercise extreme care to prevent hitting or otherwise damaging walls, baseboards and furnishings with the floor machine.

When the supplier moves furniture to clean, replace all moved furniture. Floors shall have a uniform high shine and be free of streaks, scuffmarks and other unsightly appearance.

6. Supplier shall remove accumulations of dirt, finish, discoloration, stains and rust spots from finished floors. Avoid the flooding of floors with stripping solution or rinse water at all times. Exercise extreme caution to prevent splashing of walls, baseboards or furnishings.

Replace any furnishings moved in order to accomplish this work to its proper position when work is completed.

Re-wax floors according to the schedule with a sealer and two coats of slip-resisting floor finish. Floors shall be clean and free from scuffmarks, stains, rust, dirt, gum, tar, old finish, et cetera before the finish is applied. Apply coats with adequate time for drying allowed between coats.

7. Strip floors of layers of soiled finish, heel marks and scuffs, discolorations and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Properly apply sealer and finish coats to the floor. Finished or refinished floors shall present a uniform shine and shall not have buildups or finish along edges or in corners. Overlapping finish marks shall not be apparent and blend all blemishes in with additional coatings to assure uniformity.

d. Carpet Care

1. Suppliers shall vacuum all carpets (as well as spot clean and shampoo them to remove accumulations of dust, dirt, stains and soil) according to the schedule.

Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, et cetera. Report any tears, rips, burns or indelible stains to KCDC so repairs or replacement can occur.

2. Vacuum carpets according to the schedule. Pay close attention to corners, edges and areas that are inaccessible to the machine. Employ the appropriate hand tools to assure the proper cleaning of these areas.

Exercise care to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Empty or clean the bags regularly. Vacuum walk-off mats and any furniture moved or replaced.

Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint, debris strings, loose carpet strands and the pile shall stand erect.

3. Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, et cetera. If it is safe, and does not cause fading or discoloration a solvent cleaner may be used. The supplier may use an aerosol chewing gum remover with a putty knife, but pay careful attention to avoid damaging carpet fibers.
4. Keep carpets free from chewing gum, candy spills, spots, grease, food and beverage stains, watermarks, et cetera. Report to KCDC all indelible stains, not removable by spotting and shampooing procedures. Clean up water leaks or beverage spills as soon as discovered. Remove gum and tar as soon as discovered.
5. The supplier will steam clean these areas once per quarter all carpeted areas in the Main Office Building including:

- Elevator
- Hallways

- Second Floor Lobby
- The Board Room
- The Gym
- The Stairway in the Lobby
- Training Room
- Private Offices
- All Common Areas

6. Service Hours

- a. The supplier shall clean all areas after KCDC closes at 4:00 p.m. (except as noted). The supplier shall perform all work during the normal workweek.
- b. KCDC prefers that cleaning be on Fridays to allow for weekend drying.

7. Specifications

- a. Cleaning requires the movement of small items such as chairs and small tables. Place these items on cleaning risers and leave them in their original position when the job is completed.
- b. The supplier shall not move large items such as desks, file cabinets and “in-place” furniture for cleaning.
- c. The supplier is to use a hot steam, exterior system (truck mount system) with cleaning fluid in the water. The minimum extraction rate will be 96%. KCDC will consider alternatives if the supplier provides details that convince staff of the effectiveness of the method.
- d. The supplier will apply Scotchgard™ (or equal) product by pump spray.
- e. Cleaning shall not cause shrinkage to carpet or affect their appearance or durability. The cleaning process shall remove all traces of dirt, grime and soil leaving carpets free from all residual or foreign matter.
- f. All heavy traffic areas or spots shall be pre-treated.
- g. Supplier is to protect exposed metal to prevent rust marks on flooring. KCDC will not accept rust marks.
- h. The supplier will notify KCDC of damaged carpet prior to carpet cleaning.

e. Horizontal Surface Cleaning

Horizontal surface means those surfaces and objects not high enough to require the use of a ladder (at or below seventy-two inches) that comprise the furnishings and structures of the facility including, but not limited to office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, typewriters, telephones, printers, copiers, picture frames and other wall hangings, et cetera.

1. Supplier shall clean baseboards according to the schedule and after all stripping, scrubbing and refinishing procedures as necessary. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, et cetera.
2. This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, et cetera. Suppliers perform this work according to the schedule and as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, et cetera and shall present a uniformly clean appearance.
3. Supplier shall dust according to the schedule. Supplier shall exercise care to avoid damaging painted or wooden surfaces and "lighting" of the cleaned areas.

The supplier shall use the appropriate cleaning agents. The supplier shall test these in inconspicuous areas before general use.

4. The supplier shall use the appropriate cleaning agents, polishes, cloths, et cetera appropriate to the type and composition of the structure or object. The supplier shall move any items or furnishings moved during the procedure to the proper position. The supplier shall take care to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair and other unsightly omissions. The supplier shall not allow oil streaks to remain if treated dust cloths are used.
5. The supplier shall damp wipe or wash horizontal surfaces according to the schedule. The supplier shall use appropriate cleaning agents for the type and composition of the structure or object.

The supplier shall move any items or furnishings moved during the procedure to the proper position. The supplier shall take care to avoid damage to wood or painted surfaces.

Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, et cetera and shall present a uniformly clean appearance. The supplier shall remove watermarks or spots.

f. Vertical Surface Cleaning

Vertical surface cleaning means those surfaces not high enough to require the use of a ladder (at or below seventy-two inches) that comprise the furnishings and structure of the facility and shall include, but not limited to walls, doors, door frames, gates, table and desk legs and sides, sides of file cabinets, ventilation louvers, et cetera.

1. Spot cleaning, dusting and damp wiping as defined above.
2. Wall Scrubbing shall be according to the schedule. Supplier shall apply the appropriate cleaning agents shall be employed according to the type and composition of the wall. The supplier shall use disinfectant agents on restroom walls.

Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, et cetera and shall present a uniformly clean appearance. The supplier may employ either manual or machine scrubbing, but in either case, flooding of floors may not occur. The supplier shall protect floors and floor finishes during the procedure.

3. The supplier shall clean drinking fountains according to the schedule. The supplier shall clean all surfaces with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. The supplier shall remove trash and debris (gum wrappers, cigarette butts, et cetera). The supplier shall report plumbing problems to KCDC's maintenance staff for corrective action. Drinking fountains shall be free from trash and debris (gum wrappers, cigarette butts, et cetera.), dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

g. High Dusting/Cleaning

"High surfaces" means those surfaces and objects high enough to require the use of a ladder (above seventy-two inches up to 12 feet) which comprise the structure and furnishing of the facility and shall include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, et cetera.

High surfaces and objects shall be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, et cetera and shall present an overall clean appearance.

1. Ventilation louvers, grills, panels, et cetera shall be cleaned according to the schedule by damp wiping, dusting, washing or vacuuming as appropriate and with the appropriate cleaning agents. Cleaned vents, grill, et cetera shall be free from dirt, accumulated dust, cobwebs and shall present an overall clean appearance.
2. The supplier shall take down, clean and then replace removable light filters (egg crates, diffusers, et cetera) according to schedule using appropriate cleaning agents.

The supplier shall take care to prevent cracking or breaking these somewhat delicate structures. Same standards as in paragraph h (1).

h. Cleaning Venetian Blinds

The supplier shall clean venetian blinds according to the schedule by any of the industry-accepted methods - dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine.

The supplier shall take care to prevent damages to either the slats or the tapes that support them. Cleaned Venetian blinds, especially the slats and tapes that support them, shall be free from dirt, accumulated dust, cobwebs, et cetera and shall present an overall clean appearance.

i. Elevator/Stairway Cleaning

The supplier shall clean elevators and stairways according to the schedule for all floors, walls, et cetera given herein. Cleaned elevator and stairway shall present a uniformly clean appearance.

j. Hand Rail Cleaning

The supplier shall clean handrails of elevators and stairways. Handrails shall be free from fingerprints, dirt and smears.

k. Special Jobs

Special cleaning for special functions, cleaning of an area after repairs or refurbishing, restocking soap/towel dispensers in kitchens, break areas, waiting/reception rooms, et cetera.

1. The supplier shall notify KCDC's designated staff seventy-two hours prior to any major cleaning activity such as carpet shampooing or floor stripping and finishing so they may e-mail office staff. As additional notification, the supplier should also post typewritten notices placed in prominent locations.

Affixing the notices to walls, doors et cetera, must not damage the surface finishes. The notice must describe the activity, time and date, anticipated tenant disruptions and a phone number if there are any questions. The supplier shall remove the notices promptly after the cleaning activity.

I. Exterior Cleaning

Sweep and pick-up trash and debris on, in or around, dumpsters, flowerbeds, parking lots, porches, steps, sidewalks, yards, et cetera, up to the City's sidewalks according to the schedule. When necessary, water should be used to clean spills or stains that cannot be removed by sweeping alone.

29. Hours/Days of Work

- a. KCDC's plan is for afterhours cleaning. However, KCDC may consider plans that call for cleaning during the normal KCDC workday hours of 7:30 a.m. to 4:00 p.m.
- b. Currently the incumbent supplier begins work around 4:00 p.m.
- c. KCDC holidays include:
 - New Year's Day
 - Martin Luther King Day
 - Good Friday
 - Memorial Day
 - Juneteenth
 - Independence Day (4th of July)
 - Labor Day (1st Monday in September)
 - Thanksgiving Day
 - The Day After Thanksgiving
 - Christmas Eve
 - Christmas Day
- d. On Memorial Day Weekend Friday, KCDC typically closes at 11:30 a.m. for Employee Appreciation Day.

30. Other Notes

- a. The Boardroom is cleaned monthly and more often if needed. The KCDC Board meets there at 5:00 (currently) on the last Thursday of the month. There are periodic meetings in addition to the Board meeting. The successful supplier will check the room daily for evidence of use and clean as appropriate.
- b. Meeting room tables are to be wet cleaned weekly.

- c. The supplier will clean the glass on the stairwell on the backside of the building weekly.
- d. The supplier will pick up the recycling bins and dump them into the larger recycling container under the stairs on the backside of the building.

31. Special Access Areas

Certain office areas have limited access and the following comments detail access requirements:

- a. Accounting Office Area:
 - They lock their offices at 4:00 and place the trashcans outside their doors.
 - One day a week, the cleaning service will arrive before 4:00 p.m. to vacuum and dust.
- b. Human Resources Office Area:
 - In the Human Resources office area, four days a week they lock their offices at 4:00 and place the trashcans outside their doors.
 - One day a week, the cleaning service will arrive before 4:00 p.m. to vacuum and dust.
 - Clean the Human Resources office area according to the published schedule everyday but not in the file room.
 - Once a month clean the file room while Human Resources personnel are present. The supplier is responsible for this coordination.
 - Once per month, while cleaning the file room empty the shredder. The supplier provides the bags.
- c. Information Technology (IT) Office Area:
 - In the IT office area, cleaning must finish before 4:00 p.m.
 - Clean the IT office area according to the published schedule every day.
 - The sink does not have to be cleaned.
 - You will not enter the "control room."
 - In the work room, the supplier will primarily empty the trash and sweep in the workroom.
- d. Procurement Office (small building behind the main office building)
 - This is for the lobby, two offices, conference room, restrooms and kitchen areas
 - Weekly service
 - Cleaning must finish before 4:00 p.m.
 - Sweep the non-carpeted floors.
 - Mop the non-carpeted floors.
 - Vacuum Carpeted Floors
 - Clean Restrooms
 - Clean Toilets
 - Clean Mirrors
 - Clean Floors

- Re-stock Supplies
- Empty Waste Baskets and Recycling Bids
- Empty and Clean the Trash Can in the Kitchen area
- Clean the front Windows and Door (inside and out)
- Clean the Kitchen Counters, Stove top, Microwave (interior and exterior) and Refrigerator (exterior)
- Dust/Clean Desks, Tables, Pictures, Work Surfaces et cetera

Procurement Office Facts include:

Item	Note
Offices	2
Lobby/Reception Area	1
Restrooms (Single Person)	2
Kitchen Area	1
Flooring: Tile	Yes
Flooring: Carpet	Yes
Employees	3
Hours	7:30-4:00
Square Footage	+/- 1,110

This and the preceding pages do not need to be returned to KCDC.

Solicitation Document A	General Information
--------------------------------	----------------------------

Note: Complete all cells even if the answer is "Does not apply"

Sign Your Name to the right

If completing this document in Adobe, an electronic signature is acceptable to KCDC.

Your signature means you read and agree to "KCDC's General Instructions to Suppliers" (www.kcdc.org) and KCDC's Invoicing Expectations. Further, it means that you are authorized to bind the supplier to your offer. Your signature certifies that you and any other required representative reviewed the information KCDC provided and that the information submitted is accurate.

Printed Name and Title

Legal Corporate Name

Street Address

City/State/Zip

Contact Person

Telephone Number

Cell Number

Supplier's E-Mail Address

Addenda

Addenda are at www.kcdc.org. Click on "Procurement" and then on "Open Solicitations" to find addenda. Please check for addenda prior to submitting a proposal.

Acknowledge addenda have been issued by checking below as appropriate:

None <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Statistical Information (Check a box in each of the next four lines)

1. This business is at least 51% owned and operated by a woman	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

2. This business qualifies as a small business by the State of Tennessee <i>Total gross receipts of not more than \$10,000,000 average over a three-year period OR employs no more than 99 persons on a full-time basis</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

3. This business is at least 51% owned and operated by a veteran	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

4. This business is owned & operated by persons at least 51% of the following ethnic background:	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

Asian/Pacific <input type="checkbox"/>	Black <input type="checkbox"/>	Hasidic Jew <input type="checkbox"/>	Hispanic <input type="checkbox"/>	Native American <input type="checkbox"/>	White <input type="checkbox"/>	Publicly Owned <input type="checkbox"/>
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Prompt Payment Discount Statement
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A ___% prompt payment discount applies when KCDC makes payment in ___ days of accurate invoicing.

Conflict of Interest

1. No commissioner or officer of KCDC or other person whose duty it is to vote for, let out, overlook or in any manner superintend any of the work for KCDC has a direct interest in the award or the supplier providing goods or services.
2. No employee, officer or agent of the grantee or sub-grantee will participate in selection, or in the award or administration of an award supported by federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer or agent, any member of his immediate family, his or her partner, or an organization, which employs, or is about to employ, any of the above, has a financial or other interest in the supplier selected for award.
3. The grantee's or sub-grantee's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from suppliers, potential suppliers, or parties to sub-agreements. Submission of this form certifies that no conflicts of interest exist.

Drug Free Workplace Requirements

4. Private employers with five or more employees desiring to contract for construction services attest that they have a drug free workplace program in effect (TCA 50-9-112).

Eligibility

5. The supplier is eligible for employment on public contracts because no convictions or guilty pleas or pleas of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with an award from the State of Tennessee or any political subdivision thereof have occurred.

General

6. Supplier understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer. Further, such offer is genuine and is not a sham offer.

Iran Divestment Act

7. By submission of this bid/quote/proposal, each supplier and each person signing on behalf of any supplier certifies, and in the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not on the list created pursuant to the Iran Divestment Act (TCA 12-12-101 et seq.).

General

8. Neither the supplier nor any of its officers, partners, owners, agents, representatives, or employees or has in any way colluded conspired, connived or agreed, directly or indirectly, with any other person to submit a collusive or sham offer in connection with the award or agreement for which the attached offer has been submitted or to refrain from making an

offer in connection with such award or agreement, or collusion or communication or conference with any other supplier, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other supplier, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against KCDC or any person interested in the proposed award or agreement.

9. The prices quoted in the attached offer are fair, proper and not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the supplier or any of its agents, representatives, owners, employees, or parties in interest.




No Contact/No Advocacy Affidavit

10. After this solicitation is issued, any contact initiated by any supplier with any KCDC representative concerning this solicitation is prohibited-except for communication with the Procurement Division. My signature signifies that no unauthorized contact occurred. To ensure the integrity of the review and evaluation process, respondents to this solicitation nor any firm representing them, may not lobby or advocate to KCDC staff or Board members. My signature signifies that no unauthorized advocacy occurred.

Non-Boycott of Israel Affidavit

11. By submission of this bid/quote/proposal, each supplier and each person signing on behalf of any supplier certifies, and in the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not boycotting Israel pursuant to TCA § 12-4-1 and will not during the term of any award. Note: Applicable only to contracts of \$250,000 or more and to suppliers with 10 or more employees.

The undersigned hereby acknowledges receipt of these affidavits and certifies that the submittal in response to this solicitation is in full compliance with the listed requirements. Failure to properly acknowledge issues concerning the above is grounds for response rejection and may subject the signer to penalties as directed by the appropriate laws.

Signed by		
Printed Name		
Title		

Cost for Services

Suppliers are to present a cost-effective service plan with maximum flexibility. There must be no hidden costs associated with this response. Full disclosure of the nature and amount of all fees and charges is mandatory.

- Per month cost
- Cost for cleaning upholstered chairs/furniture (as needed)
- Ideas to reduce cost (indicate service alteration and cost savings)
- Other

The supplier will demonstrate their business history, capabilities and plan specific to KCDC by including these factors in their response to this section.

1. **EXPERIENCE:**

- Years in business.
- Years in business under this name.
- Years performing this type of work.
- Total number of business clients.
- Value of work now under contract.
- Value of work in place last year.
- Percentage (%) of work usually self-performed (not sub-contracted).
- Has your firm failed to complete a contract?
- Has your firm been involved in bankruptcy or reorganization?
- Does your firm have pending judgment claims or suits against it?
- What company is used for pre-employment criminal background checks?

2. **SAFETY:**

- Have you had OSHA fines within the last three years?
- Have you had job-related fatalities within the last five years?
- If you answer **YES** to either of the above questions, you **MUST** provide details describing the circumstances surrounding each incident.

3. **PERSONNEL, EQUIPMENT & MATERIALS:**

- How many total employees does your company employ?
- How many full-time and how many part-time Clerical/Administrators?
- How many full-time and how many part-time Custodians?
- How many full-time and how many part-time Supervisors?
- Number of years of custodial experience for the person(s) proposed to work for KCDC.
- Are your employees bonded?
- Proposed daily work hours.
- Supplier provided equipment.
- Describe your company's training program.
- Specify names and experience of staff proposed for this work.

I have reviewed the insurance requirements with the bidder/proposer named below and have told the bidder/proposer that the required coverage will be available and have advised the bidder/proposer of any additional costs that may be entailed with the coverages.

Insurance Agency 1 Name: _____

Authorizing Signature: _____

Insurance Agency 2 Name: _____

Authorizing Signature: _____

Insurance Agency 3 Name: _____

Authorizing Signature: _____

Bidder's/Proposer's Statement and Certification:

I certify that:

1. I have reviewed these requirements with my insurance agent(s).
2. I and my subcontractors (if any) will comply with the insurance requirements herein.
3. I/my insurance agency take no exceptions to the listed insurance requirements.
4. My subcontractors (if any) take no exceptions to the listed insurance requirements.

Proposer's Name: _____

Authorizing Signature: _____

Return this page with your proposal.

1. INSURANCE

The Supplier shall maintain, at Supplier's sole expense, on a primary and non-contributory basis, at all times during the life of the contract insurance coverages, limits, and endorsements described herein. All insurance must be underwritten by insurers with an A.M. Best rating of A: VIII or better. Upon award, the Supplier shall provide Certificate(s) of Insurance and amendatory endorsements to KCDC evidencing said insurance coverages.

The Supplier agrees the insurance requirements herein as well as KCDC's review or acknowledgement, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by the Supplier under this contract. KCDC's failure to require a certificate of insurance, acceptance of a non-conforming certificate, or allowing the Supplier to commence work shall not operate as a waiver of these minimum insurance requirements or the liabilities and obligations assumed by the Supplier under this contract.

- a. **Commercial General Liability and Umbrella/Excess Liability Insurance:** with a minimum combined single limit of \$1,000,000 per occurrence with \$2,000,000 in the aggregate covering bodily injury, personal injury, property damage, products and completed operations and contractual liability.

Such insurance shall contain or be endorsed to contain a provision that includes KCDC, its officials, officers, employees, and volunteers as additional insureds providing coverage at least as broad as CG 20 10 07 04 and 20 37 07 04 endorsements. The coverage shall contain no special limitations on the scope of its protection afforded to the listed insureds.

If necessary, umbrella/excess liability insurance can be used in conjunction with the general liability insurance to meet these requirements. Unless the umbrella/excess liability insurance provides coverage on a pure/true follow-form basis, or KCDC its officials, officers, employees, and volunteers are automatically defined as an additional insured, the Supplier shall add by endorsement, KCDC, its officials, officers, employees, and volunteers as an additional insured for both ongoing and completed operations, providing coverage at least as broad as CG 20 10 07 04 and 20 37 07 04 endorsements.

See paragraph "d.1." for exact naming of certificate holder and additional insured.

- b. **Commercial Automobile Liability Insurance:** for all owned, hired, and non-owned vehicles utilized by contactor in connection with the Project. Coverage is to include coverage for loading and unloading hazards.

Such insurance shall contain or be endorsed to contain a provision that includes KCDC, its officials, officers, employees, and volunteers as additional insureds.

See paragraph “d.1.” for exact naming of certificate holder and additional insured.

c. Workers’ Compensation Insurance and Employers Liability Insurance: Workers’ Compensation Insurance with statutory limits as required by the State of Tennessee or other applicable laws and Employers Liability coverage.

d. Other Insurance Requirements:

1. Upon award, Supplier shall furnish KCDC with original Certificate(s) of Insurance and amendatory endorsements effecting coverage required by this section.

The certificate holder and additional insured shall be:

Knoxville’s Community Development Corporation (KCDC), its officials, officers, employees, and volunteers
901 N Broadway
Knoxville, TN 37917

2. Provide a waiver of subrogation **for each required policy herein**. When required by the insurer, or should a policy condition not permit Supplier to enter into a pre-loss agreement to waive subrogation without an endorsement, the policy should be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This waiver of subrogation requirement shall not apply to any policy which includes a condition specifically prohibiting such an endorsement, or voids coverage should Supplier enter into such an agreement on a pre-loss basis.

3. A minimum 30-day cancellation notice for all insurances (by endorsement if necessary) is required.

4. Provide certified copies of endorsements and policies if requested by KCDC in lieu of or in addition to Certificates of Insurance.

5. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.

6. Maintain such insurance from the time services commence until services are completed or through such extended discovery/reporting/tail period as required. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by KCDC as a material breach of contract.

7. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by KCDC prior to the commencement of services.

Use of large deductibles and/or self-insured retentions will require proof of financial ability as determined by KCDC.

8. All policies must be written on an occurrence basis.

Certificate Holder & Additional Insureds	Knoxville’s Community Development Corporation (KCDC), its officials, officers, employees, and volunteers 901 N Broadway Knoxville, TN 37917
GL (Supplier & Subs)	\$1M / \$2M
Auto (Supplier & Subs)	Required
WC & Employers Liability (Supplier & Subs)	Statutory Limits
30-day cancellation	Required– must indicate on COI
Primary non-contributory	Required – must indicate on COI
Waiver of Subrogation	Required – must indicate on COI

9. **Require all subcontractors** to maintain during the term of the resulting contract commercial general liability insurance, automobile liability insurance, and workers’ compensation/employers liability insurance (unless subcontractor’s employees are covered by Supplier’s insurance) in the same manor and limits as specified for the Supplier.

- e. **Right to Revise or Reject:** KCDC reserves the right, but not the obligation, to review or revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage.
- f. **No Representation of Coverage Adequacy:** The coverages, limits or endorsements required herein protect the primary interests of KCDC, and the Supplier agrees in no way should these coverages, limits or endorsements required be relied upon when assessing the extent or determining appropriate types and limits of coverage to protect the Supplier against any loss

This page does not need to be returned to KCDC.

Executive Management Team (EMT) Area Restrooms - Men and Women

Total of 6 toilets and 2 urinals

Paper Towels are fold-type in 4 dispensers

Housing Department Restroom - Women

Total of 2 toilets

One Time Mist Plus GY dispenser

Paper Towels are the roll-type in 1 Georgia Pacific enMotion Automatic Touchless Dispenser

Accounting Department Restroom - Men

Total of 2 Toilets and 1 urinal

One Time Mist Plus GY dispenser

Paper Towels are the roll-type in 1 Georgia Pacific enMotion Automatic Touchless Dispenser

Gym Area Restroom - Women

Total of 3 toilets

Paper Towels are the fold-type in 2 dispensers

Gym Area Restroom - Men

Total of 1 toilet

Paper Towels are the fold-type in 1 dispenser

Gym Area Lactation/Relaxation Room

1. One sink
2. One microwave
3. One small refrigerator

Main Lobby Restrooms - Men and Women

Total of 2 toilets

There are 2 Time Mist Plus GY dispensers (one in each restroom)

Paper Towels are the fold-type in 2 dispensers (one in each restroom)

Other Areas

Gym: Paper Towels are the roll-type in 1 Georgia Pacific enMotion Automatic Touchless Dispenser

Kitchen: Paper Towels are the fold-type in a basket on the counter

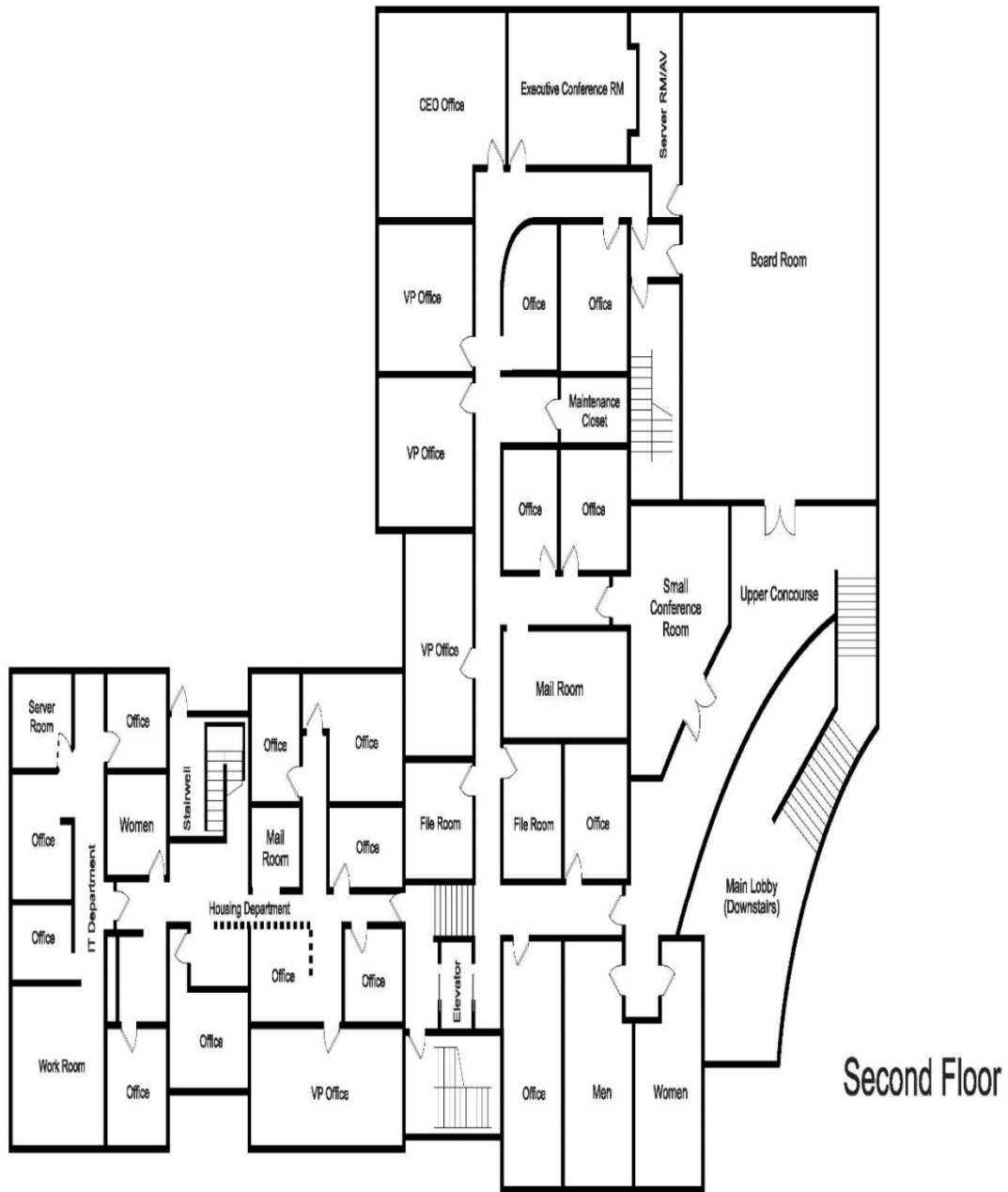
EMT Conference Room: Paper Towels are regular household roll-type in 1 holder on counter

Procurement Area Restrooms - Men and Women

Total of 2 toilets and 2 sinks

Paper Towels are fold-type in 2 dispensers





Form Completed by					
Item	Work was Completed on (enter the date below)				
	Monday	Tuesday	Wednesday	Thursday	Friday
Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:					
Empty wastebaskets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean and sanitize the drinking fountains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean cabinet doors, countertops and desktops (unless a staff member declines service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean reception lobby glass, including the front door and any other partition or door glass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweep/dust mop the VCT floors, (including the interior stairwells) and any carpet protectors under office chairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean spills and stains on the floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacuum carpeted areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean stainless steel & wood in the elevator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrooms					
Clean, sanitize and polish all vitreous fixtures, including toilet bowls, urinals and hand basins plus cabinet doors and countertops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean all glass and mirrors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empty all trash containers and disposals. Insert liners as required. Spot clean and sanitize containers as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean all walls, doors, stainless steel partitions, frames, light switches, kick and push plates and handles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Form Completed by					
Item	Work was Completed on (enter the date below)				
	Monday	Tuesday	Wednesday	Thursday	Friday
Refill all dispensers (soap, toilet tissue, paper towels and liners) to their normal limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweep, damp mop and sanitize ceramic tile floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen and Executive Management Conference Room and Copier Room					
Damp clean and sanitize cabinet doors, countertops, tabletops, seats and chair backs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refill paper towel holders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empty all trash containers and wash as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spot clean doors, frames, light switches, kick and push plates, handles, walls and interior glass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacuum carpeted areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweep/dust mop and damp mop VCT and ceramic tile and laminate floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean sinks (provided it is free of dishes) and faucets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean the exterior of toaster ovens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean the interior and exterior of the microwave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean exterior of the coffeemaker and make sure it is turned off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check the dishwasher to determine if it needs to be cleaned inside or out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior Cleaning					
Sweep and pick-up trash and debris on, in or around, dumpsters, flowerbeds, parking lots, porches, steps, sidewalks, lawn, et cetera, up to the City's sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweep off outside mats at exterior entrances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Form Completed by		
Work was Completed on the Week Ending		
	Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:	
<input type="checkbox"/>	Dust all furnishings including desks, chairs, tables and gym equipment and racks	
<input type="checkbox"/>	Dust all exposed filing cabinets, bookcases, shelves, cabinet doors and countertops	
<input type="checkbox"/>	Dust all telephones, printers and copiers. Sanitize telephones	
<input type="checkbox"/>	Dust the Venetian blinds	
<input type="checkbox"/>	Damp clean the surfaces of major gym equipment where hands touch	
<input type="checkbox"/>	Dust all low (at or below 72 inches) horizontal and vertical surfaces. This includes sills, ledges, handrails, moldings, shelves, picture frames, lamps, ducts, radiators, baseboards, behind doors, under desks, chair legs, et cetera	
<input type="checkbox"/>	Clean interior glass in windows and doors.	
<input type="checkbox"/>	Sweep/vacuum and damp mop inlaid floor mat at Main Lobby entrance and the catch area underneath it	
<input type="checkbox"/>	Restrooms	
<input type="checkbox"/>	Dust all low (at or below 72 inches) horizontal and vertical surfaces. This includes sills, moldings, ledges, shelves, frames, ducts, baseboards, heating outlets, et cetera	
<input type="checkbox"/>	Kitchen and Executive Management Conference Room and Copier Room	
<input type="checkbox"/>	Dust all low (at or below 72 inches) horizontal and vertical surfaces. This includes sills, moldings, ledges, shelves, picture frames, ducts, baseboards, cabinet doors, counter tops, behind doors, under tables & counters, heating outlets, chair legs, et cetera	
<input type="checkbox"/>	Clean interior glass in windows and doors	
<input type="checkbox"/>	Dust the Venetian blinds	
<input type="checkbox"/>	Exterior Cleaning	
<input type="checkbox"/>	Check the outside trash can and empty if needed	

Form Completed by	
Work was Completed on the Month Ending	
Common Areas, Private Offices, Lobby Areas (1st & 2nd Floor), Break Area near Gym, Board Room, Gym, Training Room, Small Conference Room (2nd Floor), Admissions Meeting Room (1st Floor), Mailroom, Elevator and Stairwells:	
<input type="checkbox"/>	High dust (above 72 inches) all horizontal and vertical surfaces including shelves, molding, doorframes and ledges. The supplier is to wipe and dust molding that is up to 12 feet above the floor.
<input type="checkbox"/>	Damp clean the Venetian blinds
<input type="checkbox"/>	Remove dust and cobwebs from ceiling areas and corners
<input type="checkbox"/>	Vacuum the furniture and damp clean plastic & vinyl chair seats and backs
<input type="checkbox"/>	Provide and replace the Time Mist 30-day refill (item 764699 from Staples) that goes inside the Time Mist Plus GY dispensers in the identified locations (see appendix 1). Use the scent: Clean & Fresh.
<input type="checkbox"/>	Clean the various artificial plants in the building
Restrooms	
<input type="checkbox"/>	High dust, (above seventy-two inches), all horizontal and vertical surfaces including shelves, ledges, doorframes and molding.
<input type="checkbox"/>	Provide and replace the Non-Slip Urinal Screens (Scent: Country Berry or Mango) with Brighton BPR28631 or equal in the three men's restrooms.
<input type="checkbox"/>	Provide and replace the Time Mist 30-day refill (item 764699 from Staples) that goes inside the Time Mist Plus GY dispensers in restrooms. Use the scent: Clean & Fresh.
Kitchen and Executive Management Conference Room and Copier Room	
<input type="checkbox"/>	High dust, (above 72 inches), all horizontal and vertical surfaces including shelves, ledges, doorframes, molding, et cetera
<input type="checkbox"/>	Vacuum the furniture as appropriate
<input type="checkbox"/>	Damp clean the Venetian blinds
Exterior Cleaning and Other/Miscellaneous	
<input type="checkbox"/>	Hose off building sidewalks and exterior doormats
<input type="checkbox"/>	Report burned out light bulbs when observed.

Appendix 8 Quarterly Service Checklist

Form Completed by		
Work was Completed on the Month Ending		
<input type="checkbox"/>	Carpet and Floor Cleaning Services include steam cleaning carpet, grout cleaning and scrubbing of all ceramic tile floors. Carpet should be vacuumed prior to carpet cleaning services.	

Appendix 9 Yearly Service Checklist

Form Completed by		
Work was Completed on the Month Ending		
<input type="checkbox"/>	Strip and Wax all VCT tile floors	

Appendix 10 As Needed Service Checklist

Form Completed by		
Work was Completed on the Month Ending		
<input type="checkbox"/>	Change the batteries in all dispensers yearly or as otherwise needed.	
<input type="checkbox"/>	Adjust non-digital clocks when daylight saving time changes and replace the batteries	
<input type="checkbox"/>	Respond to special job assignments. KCDC staff will email such needs to the supplier's contact person at least 24 hours in advance. If KCDC gives less notice, the supplier will attempt to provide the requested service but is not obligated to do so.	
<input type="checkbox"/>	Maintain janitor closet/room in an orderly condition and in compliance with City Safety and Fire regulations	