

April 14, 2016

NOTICE TO BIDDERS
CLEANING SERVICES

The City of Cookeville Department of Water Quality Control and Department of Public Works will receive sealed bids until 10:00 a.m., Thursday, April 28, 2016 for Cleaning Services.

Detailed specifications may be picked up at the Water Quality Control office at 1860 S. Jefferson Ave., Cookeville, TN between the hours of 8:00 a.m. and 4:30 p.m.

The City of Cookeville reserves the right to reject any/all bids as deemed in the best interest of the City and in the event all bids are rejected, the services may be re-advertised.

All questions shall be directed to Marie Jacek, Office Manager @ mjacek@cookeville-tn.org or 931-520-5227.



Ronnie J. Kelly
Director

**CITY OF COOKEVILLE DEPARTMENT OF
WATER QUALITY CONTROL AND
PUBLIC WORKS
CLEANING SERVICES
SPECIFICATIONS**

I. Purpose of Request for Proposal

To solicit bids from qualified vendors for cleaning services for the City of Cookeville Department of Water Quality Control Warehouse/Office Complex and the Cookeville Public Works Office Complex. Separate bids are required for each facility.

II. Program Requirements

The contractor shall furnish all supervision, cleaning, equipment, supplies, tools and other materials as required for cleaning services for the Water Quality Control Warehouse/Office Complex and the Public Works Office Complex.

III. Scope of Program

The overall requirements are to provide complete cleaning services as required for the Water Quality Control Warehouse/Office Complex and the Public Works Office Complex, which houses employees from approximately 6:00 A.M. to 6:00 P.M., Monday through Friday each week with some unscheduled work on weekends.

IV. Bid Date

Thursday, April 28, 2016 at 10:00 A.M. CST

Proposals will be received at the Department of Water Quality Control Office, 1860 S. Jefferson Ave., Cookeville, TN 38506 on the above date, no later than the above local time. All proposals should be addressed "**Cleaning Services: ATTN: Ronnie Kelly, Department of Water Quality Control**". All proposals must be in the possession of the opening official at the time to be considered. It is anticipated that bids will be awarded by the City Council on May 5, 2016. Cleaning services would begin on June 1, 2016.

V. Reservations

The City of Cookeville reserves the right to award this contract on any basis deemed to be in the interest of the City of Cookeville. The City of Cookeville reserves the right to reject any and all bids. No Faxed or e-mailed bids will be accepted.

VI. Proposed Acceptance Period

The bids shall be good from the date of the bid to 90 days after the bids are opened.

VII. Duration of Contract/Extension of Contract Period

This contract remains in force for one year beginning from the date listed in the specifications. If, at the end of the specified twelve-month contract period, both parties are agreeable to extending the contract under the same terms, conditions and prices, the contract period may be extended by up to twelve additional months.

VIII. Instructions to Bidders

Insurance

The Contractor shall obtain and furnish to the City of Cookeville, **within seven (7) days** after notification of bid award, certificates for the following insurer's coverage:

- Workman's Compensation, Statutory Benefits and Employer's Liability Insurance with limits on not less than \$500,000.
- Commercial General Liability Insurance with employer's non-ownership endorsement. Limits of liability shall not be less than:
 - \$1,000,000 per occurrence
 - \$2,000,000 aggregateCity of Cookeville is to be named on policy as additional insured.
- Motor Vehicle Liability insurance with employer's non-ownership endorsement. Limits of liability shall not be less than \$300,000 combined single limit. City of Cookeville is to be named on policy as additional insured.
- Third Party Fidelity bond of \$10,000 per employee.
- The successful bidder shall furnish the City of Cookeville certificates of insurance within 7 working days after acceptance of bid. **Failure to do so will result in bid rejection and bid being awarded to the 2nd lowest bidder.**
- All insurance shall remain in effect for the duration of this bid, including extensions. Insurance and/or bonds shall be secured from companies licensed to do business in the State of Tennessee and shall be countersigned by a licensed agent authorized to conduct business in Tennessee. All certificates of insurance shall provide that the insurance company will give the City of Cookeville ten (10) days written notice prior to any cancellation or change in the stated coverage of any such insurance.

Permits - The purchasing and securing of any and all permits and licenses will be the responsibility of the contractor.

Safety - Contractor shall be familiar with, and in complete compliance with OSHA and EPA requirements and shall report any loss of time or major injuries to the Director of the applicable Department immediately.

Job Conditions - Materials shall be stored neatly in areas designated by the Director or the Director's representative. Limited site storage space will be provided. The City of Cookeville does not assume responsibility for loss or damages of stored materials or equipment. Damage to the City's storage facilities shall be the responsibility of the successful bidder.

Workmanship - All workmen shall be thoroughly experienced and/or trained and certified in the particular trade or class in which they are employed. All work shall be done according to the specifications covering the class or type of work and shall meet the approval of the City's representative. The contractor's representative or job supervisor shall have a complete copy of the specifications on the job site at all times. The contractor must be able to demonstrate to the City of Cookeville's satisfaction that he has the ability to provide equipment, manpower, and trained key personnel to fulfill the contractor's obligations to the City.

Training - The contractor shall be responsible for providing the proper training for all his employees regarding the proper handling of equipment and application of cleaners, polishes, waxes, and other chemical substances. Damages resulting from the improper application of use of chemical substances will be the responsibility of the contractor. Additionally, the contractor is responsible for providing for all training for their employees as required by OSHA, EPA, and any other agencies having authority over this area.

Keys - Keys will be furnished to the successful bidder for the facility by the City of Cookeville. The successful bidder **SHALL NOT** make additional keys. If additional keys are needed, a request will be made to the Director. Upon termination of the contract, the successful bidder shall return all keys to the City of Cookeville before the final payment is made.

Experience/Performance Recommendations

The Contractor must have had at least 3 years in the janitorial cleaning business. They must have at least 3 favorable references in order to demonstrate the contractor's professionalism and good faith commitment to observe all reasonable commercial standards of fair dealings.

THREE REFERENCES MUST BE SUBMITTED WITH YOUR BID.

Contract Cancellation - If performance by the contractor is deemed to be unsatisfactory, in the opinion of the Director of the applicable Department, and the contractor is so notified, and/or contract specifications are not being satisfied, the City of Cookeville may terminate the contract by giving the contractor a 30-day notice to comply or to be terminated at the end of the 30-day notification period.

IX. General Contract Conditions and Specifications

Scope

This specification covers provision for a complete and efficient housekeeping, including reasonable and necessary labor, supervision, equipment, and supplies in order to keep the contracted areas clean and properly supplied. These are **MINIMUM** requirements and standards.

A. Contractor Employee Personnel Policy

The contractor agrees to be responsible for and shall provide general supervision of all his employees working under this contract.

The contractor shall ascertain that all his employees abide by the following rules:

1. Employees shall be of good integrity and character.
2. Employees shall not disturb any papers, boxes, or other materials except that in trash receptacles or designated areas for trash or unless such material is properly identified as trash.
3. Employees shall report any property loss or damage to their supervisor immediately. The supervisor shall report such damage, within 24 hours to the City of Cookeville in writing, specifying the location and the extent of the damage. Failure to report such damage, as required, may be construed as default of the contract.
4. Employees shall not open drawers, file cabinets or use any telephones or use any equipment, kitchen or otherwise, unless given specific approval by the City.
5. Employees shall not leave keys in doors or admit anyone into any building or office who is not a designated employee of the contractor. The contractor's supervisor must ensure that all doors and windows are locked and security alarms are set prior to leaving the premises.
6. Contractor's employees shall not clean or move copy machines, office computers or other office machines except when specifically requested by the City. The items shall be dusted using a feather duster.

7. Employees shall not remove any City articles or materials from the premises, regardless of its value. This is to include the contents of any item found in the trash containers in or around the premises. Trash items are to be placed in dumpsters or trash cans designated for that purpose.
8. The Contractor's supervisor must possess the ability to communicate effectively, both orally and in writing, with the janitorial staff and other employees. The supervisor shall make contact on a regular basis with the City's representative to ensure adequate communication concerning the project. He/She is responsible for reporting maintenance problems as they arise as well as other problems of mutual concern.
9. All contractors' employees must be bonded. The contractor must provide the City **WITH PROOF OF BOND.**
10. The use or possession of alcoholic beverage or other non-prescription drugs will not be permitted on the City's property.
11. Contractor's employees shall not use any part of the building and/or grounds other than for the purposes expressly stated in this agreement.
12. Contractor's employees will not be permitted to smoke on premises except in designated areas outside of the building. All City of Cookeville buildings are "SMOKE FREE".
13. Upon written request of the City's representative to the contractor, any contractor's employee who fails to abide by these rules will be immediately pulled off the job.

B. Liability

The Contractor shall assume liability for damage or loss resulting from the wrongful act(s) and/or negligence of his employees while they are on the City's property. The contractor or his insurer shall reimburse the City of Cookeville for any such damage or loss within 30 days after a claim is submitted.

1. Subcontracting

The contractor shall not subcontract any portion of this contract without prior written approval from the City of Cookeville.

2. Laws

The contractor shall comply with all laws, ordinances, codes, rules, and regulations bearing on the conduct of the work, including those of Federal, State and Local agencies having jurisdiction. This shall include, but not be limited to, minimum wages, labor and equal opportunity laws.

C. Utilities

Mechanical, heating, telephone equipment and electrical rooms are considered off limits to contractor's forces. **NO EQUIPMENT WILL BE ADJUSTED OR OPERATED BY THE CONTRACTOR'S FORCES.** In the event of failure or trouble noted in any such items, the matter must be referred to the City. During evening cleaning operations, lights will be off except in the area in which cleaning is taking place.

D. Working Hours

Contractor's concentrated cleaning must be undertaken after normal working hours. It is suggested that one cleaning day be performed during daylight hours during the weekend due to the fact that the cobwebs and dust are not always obvious under the lights during the nighttime cleaning. Normal working hours are Monday thru Friday from 6:00 A.M. to 6:00 P.M. with some unscheduled work on weekends. From time to time, the City's buildings, or part thereof, are used for meetings after normal working hours. It is the cleaning contractor's responsibility to perform all duties with the frequencies required by this contract regardless of the time vacated. The City can provide a monthly activity calendar to assist contractor with his schedule if requested.

E. Inspection

The contract manager shall accompany a designated City representative(s) on periodic inspections of the work at any time during business hours of the City. The City of Cookeville reserves the right to make determination as to whether service is being performed in a satisfactory manner.

1. Default

Failure to satisfactorily perform the services required by the contractor will be grounds for the City to declare the contractor in default. All contract disputes will be referred to the City Manager for resolution.

F. Performance Record

1. There will be a daily request/complaint log plus a daily checklist log furnished by the contractor. This log will be placed in a central location, readily available to City employees so that they may log in any requests, complaints or comments they may have for the janitorial service for that evening. The crew supervisor will read and sign the log indicating his understanding of the comments. The daily checklist log shall also be reviewed and signed by the crew supervisor to assure that all duties have been completed for that night. **Failure to comply with this provision is grounds for contract termination.**

G. Contract Service Specification

General Requirements

The contractor will furnish all labor, supervision, materials, supplies, and equipment to perform these services in a manner that is satisfactory to the City. The contractor is expected to conduct the contract operations in a professional manner and to supply generally accepted housekeeping and grounds keeping services.

The contractor shall correct all complaints and supply special request for services within a reasonable time period. All complaints, both major and minor, shall be investigated within 48 hours. Any complaint, which cannot be corrected during the same working day or which is considered unreasonable or which cannot be dealt with for reasons beyond the contractor's control, shall be specifically reported to the City's representative.

The Contractor shall provide consumable supplies to perform all work functions. Consumable supplies include but are not limited to: detergents, disinfectants, cleaners, rags, carpet shampoo, mops, mop buckets, dust mops, brooms, brushes, wringers and any other cleaners needed to meet the requirements of the contract. The Contractor shall be responsible for protection of their equipment. The Contractor shall maintain their equipment to present a neat appearance, be free from hazards and to perform in a "like new" manner. All cleaning equipment shall be cleaned after work is completed each day.

Detailed Requirements

All duties are to be performed nightly (5 nights per week) after business hours unless otherwise specified.

Offices

1. Vacuum all carpeting and walk-off mats three times per week
2. Sweep and damp mop, with an appropriate cleaner, all floors three times per week.
3. Dust all horizontal surfaces three times per week.
4. Empty trash receptacles nightly & replace liners (City provides)
5. Disinfect telephones weekly.
6. Vacuum out furniture monthly.
7. High dust for cobwebs in corners and behind doors monthly.

Bathrooms & Locker Rooms

1. Clean & disinfect commodes with an antibacterial cleaner
2. Clean & disinfect washbasins with an antibacterial cleaner.
3. Clean mirrors and dispensers.
4. Polish all chrome work.
5. Sweep and damp mop, with an appropriate cleaner, the floors.
6. Restock paper products (City provides)

7. Empty trash receptacles and replace liners (City provides)
8. Wash down wall and stall walls with antibacterial cleaner weekly.
9. Dust above stalls and all dispensers weekly.
10. Pressure wash locker room showers and floors quarterly at Water Quality Control Office Complex only. **Owner to be notified one week prior to washing.**

Breakrooms/Kitchens

1. Clean all surfaces, tabletops, and table legs with an antibacterial cleaner.
2. Sweep and damp mop, with an appropriate cleaner, the floors.
3. Empty trash receptacles and replace liners (City provides)
4. Clean all vending machines, including the top, weekly.

Halls/Lobbies/Entrances

1. Clean all entrance glass and sweep entranceway and entrance mud mat located outside of all doors.
2. Clean, disinfect, and polish all drinking fountains.
3. Dust all horizontal surfaces.
4. Empty trash receptacles nightly & replace liners (City provides)
5. Sweep and damp mop, with an appropriate cleaner, all floors.
6. High dust for cobwebs in corners and behind doors monthly.

Outside Ground Work

1. Empty all ashtrays.
2. Pick up trash and cigarette butts around ashtrays.

Other Duties

1. Buff office areas with composite tile monthly. (**Water Dept. Only**)
2. Buff all other composite tile weekly. (**Water Dept. Only**)
3. Wash all smudges & fingerprints from wall and switch plates weekly.
4. Vacuum air vents monthly.
5. Dust all blinds and window ledges monthly.
6. Wash and clean all windows inside and out quarterly. **Owner to be notified one week prior to cleaning.**

X. Contact Information

Water Quality Control Dept. – Marie Jacek – Office Manager – 520-5227

Public Works Dept. – Debbie Swallows – Office Manager – 520-5249

BID FORM

(BIDS OPEN ON THURSDAY, 4-28-16 @ 10:00 a.m. central time)

CLEANING SERVICES CITY OF COOKEVILLE DEPARTMENT OF WATER QUALITY CONTROL AND PUBLIC WORKS OFFICE COMPLEX

NAME OF BIDDER _____

MONTHLY PRICE FOR WATER DEPT. _____

MONTHLY PRICE FOR PUBLIC WORKS _____

CERTIFICATE OF INSURANCE INCLUDED YES/NO

THREE REFERENCES

1. NAME - _____

ADDRESS - _____

PHONE # - _____

2. NAME - _____

ADDRESS - _____

PHONE # - _____

3. NAME - _____

ADDRESS - _____

PHONE # - _____