

Date: August 16, 2018

Requisition No.: 171674

**PURCHASING DEPARTMENT
101 EAST 11TH STREET
CITY HALL
SUITE G13
CHATTANOOGA, TENNESSEE
37402**

Request for Bid (RFB) for the City of Chattanooga, Tennessee

*Proposals will be received at 101 East 11th Street, Suite G13,
Chattanooga, TN 37402 until 2:00 P.M., EST. on August 30, 2018*

**Requisition / Bid No.: R171674 / 305166
Ordering Dept.: Parks Division, Public Works
Buyer & E-mail: Mark McKeel mmckeel@chattanooga.gov**

Items Being Purchased: Custodial Services for Miller Park Complex

*****REQUEST FOR BIDS MUST BE RECEIVED*****

2:00 P.M., EST on August 30, 2018

*****PRE-BID CONFERENCE WILL BE CONDUCTED*****

11:15 A.M., EST on August 23, 2018 at Miller Park Pavilion

**The City of Chattanooga reserves the right to reject any and/or all proposals,
waive any informality in the proposals received, and to accept any proposal
which in its opinion may be for the best interest of the City.**

**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.**

**The City's Standard Terms and Conditions may be found on website:
<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>**

Note: ALL BIDS MUST BE SIGNED

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE THE FOLLOWING INFORMATION:

Company Name: _____

Mailing Address: _____

City & Zip Code: _____

Phone/Toll Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Company Title: _____

Signature: _____

BID SOLICITATION



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

BID OPENING DATE AND TIME:
 30-AUG-18 at 2:00 PM

BID NUMBER: 305166

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

Item	Class-Item	Quantity	Unit	Unit Price	Total
Requisition / Bid No.: 171674 / 305166 Ordering Dept.: Park Division, Public Works Buyer: Mark McKeel Phone No.: 423-643-7236					
Items Being Purchased: Custodial Services for Miller Park, Plaza & Pavillion					
ATTACHMENTS: 1. Specifications (17 pages) 2. Appendix B; Frequency & Schedule of Service (1 page) 3. Affirmative Action Plan (2 pages) 4. Insurance Requirements (2 pages) 5. Iran Divestment Act Disclosure (1 page) 6. No Contact / No Advocacy Notice (1 page) City of Chattanooga (COC) Terms and Conditions posted on Website http://www.chattanooga.gov/purchasing/standard-terms-and-conditions If you can't download call buyer for a copy.					
NOTE: A Pre-Bid Conference will be held August 23, 2018 at 11:15 AM at the Miller Park Pavilion, 850 Market Street, Chattanooga, TN 37402 Attendance at the Pre-Bid is not mandatory, but is Preferred.					
This Shall Be A Twelve (12) Month Blanket Contract To Supply Custodial Services for Miller Park, Plaza & Pavillion.					
The Contract Term May Be Renewed For An Additional Two (2) Twelve (12) Month Terms 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.					
**** Vendor Shall Hold Prices Firm for First (1st) Year of Contract ****					
Price Escalation Clause: If as a result of a general change in prices or discounts, the Contractor has changed prices to all of its customers, the price under this contract may be adjusted accordingly. Contractor may be requested to show proof of alleged price changes prior to approval of any price adjustments.					
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 AUGUST 30, 2018 ***					
PLEASE SUBMIT BIDS IN DUPLICATE INDICATING BID NUMBER (305166) ON OUTSIDE PACKAGING					
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					

BID SOLICITATION



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

BID OPENING DATE AND TIME:
 30-AUG-18 at 2:00 PM

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City of Chattanooga
 101 East 11th Street, Suite G13
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Item	Class-Item	Quantity	Unit	Unit Price	Total
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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.

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 ****

NOTE: ALL BIDS RECEIVED ARE SUBJECT TO THE TERMS AND CONDITIONS

The City is Exempt from all Federal and State Tax.
 Bids will be received at the above mentioned address.

TERMS OF PAYMENT: _____

TELEPHONE NUMBER: _____

ALL BIDS MUST BE SIGNED – The undersigned offers the above quoted prices under the conditions contained herein.

COMPANY: _____

SIGNATURE: _____

NAME AND TITLE: _____

BID SOLICITATION



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

BID OPENING DATE AND TIME:

30-AUG-18 at 2:00 PM

BID NUMBER: 305166

BUYER:

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

Item	Class-Item	Quantity	Unit	Unit Price	Total
1	Custodial Service for Miller Park, Plaza, and Pavilion	12	Month	_____	_____

NOTE: ALL BIDS RECEIVED ARE SUBJECT TO THE TERMS AND CONDITIONS

ALL BIDS MUST BE SIGNED – The undersigned offers the above quoted prices under the conditions contained herein.

The City is Exempt from all Federal and State Tax.
Bids will be received at the above mentioned address.

TERMS OF PAYMENT: _____

TELEPHONE NUMBER: _____

COMPANY: _____

SIGNATURE: _____

NAME AND TITLE: _____

CLEANING, CUSTODIAL SERVICES, AND REFUSE REMOVAL MILLER PLAZA

(6/05/18)

1. GENERAL

1.1. SCOPE OF WORK

The Scope of Work covered by these specifications includes the supply and delivery of custodial or janitorial services as described herein for Miller Plaza (see attached site map).

The areas covered by these specifications shall be toured for estimating purposes before bidding. If you have questions concerning the site after your tour contact the Director of Parks at (423) 643-5961 for assistance.

1.2. PRE-BID CONFERENCE

A pre-bid conference will be held at the Public Works Administration offices in the Development Resource Center at 1250 Market Street, Chattanooga, TN 37402 at the time and date outlined in the advertisement for bid.

1.3. GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS:

The Vendor shall comply with the Terms and Conditions posted on website <http://chattanooga.gov/purchasing/standard-terms-and-conditions> that has been made a part of this solicitation.

1.4. REQUIREMENTS FOR INSURANCE COVERAGE

The Custodial Contractor shall be insured and bonded to the following limits:

1. Property Damage and Liability	\$2,000,000
2. Employee Dishonesty Bond	\$25,000/Employee
3. Workman's Compensation	Statutory
4. Performance Bond	\$50,000

The Custodial Contractor shall provide proof of these insurance and bonding requirements at the time of the bid.

The insurance shall remain in force at all times during the term of this contract.

1.5. LENGTH OF CONTRACT

The length of this contract shall be for a period of 12 months with the City's option to renew the Contract for two (2) additional 12 month terms.

The contract shall begin upon receipt of the purchase order from the City, provided the conditions in Section 2 are met.

1.6. BASIS FOR AWARD

Awards shall be made to the responsible and responsive contractor submitting the best bid considering the following.

- Proposed Schedule of Services (25%)
- Conformity to Specifications (25%)
- Price (25%)
- Ability to Perform (25%)

1.7. BASIS FOR BIDDING

- Per month cost to provide all services listed below, at the frequency outlined in the proposed schedule of services, to the facilities and areas listed
- Per hour cost to provide additional general maintenance services not outlined in this contract

2. SERVICES – DESCRIPTION OF WORK ACTIVITIES

2.1. Restroom Facilities: The contractor shall ensure that all facilities are clean, free of objectionable odors, and contain adequate supplies.

- 2.1.1. Restroom Facilities shall be addressed at least once daily, 7 days a week including holidays (6am-8am)
- 2.1.2. Inspect, deodorize, clean and disinfect all inside surfaces (toilet bowls & seats, urinals, sinks, counters, floors, partitions, etc). Recently cleaned surfaces shall be dried before use of the facility by the public.
- 2.1.3. Thoroughly clean and dry polish all mirrors and glass, stainless steel, and chrome
- 2.1.4. Empty and damp wipe all trash containers and remove waste
- 2.1.5. Dust all partitions and sills and clean all ceiling exhaust fan grilles
- 2.1.6. Spot clean to remove all fingerprints, smudges, and dirt from light switches, door casings, trash receptacles, kick and push plates, handles, and etc.

- 2.1.7. Spot clean all walls including areas adjacent to sinks, urinals, trash cans, soap dispensers, under hand dryers, etc
 - 2.1.8. All interior areas subject to wet or damp conditions shall be kept free of mold, mildew, fungi or other biological formations.
 - 2.1.9. Furnish and distribute roll toilet tissue, paper towels, and hand soap as needed. These items will be furnished in such manner as to provide a continuous, uninterrupted supply to the public.
 - 2.1.10. Clean and sanitize all drinking fountains
 - 2.1.11. Remove all insects, insect nests, and webs, from interior and exterior of the facility.
 - 2.1.12. In conjunction with cleaning of the building, all outside grounds and facilities associated with the building shall be cleaned. Remove any graffiti that can be removed with commercially available cleaners or repaint if necessary.
- 2.2. Plaza, Stage, and Pavilion: Daily on weekends (Friday, Saturday, Sunday). Clean tables, chairs, and benches. Clean all adjacent grounds and facilities of all litter. Sweep plaza and stage. Remove all vegetation, living and dead, from inside the plaza. Clean the Pavilion.
- 2.2.1. Daily: Empty trash and recycling receptacles in and around the park, Plaza and Pavilion.
 - 2.2.2. Daily: Reset park table and chairs. Clean and return to regular locations as needed
 - 2.2.3. Daily: Clean interior rooms, i.e., event area/stage, warming pantry, restroom/dressing room
 - 2.2.4. Monthly perform cleaning to all glass on building
3. Additional Requirements
- 3.1. Schedule of Services: Submit to Parks Division for approval the "Schedule of Services" for cleaning, custodial services and refuse, which reflects the frequencies of services laid out in Appendix A. 24 hour notice must be given for schedule changes.
 - 3.2. A daily log must be kept and submitted weekly to Parks Division
 - 3.3. All cleaning services must be approved by Parks Division. If the service is not approved, corrections must be made and completed to meet specifications and approval within forty-eight (48) hours. If approval is not granted within forty-eight (48) hours there will be a \$50.00 per day penalty until satisfactorily completed
 - 3.4. A representative of the contractor must be immediately available to handle any complaint. All complaints must be corrected the day of notification.
 - 3.5. Contractor shall be responsible for replacing any and all restroom fixtures including faucets, lavatories, commodes, urinals, soap holders, etc. resulting from carelessness or harsh cleaning agents that cause permanent staining, corrosion, discoloration,

tarnishing, or malfunction of fixture(s). Contractor shall be responsible for repairing/replacing tile grout, tile, or other flooring, furniture, and permanent or temporary fixtures of any kind, should Contractor cause permanent damage or bad appearance to any of the above, whether or not it was done purposely or accidentally. Should the above occur, the repairs/replacements shall be to the satisfaction of Parks Division.

- 3.6. All written complaints relating to the janitorial company shall receive written response from the janitorial company owner/manager within ten (10) days of the dated complaint, specifying what action will be taken to prevent further complaints
- 3.7. Keys/Door Locks: If any keys are lost/misplaced and door locks and/or keys have to be replaced at janitorial company's expense, the work shall be performed by the company designated by Parks Division. In the event of an emergency situation and a locksmith has to be called, the authorized locksmith is Ace Lock & Key, Inc. (423-867-5071). If any locks/keys have to be replaced, the same type/brand lock/key shall be purchased.

4. ITEMS PROVIDED BY CITY

The City will provide the following items for contractor use:

- Cleaning chemicals and solutions
- Soaps and paper products for restroom facilities
- Trash can liners
- Pet Waste Station Bags

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

5. ITEMS PROVIDED BY THE CUSTODIAL CONTRACTOR

- All other cleaning supplies and chemicals necessary to perform the work included in the specifications
- The Custodial Contractor is responsible for training its employees about the proper use and storage of these supplies and chemicals

6. Trash and Recyclables Disposal

The Custodial Contractor shall place all trash collected in designated trash containers in the assigned buildings 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 unless these items have been

properly marked or the Custodial Contractor properly notified about the items that they would not be removed.

7. QUALIFICATIONS FOR PROSPECTIVE BIDDERS

7.1. Minimum Qualifications

- 7.1.1. The following requirements shall be considered the minimum for a Contractor to be considered as qualified to provide services under this contract, and shall be a prerequisite to any award.
- A period of three (3) years experience in the performance of professional custodial/janitorial service as specified.
 - Current operation of a field office and/or warehouse within fifty (50) miles of the site to be serviced under this contract.
 - Any persons designated to supervise others under this bid must reside within twenty-five (25) miles of the site to be serviced.
- 7.1.2. The Contractor shall execute all work subject to this bid in a professional and courteous manner at all times and shall staff all work performed with a knowledgeable, English-speaking supervisor, and with experienced, well-trained, uniformed staff of enough manpower so as to complete all activities promptly and within the scope of all relevant specifications set forth in this document. The practices and procedures employed will be according to accepted industry standards
- 7.1.3. Services provided shall be performed by qualified and trained service personnel that are directly employed by the bidding firm. Subcontracting services in these specifications shall be prohibited without prior written consent by the City.
- 7.1.4. Before any work is initiated under this bid, the Contractor shall be fully licensed to provide maintenance business in the State of Tennessee. Proof of such licensing may be required by the City before a contract award is made.
- 7.1.5. Maintenance services are performed in public areas. Personnel shall not have any restrictions limiting proximity to children or specific locations like schools, churches, playgrounds, etc.

7.2. Required Documentation for Bid Submittals

- 7.2.1. Each Bidder shall submit with its bid, two (2) current references of commercial clients within 25 miles of Chattanooga that the bidder currently services.
- 7.2.2. Each Bidder shall submit with its bid, the qualifications and experience of the planned account manager for this contract.
- 7.2.3. The proposed schedule of services as outlined above

7.2.4. The standard work log completed by the Contractor and submitted to the city

8. CUSTODIAL MAINTENANCE STANDARDS

A. General

1. Moving Furniture etc.

The Custodial Contractor will not be responsible for moving heavy items such as desks, book cases, 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, and kitchen and folding tables, chair mats, trash cans, recycle containers, plants and plant stands, etc.

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 for 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 residue cleaners. 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 products that minimize slips and falls shall be used. 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 (thirty) to 45 (forty-five) 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 (twenty-four) to 48 (forty-eight) 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, 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 clothes 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, grease, 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 kinds 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.

c. Damp Wiping

All dirt, dust, water stains, spots, streaks, and smudges shall be removed from the windows, door panels, partitions, and mirrors 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 kinds of marks. The finished windows, door panels, partitions, and mirrors shall have a uniform luster and appearance.

d. Washing

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

1. 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 area 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 clothes 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.

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 clothes or sponges. Furnishings shall be free of streaks, wiping marks, and skipped areas (see **Note** above). The finished areas shall have a uniform luster and appearance.

F. Fixture and Appliance Care

1. Bath Room 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

G. Basic Custodial Services

1. Servicing

All supply dispensers shall be filled. 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.

H. 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.

9.0 EXECUTION

9.1 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.

9.2 Payment

The City will make payment to the Vendor according to the City's normal policies and procedures.

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 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.

- A. Vendor's Invoice must list a valid E-Mail Address for billing questions and inquiries.
- B. 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.
- C. 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.
- D. Items being billed on Markup line must have corresponding source Invoice, and that total and Markup breakdown must be reflected on Vendor's Invoice to the City. The Markup for items purchased on the percent Markup line, is for markup of items only. No Markup is allowed for taxes or freight charges. The taxes and freight charges will be a straight reimbursement, with no Markup.

- E. Markup will be calculated as the following example:
1. If the part costs vendor \$100.00,
 2. and the Markup on contract is 10%,
 3. City will reimburse Vendor \$110.00.
- 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 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 City a Revised Invoice, it must be clearly marked "Revised." When sending City a replacement Invoice, it must reference the 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 11th Street, Suite 101
Chattanooga, TN 37402
acctspayable@chattanooga.gov

and copy sent to:

City of Chattanooga
Parks Division
1503 Middle St
Chattanooga, TN 37408
ammccormick@chattanooga.gov

APPENDIX B
 CUSTODIAL SERVICES
 FREQUENCY AND SCHEDULE
 FLEET MAINTENANCE GARAGE I II
 04/18

WORK TASKS	FREQUENCY OF SERVICE						
	DAY	WEEKEND	WEEK	MONTH	3-MONTH	6-MONTH	Annual
Restrooms (each task as applicable)							
Empty trash receptacles and replace liners	1						
Clean trash receptacles using germicidal disinfectant			3				
Empty feminine waste receptacles and replace liners	1						
Clean and sanitize sinks, urinals, commodes, showers, and fixtures	1						
Polish bright work and sink, urinal, commode, and shower fixtures	1						
Clean mirrors	1						
Spot clean partitions	1						
Clean partitions using germicidal disinfectant			3				
Dust air vents and returns and sink light fixtures				1			
Clean air vents and returns and sink light fixtures					1		
Dust window sills, openings, and ledges			3				
Clean window sills, openings, and ledges				1			
Sweep floors	1						
Damp mop floors using germicidal disinfectant	1						
Spray and buff vinyl tile floors				2			1
Strip and wax vinyl tile floors					2		1
Spray and buff concrete floors				2			
Strip and wax concrete floors						1	
Machine scrub restroom floors					1		
Spot clean walls	1						
Clean walls			3				
Spot clean doors, kick plates, glass, and hardware	1						
Clean doors, kick plates, glass, and hardware			3				
Fill dispensers with paper products and hand soap	1						
Miller Plaza and Pavilion							
Sweep Plaza and stage					3		
Clean Pavilion	1				3		
Empty trash receptacles and replace liners	1						
Clean trash receptacles using germicidal disinfectant					3		
Reset park tables and chairs/clean	1						
Glass cleaning on entire building						1	

***Once each Friday, Saturday, and Sunday for events

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. In all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the EEO Director of the City of Chattanooga. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the Contractor and/or Subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Construction Company)

(Date)

REQUIREMENTS FOR INSURANCE COVERAGE

The Contractor shall not commence work under these Contract Documents until he has obtained all insurance required herein nor shall the Contractor allow any Subcontractor to commence work on his subcontract until similar insurance required of the Subcontractor has been obtained by the Subcontractor. Insurance shall be placed by the Contractor with one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed ten (10) days before the expiration date of the policy.

Certificates of Insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverage's afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the City. The Contract shall not be binding upon the City until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and Certificates of Insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all States in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims from damage to:

1. Private driveways, walks, shrubbery and plantings;
2. Public utility facilities; and
3. U.S Government monuments.

The liability limits shall not be less than:

Bodily Injury	\$ 500,000 each person \$1,000,000 each occurrence
Property Damage	\$ 250,000 each occurrence \$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damages whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury	\$ 250,000 each person \$ 500,000 each occurrence
Property Damage	\$ 100,000 each occurrence

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 further information, please see website:

https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106,_Iran_Divestment_Act-July.pdf

No Contact/No Advocacy

Notice Receipt

City of Chattanooga

Purchasing Division

For Submission with Sealed Bid Solicitation Responses:

_____ (Vendor Agent name), states 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 # _____, and said

Business 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: _____

Date: _____