



**REQUEST FOR PROPOSAL
FOR CLEANING SERVICES**

**Request for Proposal #FY170046
March 27, 2017**

Purchasing Shared Services is requesting proposals for **Cleaning Services for Bartlett City Schools**. General Conditions, Scope of Services, General Specifications and Cleaning Specifications for this proposal are contained on the following pages.

There will be a mandatory pre-bid conference beginning at 9:00 A.M., Central Time, Thursday, April 6, 2017. Interested proposers will meet in the main lobby of Bartlett High School, 5688 Woodlawn, Bartlett, Tennessee 38134. After touring Bartlett High School, all interested parties will travel to an elementary school and a middle school. These sites will be determined later.

Proposals are due no later than 2:00 P.M., Central Time, Thursday, April 13, 2017, in Purchasing Shared Services, Bartlett City Schools Administration Offices, 5650 Woodlawn, Bartlett, Tennessee 38134. All proposals must be time stamped in Purchasing Shared Services, Bartlett City Schools Administration Offices, 5650 Woodlawn, Bartlett, Tennessee, 38134, prior to 2:00 P.M., Central Time, Thursday, April 13, 2017. Proposals received after the specified date and time will be considered late and will not be opened. Proposals will not be accepted via any form of electronic media.

Bartlett City Schools reserve the right to reject any or all Request for Proposals, waive defects or informalities in Requests for Proposals and to make awards as deemed to be in their best interest. If awarded, awards will be made to the lowest and best Proposer.

In compliance with this Request for Proposal, in consideration of the detailed description attached hereto; and subject to all conditions thereof, the undersigned agrees, if this RFP be accepted, to furnish any or all of the items upon which prices have been quoted in accordance with the specifications applying at the price set opposite each item. The undersigned further agrees, if awarded this bid, the undersigned Proposer shall indemnify, protect, defend and hold harmless Bartlett City Schools, their Board Members, agents and employees from all judgments, claims, suits or demands for payment that may be brought against Bartlett City Schools agents and employees arising out of the use of any product or article that is provided pursuant to the RFP. Proposer further agrees to indemnify, protect, defend and hold harmless Bartlett City Schools, their Board Members, agents and employees from all judgments, claims, demands for payment, or suits or actions of every nature and description brought against the aforementioned alleging injuries and damages sustained by any person arising out of or in the course of the Proposer performing or failing to perform the service and/or providing or failing to provide the goods related to this Request for Proposal.

Proposer also certifies that he/she/it does not discriminate against any employee or applicant for employment on the grounds of race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Tennessee state constitutional, or statutory law; and does not and will not maintain or provide his/her/its employees any segregated facilities at any of his/her/its establishments.

Bartlett City Schools offer educational and employment opportunities without regard to race, age, color, national origin, religion, sex, disability or genetic information.

<p>_____ COMPANY NAME</p> <p>_____ ADDRESS</p> <p>_____ CITY STATE ZIP</p>	<p>TERMS: _____ DELIVERY: Days A.R.O. _____</p> <p>_____ PHONE FAX</p> <p>_____ E-MAIL ADDRESS</p>
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Names and signatures below certify that you understand and agree to all information in this Request for Proposal.

<p>_____ AUTHORIZED REPRESENTATIVE (Print)</p>	<p>_____ SIGNATURE DATE</p>
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GENERAL CONDITIONS:

1. Proposals are due no later than 2:00 P.M., Central Time, Thursday, April 13, 2017, in Purchasing Shared Services, Bartlett City Schools Administration Offices, 5650 Woodlawn, Bartlett, Tennessee 38134.
2. There will be a mandatory pre-bid conference beginning at 9:00 A.M., Central Time, Thursday, April 6, 2017. Interested proposers will meet in the main lobby of Bartlett High School, 5688 Woodlawn, Bartlett, Tennessee 38134. After touring Bartlett High School, all interested parties will travel to an elementary school and a middle school. These sites will be determined later.
3. Initial contract period will run from June 1, 2017 through May 31, 2018 with the option to extend annually for up to one (1) additional period at the same price as the original bid price and two (2) additional consecutive one (1) year periods at a price as agreed upon by the parties.
4. Proposals should provide a straightforward and concise presentation, adequate to satisfy the requirements of the Request for Proposal (RFP). Emphasis should be on completeness, clarity of contents and responsiveness to the RFP. Proposals should be structured to respond to the RFP specifications. Format of Request for Proposal response should be as follows:
 - I. Company Organization Chart/Management Structure and Personnel Qualifications (include experience in cleaning schools, management, supervisors, custodians, and/or sub custodial contractors)
 - II. Staffing Recommendations for Project
 - III. Project Plan
 - IV. Quality Control Procedures. (Standardized process for handling claims arising from accidents or other incidents such as theft associated with cleaning services provider; including but not limited to a mechanism for reimbursement for incurred expenses)
 - V. Standard Cleaning Procedures; including but not limited to handling of pandemic events
 - VI. List of Supplies and Equipment with specifications
 - VII. State firm's retention rate of K-12 district contracts over the last five (5) years and explain termination of any contract
 - VIII. References: List five (5) references from clients from whom you are currently providing full service cleaning services for especially school systems. Include contact name, address, telephone number, and email address.
 - IX. Fee Schedule
 - X. State any exceptions to RFP
 - XI. Other information as specified or included for consideration
 - XII. Completed and Signed Request for Proposal Cover Sheet
 - XIII. Completed and Signed Certificate of Non-Discrimination Form
 - XIV. Completed and Signed Request for Proposal Agreement
 - XV. Completed and Notarized Hold Harmless Agreement
 - XVI. Completed and Signed Request for Pricing Sheet

GENERAL TERMS AND CONDITIONS: cont'd.

5. Estimated project timing:
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| - RFP Emailed | March 27, 2017 |
| - Pre-Bid Conference | April 6, 2017 |
| - Deadline for Questions | April 7, 2017
(no later than 4:00 P.M., Central Time) |
| - RFP Responses Due | April 13, 2017 |
| - Proposer's Presentations if Required | April 19-20, 2017 |
| - Board Contract(s) Approval | April 27, 2017 |
| - Implementation Begins | June 1, 2017 |
6. The proposals will be evaluated and a vendor selected using the following criteria:
- Project Plan
 - Firm Experience, Qualifications, and Personnel
 - Cost
 - References related to cleaning K-12 Schools
7. Cleaning services will be provided for all areas as listed in this Request for Proposal. Location names, addresses, and square footages are included in this Request for Proposal.
8. Bartlett City Schools reserves the right to add and/or delete locations during the term of this agreement. Any future additions or reductions to contract will be based on the average square footage costs set forth by the successful Proposer(s) in response to this RFP.
9. The General Conditions, Scope of Services, General Specifications, and Cleaning Specifications in no way favor one (1) vendor over another. Proposers shall abide by and comply with the true intent of the General Conditions, Scope of Services, General Specifications, and Cleaning Specifications and not take advantage of any unintentional error or omission of Bartlett City Schools.
10. Any statement or words (*i.e.*: must, shall, will, etc.) are declarative statements and the Proposer must comply with the condition. Failure to comply with any such condition may result in the proposal being non-responsive and disqualified.
11. It is agreed and understood that state laws shall govern any contract and/or order placed as a result of this RFP. The rights and obligations of the parties hereto shall be determined in accordance with the laws of the State of Tennessee.
12. During the period of this contract, no change will be permitted in any of its conditions and specifications unless the Proposer receives written approval from Bartlett City Schools.
13. Proposer to submit four (4) complete hardcopy sets (original and three (3) copies) and three (3) soft copies on CD and/or USB Memory Key. Responses shall be delivered in a sealed envelope and/or carton clearly marked, "RFP #FY170046 – Cleaning Services". All price quotations and related materials must be received in a sealed envelope and/or carton. Time, date and nature of RFP must be clearly marked on face of sealed envelope. Attach label from last page of this document to outside of your RFP response.

GENERAL TERMS AND CONDITIONS: cont'd.

14. By agreeing to provide goods or services to any school within the School District(s), you are attesting that you are aware of your obligations under T.C.A. 49-5-413(d) to ensure that all of your employees who have direct contact with students of the School District(s) or to children in the School Districts'(s') child care program or who have access to the grounds of any School District when children are present have done the following:

- (1) Supplied a fingerprint sample and submitted to a criminal history records check to be conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation prior to having any contact with the School District's(s') children or entering the grounds of the School District(s);
- (2) Successfully passed the aforementioned criminal history records check. If the criminal history records check indicates that the employee has been convicted of an offense that, if committed on or after July 1, 2007, is classified as a sexual offense in the T.C.A. § 40-39-202(17) or a violent sexual offender in the T.C.A. § 40-39-202(25) the employee may not enter the grounds of the School District(s) or have direct contact with students of the School District(s) or to children in the School Districts'(s') child care program.

The Proposer also agrees that if one of your employees commits a sexual offense as defined in §40-39-202 or violent sexual offense as defined in § 40-39-202 after you have conducted your initial criminal history check on such employee, said employee will notify you of the offense and you will subsequently not permit that employee to have contact with students of the School District(s) or to children in a School District's(s') child care program or to enter the grounds of the School District(s).

You also agree and understand that your failure to satisfy all of the requirements of T.C.A. § 40-39-202(17) will be deemed to be a material breach of this contract which could subject you to breach of contract damages.

15. The successful Proposer(s) must carry insurance as specified and COI must be submitted within five (5) business days from date of request.

1. Worker's compensation coverage in accordance with the statutory requirement and limits of the State of Tennessee
2. Comprehensive General Liability Insurance for bodily injury (including death) and Property Damage Insurance of \$1,000,000.00 per occurrence from a company licensed to write insurance policies in the State of Tennessee
3. Comprehensive automobile liability insurance covering owned, hired and non-owned vehicles with a minimum of Bodily and Property damage of \$1,000,000.00 each accident, combined single limit from a company licensed to write insurance policies in the State of Tennessee
4. Excess or umbrella insurance of \$1,000,000.00 per occurrence from a company licensed to write insurance policies in the State of Tennessee
5. Fidelity/Employee Dishonesty Insurance with a \$100,000.00 limit
6. Employment Practices Liability Insurance (EPLI) with a \$100,000.00 limit

GENERAL TERMS AND CONDITIONS: cont'd.

16. Purchasing Shared Services shall be supplied satisfactory proof of coverage of the above required insurance. In addition, Bartlett City Schools shall be conspicuously named on the Certificate of Insurance as an additional insured on Auto, GL, and Excess Policies, Fidelity/Employee Dishonesty Insurance, and Employment Practices Liability Insurance (EPLI). If proof of coverage is not received by Bartlett City Schools within five (5) business days after the award of bid is received, Bartlett City Schools may award the bid to another Proposer.

17. The successful Proposer(s) agrees that they will function as an independent contractor and agrees to indemnify and hold harmless Bartlett City Schools, their Board Members, employees, and agents for any and all claims that may arise out of its duties contracted for pursuant to this RFP.

18. In accordance with the Iran Divestment Act:

"By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its 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."

19. I further attest and agree to immediately notify Purchasing Shared Services ("PSS") if either I or the entity I represent can no longer make the foregoing certification. I understand that failure to notify PSS may invalidate any and all agreements I have with the municipal school districts.

20. Purchasing Shared Services reserves the right to require a Performance, Materials and Labor Bond from the successful proposer(s). In such an event the document cost for the Performance, Materials and Labor Bond will be reimbursed to the successful proposer(s). If a notarized Performance, Materials and Labor Bond is required by the Owner the notarized Performance, Materials and Labor Bond must be from an insurance company licensed in the State of Tennessee for 100% of the contract amount awarded. If required the notarized Performance, Materials and Labor Bond must be provided to:

Mr. Joseph Anderson
Purchasing Shared Services
5650 Woodlawn
Bartlett, Tennessee 38134

State your cost per \$1,000.00 for Performance, Materials and Labor Bond, if required \$ _____

21. Upon signature of this RFP by the parties, this RFP and the Proposer(s) response will serve as the contract between the parties. In the event that there is a conflict between the RFP and the RFP Response, the RFP shall control.

22. Purchasing Shared Services reserves the right to request any additional information deemed necessary in the evaluation of this RFP. Additional requested information shall be submitted to Purchasing Shared Services within five (5) business days from date of request.

23. Companies submitting RFPs must, if deemed necessary, be willing to meet with Bartlett City Schools at the Proposer's expense, to discuss their proposal. Bartlett City Schools shall not bear any costs or obligation with regard to the preparation of the proposal.

GENERAL TERMS AND CONDITIONS: cont'd.

24. If at any time Bartlett City Schools is dissatisfied with the quality of service provided, a written notice of dissatisfaction noting the specific problem(s) will be furnished to the Proposer by letter or e-mail. If the problem(s) is not corrected to the satisfaction of Bartlett City Schools within thirty (30) business days of this notice, this entire contract may be unilaterally terminated by Bartlett City Schools with no further obligation on their part. This contract may also be terminated if three (3) or more such notices of dissatisfaction are issued to the Proposer within any twelve (12) month period.
25. The General Conditions, Scope of Services, General Specifications, and Cleaning Specifications listed in this proposal constitute the total terms and conditions that will be acceptable. Bartlett City Schools will not be bound by conditions other than those stated. RFP award will be made to the best responsive company and/or firm meeting the requirements of Bartlett City Schools.
26. Bartlett City Schools reserves the right to reject any or all responses, waive defects or informalities in responses and to make awards as deemed to be in its best interest. Award will be made to the best company and/or firm to be determined by Bartlett City Schools, if awarded. **Contracts may be awarded to one or multiple firms; however, no Proposer may subcontract their responsibilities provided herein.**
27. As deemed necessary, Purchasing Shared Services reserves the right to seek competitive pricing for bid items listed during the duration of the awarded contract.
28. Bartlett City Schools' Project Liaison shall approve all cleaning procedures, supplies and equipment. All supplies and equipment must meet or exceed all Federal, State and Local requirements. SDS (Safety Data Sheets) must be provided and kept current on all supplies and/or equipment. Only approved supplies and equipment will be used. The responsible party to approve substitutes of supplies and equipment during the term of the contract will be named at a later date. Failure to comply will be grounds for immediate contract termination.
29. **Any and/all revisions made to this RFP prior to due date will be posted on the following website and will be the responsibility of the Proposer to check for any and/all revisions, <http://www.bartlettschools.org>, under About US click Bid & RFP Opportunities.**
30. NON-APPROPRIATION OF FUNDS: Notwithstanding any other provision of this Contract, funds for this Contract are payable from state, federal and or local appropriations. In the event that no funds or insufficient funds are appropriated and budgeted for monetary obligations which would otherwise be due and owing under the terms of this Contract, this Contract shall become null and void. After such termination of this Contract, the Customer shall have no continuing obligation under the terms of this Contract.
31. Any alteration to this RFP document by a Proposer will deem that Proposer's response to this RFP as null and void.
32. Bartlett City Schools reserve the right to extend the terms, conditions, and prices of this contract to other Institutions (such as State, Local and/or Public Agencies and/or School Districts) who express an interest in participating in any contract that results from the bid. Each of the piggyback Institutions will issue their own purchasing documents for purchasing of the goods/services by bidding of this service. Bidder agrees that Municipal School District(s) shall bear no responsibility or liability for any agreements between bidder and the other Institution(s) who desire to exercise this option.
33. Successful Proposer(s) and its employees will be expected to adhere to all applicable Bartlett City Schools' Policies and Procedures.

GENERAL TERMS AND CONDITIONS: cont'd.

34. Prices quoted shall be guaranteed for a minimum of one (1) year from the date of the award and may not be modified between the time of proposal and the time the RFP is awarded.
35. RFP award will be made to the lowest/best responsive Proposer(s) meeting the requirements of Bartlett City Schools. **Contracts may be awarded to one or multiple firms.**
36. Proposer's recommendations must be in compliance with all local, state and federal codes, ordinances, regulations and laws. The successful Proposer(s) shall perform its obligations hereunder in compliance with any and all applicable federal, state, and local laws; rules, and regulations, including applicable licensing requirements, according to sound engineering, management and safety practices, and in compliance with any and all reasonable rules of Bartlett City Schools relative to the premises. No instructions given in the contract documents shall be construed as an authorization to violate any codes, ordinances, regulations, or laws.
37. Bartlett City Schools has the right at their discretion to terminate or renegotiate this Agreement due to occurrence of any event or action beyond its control. After such termination of this Contract, the Customer shall have no continuing obligation under the terms of this Contract.
38. Costs not delineated in the RFP response will not be negotiated in the contract.
39. Successful Proposer(s) must be prepared to provide custodial services to groups that use Bartlett City Schools' facilities after hours at the same rates as included in this proposal. Provision of said services shall be billed separately from the bill of scheduled charges, with the event properly identified.
40. Any exceptions to the General Conditions, Scope of Services, General Specifications, and Cleaning Specifications must be clearly stated in the RFP response.
41. Bartlett City Schools reserve the right to award this RFP by line item, groups of items or the entire list of items (Lump Sum Total), whichever is deemed to be in the best interest of Bartlett City Schools. Lump sum totals will be determined by the sum total of the extended unit cost of each item in a lump sum grouping. In all cases, the unit cost multiplied by the quantity bid will determine the extended cost of a line item.
42. Bartlett City Schools offer educational and employment opportunities without regard to race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Tennessee state constitutional, or statutory law.
43. Bartlett City Schools encourage qualified minority and/or women-owned businesses to submit bids. Bartlett City Schools award bids without regard to race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Tennessee state constitutional, or statutory law.
44. Questions regarding bid specifications should be directed to Jeff Waller, Maintenance Foreman, jwaller@bartlettschools.org, no later than 4:00 P.M., April 7, 2017. Purchasing questions should be directed to Joseph Anderson, Director Purchasing Shared Services, janderson@bartlettschools.org, no later than 4:00 P.M., April 7, 2017. **All questions must be submitted by email.**

CERTIFICATE OF NON-DISCRIMINATION

By submission of this Request for Proposal, the Proposer (NAME OF FIRM)

certifies that he/she/it does not discriminate against any employee or applicant for employment on the grounds of race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Tennessee state constitutional, or statutory law; and does not and will not maintain or provide for his/her/its employees any segregated facilities at any of his/her/its establishments; and, further, that he/she/it does not and will not permit his/her/its employees to perform their services at any location under his/her/its contract where segregated facilities are maintained.

PROPOSER'S NAME

SIGNATURE

DATE

Printed or Typed Name of Individual Signing for the Proposer

HOLD HARMLESS AGREEMENT

This Hold Harmless Agreement is between _____
(Name of Proposer)

(hereinafter Proposer), and Bartlett City Schools named in this RFP.

Proposer agrees that as a condition precedent to "Proposer" being awarded this contract from Bartlett City Schools "Proposer" agrees to indemnify, protect, defend, and hold harmless Bartlett City Schools, their Board Members, agents, and employees from all judgments, claims, demands for payment, suits or actions of every nature and description brought against Bartlett City Schools, their Board Members, agents and employees alleging injuries or damages sustained by any person arising out of or in the course of "Proposer's" providing goods or services to Bartlett City Schools.

(Name of Proposer)

BY: _____

TITLE: _____

State of Tennessee
County of Shelby

_____ personally, appeared before me, the undersigned, with whom I am personally acquainted and who, upon oath, acknowledged that he/she/it executed the within instrument for the purposes therein contained, and who further acknowledge that he/she/it is authorized to execute this interment on behalf of

_____.

Signature

Witness by hand and Notaries seal at office this _____ day of _____, year of _____.

Notary Public

My Commission Expires: _____

SCOPE OF SERVICES:

This is a full service contract for cleaning services. Successful Proposer(s) will be required to furnish all cleaning supplies (glass cleaner, disinfectant, polish, etc.); operational equipment (buffer, brooms, vacuum cleaners, mops, buckets, large cleaning trash cans and liners, etc.); and all labor and supervision. The successful Proposer(s) is responsible for supervision of their employees, and for performing service requirements and specifications at the frequency specified in the Request for Proposal.

For the purpose of this proposal, Purchasing Shared Services has divided its locations by Schools and support facilities. Locations include addresses and square footages. Please note this information may contain some variances, but price quotations should be based on the attached.

Initial contract period will run from June 1, 2017 through May 31, 2018 with the option to extend annually for one (1) year at the same contract price as the original bid price and up to two (2) additional consecutive one (1) year periods at a price agreed upon by the parties. **Contract pricing for the additional two (2) consecutive years following the first two (2) years of the contract may not exceed the previous year's Consumer Price Index or 5% of the original bid price, whichever is the lesser.** Right is reserved to begin contract earlier if agreeable with selected Proposer(s). All required summer cleaning must be completed prior to July 15 of each year. It is the responsibility of the Proposer to provide and maintain a schedule for completion of summer floor cleaning that is satisfactory to Bartlett City Schools.

GENERAL SPECIFICATIONS:

1. Each school system participating in this contract shall assign a Project Liaison by no later than five (5) calendar days after the Service Provider receives notice that the bid(s) has been awarded.
2. During each year of the contract, Bartlett City Schools will evaluate the performance of the cleaning services as specified on a monthly basis. Service Provider(s) will be required to perform weekly inspections and be proactive with addressing all problems with Bartlett City Schools' Project Liaison to ensure maximum quality control. Service Provider(s) will be informed of deficiencies in writing by the Project Liaison. Failure to take corrective actions may result in contract termination.
3. The majority of the cleaning will be done after students leave the premises. Cleaning required during school hours is to be done with minimum disruption to the instructional process. The right is reserved to change and/or adjust hours based on special events.
4. The Service Provider(s) shall employ at all times the quantity and quality of personnel and supervision necessary for the effective and efficient management of cleaning operations. Supervisors will be required to make a minimum of one (1) nightly visit to each location.
5. Service Provider(s) to utilize safe cleaning procedures at all times and will accept responsibility for personal injury to Service Provider's employees, students and staff during performance of service under this contract.
6. Service Provider(s) to emphasize safety during use of powered and non-powered equipment and mopping, buffing or otherwise cleaning floors.
7. For all operations where furniture and equipment must be moved, no chairs, waste paper baskets or other similar items shall be stacked on desks, tables, or sills. Upon completion of work, all furniture and equipment is to be returned to its original position.

8. All Service Provider's personnel must complete required EPA and OSHA training including but not limited to asbestos awareness, hazard communications, and blood borne pathogen awareness. Any additional training deemed necessary by Bartlett City Schools must be supplied by Service Provider. Service Provider must furnish records of training to Bartlett City Schools no later than June 1 of each year. A management representative of Service Provider(s) must be present when any and/or all training occurs.
9. All Service Provider's personnel shall have the proper training, equipment, and personal protective equipment (PPE) to safely clean potentially infectious materials/bodily fluids, and prevent cross-contamination into other areas of the building.
10. All Service Provider's personnel must ensure the proper disposal of chemicals, including strippers and waxes. **Chemicals shall not be disposed of onto school grounds or into storm water sewers.**
11. Service Provider's employees are to wear uniforms and company ID badges at all times while performing services at any Bartlett City Schools' property. Service Provider's employees not wearing uniforms and ID badges will not be permitted on any Bartlett City Schools' property.
12. Service Provider(s) is expected to accept responsibility and provide supervision for its employees. Failure of the Service Provider(s) to provide supervision of its employees shall constitute a material breach of contract.
13. All of Service Provider's supervisors shall have a thorough knowledge of cleaning procedures, supplies and equipment in order to properly train and direct their employees and provide quality control.
14. Service Provider's employees are required to maintain facilities during school hours. The number of day porters and costs for those services included in this RFP must be maintained by Proposer throughout the term of this contract. Failure to maintain the staffing levels set forth herein shall be grounds for terminating this contract and shall be considered a material breach. If the assigned day porter is not on site, an alternate day porter must be on site within one (1) hour. Service Provider's supervisors are required to complete day porter's responsibilities until the alternate arrives.
15. Service Provider's personnel must be trained on procedures for properly handling on-site emergencies, *i.e.*, how to cut off water valves and who to call, etc.
16. Service Provider's personnel will be required to clean Special Education classrooms having restrooms and/or kitchens.
17. If property damage results from Service Provider's personnel's negligence or intentional acts, costs to repair or replace property damage will be deducted from monies due the Service Provider; this includes but is not limited to facility damage resulting from equipment operator errors and or faulty equipment. Deductions will be taken from the next billing remittance after the property damage is incurred.
18. The lack and/or omission of detailed specifications do not minimize acceptable levels of service and only the best commercial practices are acceptable.
19. All equipment must be safe and in good working order. All equipment is to have safety features and accessories where applicable as required by existing (OSHA) standards and/or other laws. Safety inspection reports are to be available on job sites at all times. If any equipment is found to be unsafe and not in good working order, the equipment is to be removed from the site and replaced within one (1) business day of discovery of the unsafe condition, with acceptable equipment.

20. Service Provider's employees are to maintain a professional appearance and demeanor at all times with students, staff and administrators. Service Provider's employees must be able to communicate with Bartlett City Schools' administrators, Plant Managers and Project Liaisons. Any inappropriate behavior of any kind, verbal or otherwise, with any Bartlett City Schools' employee, visitor and/or student will be grounds to require that the Service Provider prohibit their employee from working at or otherwise entering all Bartlett City Schools' properties. Bartlett City Schools shall be indemnified and held harmless by Service Provider for all claims, lawsuits and/or judgments arising out of the inappropriate conduct of Service Provider's employees.
21. Should any facility be overlooked and/or cleaning activities found not to have been completed or cleaning did not occur, the Service Provider(s) must take immediate steps to rectify this situation. Cleaning must occur within a twenty-four (24) hour time frame from notification by Bartlett City Schools. If at any time Bartlett City Schools is dissatisfied with the quality of service provided, a written notice of dissatisfaction noting the specific problem(s) will be furnished to the Proposer by letter or e-mail. If the problem(s) is/are not corrected to the satisfaction of Bartlett City Schools within thirty (30) business days of this notice, this entire contract may be unilaterally terminated by Bartlett City Schools with no further obligation on their part. Contract may also be terminated if three (3) or more such notices of dissatisfaction are issued to the Proposer within any twelve (12) month period.
- If the Service Provider(s) receives three (3) or more notices of dissatisfaction within the contract term, the Service Provider(s) shall forfeit ten percent (10%) of the monthly billing for the month following the third notice of dissatisfaction. If the Service Provider(s) receives a fourth (4th) notice of dissatisfaction within the contract term, the Service Provider(s) shall forfeit fifteen percent (15%) of the monthly billing for the month following the fourth notice of dissatisfaction. If the Service Provider(s) receives a fifth (5th) notice of dissatisfaction within the contract term, the Service Provider(s) shall forfeit twenty percent (20%) of the monthly billing for the month following the fifth notice of dissatisfaction.
22. Service Provider shall provide credentialed persons in mold removal. Service Provider must have access to equipment, such as industrial dehumidifiers, air scrubbers, HEPA Vacuum and similar equipment, necessary for remedial actions, within a two (2) hour time frame of request.
23. Service Provider agrees to provide credentialed persons in "mold remediation".
24. Service Provider agrees to provide credentialed persons in "green cleaning".
25. Service Provider's employees assigned to work at Bartlett City Schools' facilities during school/business hours must be able to speak and understand the English language.
26. Service Provider shall supply all soap and towel dispensers. Dispensers must be full of soap and towels and in working condition at all times.
27. Cleaning services are to be provided after all school related functions held Mondays through Fridays (excluding Central Office Holidays) at no additional cost from Bartlett City Schools' monthly lump sum pricing as stated herein. Such functions shall include but are not limited to the following: athletics, band, fine arts, etc. Cleaning services provided on Saturdays, Sundays and Central Office Holidays shall be provided at the agreed upon hourly rate stated herein.

CLEANING SPECIFICATIONS:

Scope of Services:

- I. Classrooms (Including Portable Classrooms)
 - A. Daily (Five (5) days per week)
 1. Empty wastebaskets and replace liners
 2. Spot clean all windows
 3. Clean, sanitize and disinfect counters, all desk tops and sinks etc.
 4. Dust mop all composition floors (with chemically treated dust mop)
 5. Spot mop composition floors with all-purpose cleaner
 6. Vacuum all carpets
 7. Spot clean carpet to remove all stains, spills, and soiled spots/carpet care carpeted areas to include shampooing
 8. Vacuum walk-off mats
 9. Empty pencil sharpeners and clean wall around pencil sharpener
 10. Check safety of ramps, steps and porch at portable classrooms. Report any unsafe conditions to Plant Manager/Supervising Building Engineer
 11. Remove fingerprints from doors, frames, light switches, kick plates, handles and railings
 12. Day porter to assist Plant Manager/Supervising Building Engineer as needed
 13. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.
 - B. Weekly
 1. Low dust all horizontal surfaces to hand height (70")
 2. Damp clean baseboards
 3. Damp clean window ledges
 4. Vacuum chalk rails and/or damp wipe
 5. Clean all chalk and other instructional boards
 6. Must provide weekly buffing program for low traffic areas as needed
 7. Day porter to assist Plant Manager/Supervising Building Engineer as needed
 - C. Monthly
 1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating, outlet etc.
 2. Remove dust and cobwebs from ceiling areas and lights
 3. Day porter to assist Plant Manager/Supervising Building Engineer as needed
 4. Spray buff composition floors
 5. Clean/dust all HVAC vents and grilles

D. Semi-Annually

1. Clean entire surfaces of student's desks and chairs
2. Refinish all composition floors
3. Clean carpet to remove all stains, spills, and soiled spots/carpet care on all carpeted areas to include shampooing, extraction, and timely drying of carpet
4. Clean/dust all HVAC vents and grilles

II. Offices (Administration, Library, Gym, Cafeteria and Supervising Building Engineers)

A. Daily (Five (5) days per week)

1. Empty wastebasket and replace liners
2. Dust furniture and fixtures, including desks, chairs, tables, lamps, etc.
3. Dust interior window ledges
4. Dust telephones
5. Spot clean all windows and glass partitions to hand height
6. Spot clean desktops
7. Dust mop all composition floors (with chemically treated dust mop)
8. Spot mop composition floors with all-purpose cleaners
9. Vacuum carpet
10. Spot clean carpet to remove all stains, spills and soiled spots
11. Vacuum walk-off mats
12. Remove fingerprints from doors, frames, light switches, and kick plates, and handles
13. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Weekly

1. Low dust horizontal surfaces to hand height (70")
2. Damp clean baseboards
3. Damp clean window ledges
4. Spray buff composition floors

C. Monthly

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating outlets, etc.
2. Remove dust and cobwebs from ceiling areas
3. Dust blinds
4. All crevices must be wiped and cleaned with an approved method. (items such as paper towels will not be allowed)
5. Clean/dust all HVAC vents and grilles

III. Teacher Work Area

A. Daily (Five (5) days per week)

1. Empty wastebasket and replace liners (items not identified as trash will not be disposed)
2. Dust furniture and fixtures, including desks, chairs, tables etc.
3. Dust interior window ledges
4. Dust telephones
5. Spot clean all windows and glass partitions to hand height
6. Damp clean counter tops
7. Damp clean vending machines
8. Dust mop all composition floors (with chemically treated dust mop)
9. Spot mop composition floors with all-purpose cleaners
10. Vacuum carpet
11. Spot clean carpet to remove all stains, spills and soiled spots
12. Vacuum walk-off mats
13. Remove fingerprints from doors, frames, light switches, and kick plates, handles and railings
14. Spray buff composition floors (minimum bi-weekly)
15. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe conditions.

B. Weekly

1. Low dust horizontal surfaces to hand height (70")
2. Damp clean baseboards

C. Monthly (To be performed the last week of each month)

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating outlet etc.
2. Clean carpet to remove all stains, spills, and soiled spots
3. Dust cubicles, all crevices must be wiped and cleaned with an approved method. (items such as paper towels will not be allowed)
4. Clean/dust all HVAC vents and grilles

D. Annually

1. Damp clean all washable furniture
2. Clean carpet to remove all stains, spills and soiled spots

IV. Library

A. Daily (Five (5) days per week)

1. Empty wastebasket and replace liners
2. Dust furniture and fixtures, including desks, chairs, tables, etc.
3. Dust interior window ledges
4. Spot clean all window and glass partitions to hand height
5. Spot clean desktops
6. Dust mop all composition floors (with chemically treated dust mop)
7. Spot mop composition floors with all- purpose cleaners
8. Vacuum carpet
9. Spot clean carpet to remove all stains, spills and soiled spots/carpet care on carpeted areas to include shampooing
10. Vacuum walk-off mats
11. Remove fingerprints from doors, frames, light switches, kick plates, handle, and railings
12. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Weekly

1. Replace all plastic liners in waste receptacles
2. Low dust horizontal surfaces to hand height (70")
3. Dust all book shelves (books to remain in place)
4. Damp clean baseboards
5. Damp clean window ledges

C. Monthly

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating, outlet etc.
2. Remove dust and cobwebs from ceiling areas
3. All crevices must be wiped and cleaned with an approved method. (items such as paper towels will not be allowed)
4. Clean/dust all HVAC vents and grilles

V. Cafeteria Area

A. Daily (Five (5) days per week)

1. Spot clean interior glass to hand height – After school hours
2. Remove trash from cafeteria
3. Clean, sanitize and disinfect during lunch periods (wipe down tables, empty trash, and clean up spills)
4. Sweep and mop
5. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Semi-Annually

1. Refinish composition floors
2. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating, outlet etc.
3. Remove dust and cobweb from ceiling areas
4. Clean underneath table as required
5. Clean/dust all HVAC vents and grilles

VI. Common Areas: (Lobbies/Corridors/Stairs/Elevators)

A. Daily (Five (5) days per week)

1. Clean glass partitions and doors
2. Clean, sanitize and disinfect water fountains
3. Dust interior window ledges
4. Dust mop composition floors with chemically treated dust mop
5. Spot mop composition floors with all-purpose cleaner
6. Vacuum carpet
7. Spot clean carpet to remove all stains, spills and soiled spots vacuum walk-off mats
8. Clean under entrance mats daily, inside and out
9. Sweep and dust stairwell
10. Spray and buff all composition floors
11. Clean all common areas as required
12. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Weekly

1. Damp clean baseboards
2. Damp clean window ledges
3. Dust furniture and fixtures

C. Monthly (To be performed the last week of the month)

1. High dust above hand height (70") all horizontal surface including shelves, molding, ledges, pipes, ducts, heating outlets, etc.
2. Remove dust and cobwebs from ceiling areas
3. Clean all hallways as needed
4. Clean/dust all HVAC vents and grilles

D. Semi- Annually

1. Refinish all composition floors
2. Clean carpet to remove all stains, spills, and soiled spots
3. Clean/dust all HVAC vents and grilles

VII. Restrooms/Dressing Rooms

A. Daily

1. Check and clean all restrooms and dressing rooms throughout the school day minimum as required.
2. Empty wastebaskets/dispensers and replace liners
3. Clean, sanitize, disinfect and polish all vitreous fixtures including toilet bowls
4. Clean and polish chrome fittings
5. Clean, sanitize and disinfect toilet seats
6. Clean and polish glass and mirrors
7. Wash, sanitize and disinfect exterior of containers
8. Remove spots, marks, stains, and splashes from wall area and counter tops
9. Clean partitions
10. Sweep floors
11. Mop floors with germicidal disinfectant daily and as required
12. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Weekly

1. Low dust horizontal surfaces to hand height (70")
2. Damp clean baseboard

C. Monthly

1. High dust above horizontal surfaces, including shelves, ceilings, moldings, ledges, pipes, ducts, heating outlets, etc.
2. Remove dust and cobwebs from ceiling areas
3. Clean/dust all HVAC vents and grilles

VIII. Multi-Purpose/Gymnasium

A. Daily (Five (5) days per week)

1. Empty wastebaskets
2. Remove fingerprints from doors, frames, light switches, kick plates, push plates, handles, railings, etc.
3. Dust mop floors with chemically treated mop per manufacturers specifications or vacuum all carpeted areas
4. Spot mop composition floors

5. Spot clean carpeted areas and remove any stains, spills, or soiled spots
6. Clean bleachers, remove all trash, sweep, mop and clean floor underneath
7. Sweep baseboards
8. Replace all plastic can liners in waste receptacles
9. Low dust all horizontal surface to hand height (70")
10. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Monthly

1. High dust above hand height (70") all horizontal surfaces including shelves and molding
2. Remove dust and cobwebs from ceiling areas
3. Clean/dust all HVAC vents and grilles

NOTE: Scrub and refinish composition floors as needed

- C. Special Events during regular cleaning operation hours (Ballgames to include Tournaments), Plays, PTA Meetings, Board Meetings etc) shall be covered as part of the contract

NOTE: Check and maintain clean restrooms, halls, lobbies, etc. as required

IX. Grounds (Including all Lawns, Sports Fields, Playgrounds and Loading Docks)

A. Daily

1. Remove trash and debris from grounds (includes but is not limited to all areas from edge of building to property bounds)
2. Empty trash containers
3. Sweep entrances, doorways, walkways, steps and curbs
4. Maintain clean restrooms, common areas, trash cans and area around concession stands
5. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

X. Miscellaneous

- A. In addition, to general cleaners, Service Providers must furnish day custodians at high schools for twelve (12) months and day custodians at both middle and elementary schools for twelve (12) months per year at each school whose responsibility includes but is not limited to:

1. Dust mop hall after class breaks as needed
2. Day porter shall assist Plant Manger/Supervising Building Engineer with event setup as required
3. Spray buff halls
4. Monitor all restrooms after each class break-mop floor, spot clean sinks, vanities, counter tops, mirrors, floors, and walls, pick up paper and flush commodes and urinals, take out trash
5. Pick up trash along side of building
6. Day porter shall assist Plant Manger/Supervising Building as required
7. Clean and mop any accident that may occur during the day
8. Maintain all window shades at the same height

9. Respond to clean up requests by Building Engineers
10. Clean electrical rooms and storage closets
11. Assist in cafeteria as directed or required
12. Metal on all mats, to include non slip mats that are recessed in the floor, mats must be pressure washed. Recessed area must be cleaned
13. Notify Plant Manager/Supervising Building Engineer of any dangerous or unsafe condition.

B. Management of Energy Consumption

1. Lights should only be turned on in areas where cleaning is taking place and are to be turned off immediately after cleaning each room
2. Service Provider's employees are not to change or override established heating and cooling temperatures in schools
3. Bartlett City Schools shall have the ability to charge the service provider a penalty for leaving the lights on or changing the thermostat. Charges will be equal to the energy charge for an eight (8) hour period at the location in question
4. Service provider shall be responsible for proper and timely disposal of all containers and/or other regulated wastes

C. Annually for all Schools

1. All VCT floors must be stripped or deep scrubbed every year applying a minimum of six (6) coats of wax on hallways, cafeterias and high traffic areas and a minimum of four (4) coats of wax on classrooms.
2. In the event there is a disagreement between the owner and contractor regarding whether floors should be stripped or deep scrubbed, the owner has the final decision.
3. Wash all windows and glass partitions on the inside and outside
4. Annual carpet care on all carpeted areas to include shampooing to remove all stains, spills, and soiled spots

D. Notification of Needed Repairs

1. Service Provider's employees are to advise Supervising Building Engineer of all needed repairs at the end of each day or sooner if appropriate

E. Supervising Building Engineer/Plant Manager will unlock building each day. Service Provider's employees will be responsible for locking buildings each night. Service Provider shall be required to be licensed and bonded.

F. Service Provider's employees are required to ensure that all lights are off, and windows and doors are secure after exiting an area

Bartlett City Schools:	Address	Principal/Contact	Telephone #
9th Grade Academy	4734 Shadowlawn Road, Arlington, TN 38002	John McDonald	901-373-2654
Altruria Elementary	6641 Deermont Drive, 38134	Marva Johnson	901-373-2600
Appling Middle	3700 Appling Road, 38133	Keshia McMickens	901-373-1410
Bartlett Elementary	3932 Billy Maher Road, 38135	Page Watson	901-373-2610
Bartlett High	5688 Woodlawn, 38134	Tim Jones	901-373-2620
Bon Lin Elementary	3940 N. Germantown Road, 38133	Kasandra Berry	901-937-2344
Bon Lin Middle	3862 N. Germantown Road, 38133	Cody Duncan	901-347-1520
Ellendale Elementary	6950 Dawnhill Road, 38135	Bess Anne McKnight	901-373-2636
Elmore Park Middle	6330 Althorne Road, 38134	Ethan Randall	901-373-2642
Oak Elementary	3573 Oak Road, 38135	Marie DeLockery	901-373-2646
Rivercrest Elementary	4825 Rivercrest Lane, 38135	Portia Tate	901-373-1373
Central Office	5650 Woodlawn, 38134	Ken Demetriou	901-202-0855

**Purchasing Shared Services
 Bartlett City Schools
 Administration Offices
 5650 Woodlawn
 Bartlett, Tennessee 38134**

REQUEST FOR PROPOSAL PRICING SHEET

Consumables consists of toilet tissue, paper towels, soap, etc.

Group #1

<u>BARTLETT CITY SCHOOLS</u>	Sq. Ft.	Monthly Cost per Location <u>Including</u> Consumables	Monthly Cost per Location <u>Excluding</u> Consumables
Bartlett High School 5688 Woodlawn, 38134	261,540	\$ _____	\$ _____
Altruria Elementay 6641 Deermont Drive, 38134	88,321	\$ _____	\$ _____
Elmore Park Middle 6330 Althorne Road, 38134	109,746	\$ _____	\$ _____
Central Office 5650 Woodlawn, 38134	4,650	\$ _____	\$ _____
<u>Total Monthly Lump Sum Group #1 All Locations</u>			
		\$ _____	\$ _____

Group #2

<u>BARTLETT CITY SCHOOLS</u>	Sq. Ft.	Monthly Cost Per Location <u>Including</u> Consumables	Monthly Cost Per Location <u>Excluding</u> Consumables
Oak Elementary 3573 Oak Road, 38135	106,420	\$ _____	\$ _____
Appling Middle 3700 Appling Road, 38133	101,341	\$ _____	\$ _____
Bon Lin Elementary 3940 N. Germantown Road, 38133	113,691	\$ _____	\$ _____
Bon Lin Middle 3862 N. Germantown Road, 38133	111,442	\$ _____	\$ _____
<u>Total Monthly Lump Sum Group #2 All Locations</u>			
		\$ _____	\$ _____

Group #3

<u>BARTLETT CITY SCHOOLS</u>	Sq. Ft.	Monthly Cost Per Location <u>Including</u> Consumables	Monthly Cost Per Location <u>Excluding</u> Consumables
9th Grade Academy 4734 Shadowlawn Road, Arlington, TN 38002	101,341	\$ _____	\$ _____
Ellendale Elementary 6950 Dawnhill Road, 38135	84,693	\$ _____	\$ _____
Rivercrest Elementary 4825 Rivercrest Lane, 38125	109,536	\$ _____	\$ _____
Bartlett Elementary 3932 Billy Maher Road, 38135	104,630	\$ _____	\$ _____
<u>Total Monthly Lump Sum Group #3 All Locations</u>			
		\$ _____	\$ _____

Percentage of Discount if awarded all groups-Group #1, Group #2, and Group #3 _____ %

State your hourly rate for cleaning services for events or activities occurring on Saturdays, Sundays and/or Central Office Holidays.

\$ _____

As the representative of the Proposer, I represent by my signature below that the company I represent agrees to all terms contained in RFP #FY170046 and the pricing quoted above.

COMPANY NAME

AUTHORIZED REPRESENTATIVE
(PRINT)

AUTHORIZED REPRESENTATIVE
(SIGNATURE)

DATE

All price quotations and related materials must be received in a sealed envelope. Time, date and nature of RFP must be clearly marked on face of sealed envelope. Attach label below to the outside of your RFP submission.

FIRM NAME

RFP #FY170046

RFP DUE

PURCHASING SHARED SERVICES
BARTLETT CITY SCHOOLS
5650 WOODLAWN
BARTLETT, TN 38134

 Date: _____

Time: _____

Nature of RFP: _____

All RFPs must be received and time-stamped in Purchasing Shared Services, Bartlett City Schools, Administration Offices, 5650 Woodlawn, Bartlett, TN 38134, prior to stated date and time on Proposal Cover Sheet. RFPs received after the specified date and time are considered late and will not be opened.