

EAST TENNESSEE HUMAN RESOURCE AGENCY
REQUEST FOR PROPOSAL
JANITORIAL SERVICES

The East Tennessee Human Resource Agency, Inc., hereafter “Agency”, seeks qualified bidders, hereafter “Contractor” for the following services:

Janitorial services at the following American Job Centers:

1. Blount County, Tennessee American Job Center located at 366 Glascock Street, Suite 100, Alcoa, Tennessee 37701. At this site: 7 employees/4,697 square feet of office space
and/or
 2. Monroe County, Tennessee American Job Center located at 155 Grand Vista Drive, Ste. 4, Vonore, Tennessee 37885. At this site: 3 employees/2,500 square feet of office space.
- A. **Description of Services/Scope of Work:** Contractor will provide the following services twice weekly for 51 weeks annually with janitorial service suspended during the week December 28-January 3, 2021:

Weekly Tasks (to be completed once per week on either Tuesday, Wednesday or Thursday— after 4:30PM Eastern Time:

1. Clean and disinfect all exterior and interior door knobs
2. Clean and disinfect all counter surfaces
3. Clean all light fixtures
4. Replace light bulbs as appropriate
5. Sweep all tile floors
6. Vacuum all carpeted area where appropriate to remove rubbish
7. Dust removal as needed: furniture, equipment, air duct vents,
8. Empty all waste receptacles both inside the Center and on the sidewalk outside the Center
9. Dispose properly of all rubbish
10. Clean, disinfect, and maintain in sanitary condition all restrooms and plumbing fixtures
11. Sweep sidewalk

Weekend Tasks (Contractor will have 24-hour access to Center, and the following tasks should be completed once per weekend, every weekend):

1. All services listed immediately above under the heading “Weekly Tasks”
2. Mop all tile floors
3. Clean all cubicle surfaces
4. Mop all tile floors
5. Clean all cubicle surfaces

Monthly Tasks (to be completed once every 4 weeks on either a Saturday or Sunday):

1. Clean all exterior and interior surfaces of windows and exterior doors
2. Change HVAC filters_Clean all exterior and interior surfaces of windows and exterior doors
3. Change HVAC filters

Semiannual Tasks (to be completed once every six months, during a weekend cleaning):

1. Wash/wipe walls, door frames, baseboards, picture frames, and painted surfaces

Provide the following services for special events

1. Perform whatever cleaning tasks are necessary to ensure presentable facilities for public events

Contractor shall supply all cleaning equipment and supplies including, trash bags, paper products, HVAC filters, light bulbs, etc.

- I. Contractor and contractor employees must be able to lift a minimum of fifty (50) pounds US measure.
- II. Contractor shall report to the Agency representative, or the Agency's designee, as requested, on a regular basis to ensure quality work and to maintain janitorial standards. Contractor and Agency agree to work collaboratively in order to resolve any/all issues regarding standards of cleaning. Contractor acknowledges that unsatisfactory work, as determined in the Agency's sole discretion, may result in proration of payment on an invoice or termination of this Agreement.

B. The Agency agrees to perform the following services:

- I. Provide the Agency's representative, the director of workforce development, as contact person.
- II. Provide the facilities and support services to enable the Contractor to render performance.

C. The Agency agrees to compensate the Contractor as follows:

- I. Service Rates and Maximum Liability of the Agency under this Agreement are firm for the duration of the Agreement and are not subject to change for any reason unless the Agreement is amended. Contractor shall quote pricing based on a monthly basis, per property site. A site visit of either/both American Job Centers prior to submittal of the Proposal can be arranged by contacting Mr. Nick Pappada, Director, ETHRA Information Services.
- II. Timetable for payments: To be paid upon receipt of monthly invoice for services completed to the satisfaction of the Agency.
- III. Payments to the Contractor shall be made according to the schedule set out above, provided that payments shall be made only upon submittal of acceptable invoices by the Contractor, and after satisfactory performance—as determined solely by the director of workforce development-- of the portion of services which the invoiced amount represents. The final payment shall be made only after the Contractor has completely and satisfactorily performed its duties under this Agreement to the satisfaction of the Agency.
- IV. If the Contractor is a non-resident alien, payment of any portion of the Agreement from any source will not be made by the Agency until an Individual Taxpayer Identification Number or Social Security Number has been assigned to the Contractor by the Internal Revenue Service and Immigration Naturalization Service and presented to the Agency.
- V. Insurance: Contractor shall deliver to the Agency prior to commencement of the Contract a Certificate of Insurance showing the following insurance coverages are in force and will not be cancelled without thirty (30) day's written notice to the ETHRA. Such a Certificate shall serve as proof that all appropriate employees of Contractor are covered. The Agency may withhold payments or terminate the Contract if contractor fails to maintain or provide evidence of current insurance.
 1. Liability Insurance: Contractor agrees to obtain and maintain a standard general liability insurance policy with an aggregate limit of not less than \$1,000,000.00 and per occurrence

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limits not less than \$100,000.00 per person and \$200,000.00 per occurrence. Contractor also agrees to name the East Tennessee Human Resource Agency, Inc. as an additional insured on its general liability policy via an endorsement, unless Contractor is self-insured. If contractor is self-insured, contractor must provide the same liability coverage and submit proper documentation to the Agency as evidence of such. The contractor, regardless of whether self-insured or not, must also obtain a surety bond in an amount not less than \$10,000.00 (or \$25,000 – depending on the value of the equipment housed on site to be cleaned).

2. Workers Compensation: Contractor must provide Workers' Compensation coverage to the extent required by state law, for all employees paid directly under the Contract. Where Contractor's employees operating under the Contract are not covered under a Workers' Compensation policy, Contractor shall provide other insurance coverage, or pay out of pocket, for any work-related injury suffered by said employees in the course of performing services under the Contract. Income maintenance coverage is not required.
 3. Contractor shall assure and require that all subcontractors maintain the same type of insurance coverages. Contractor shall remain exclusively responsible for all work to be performed under the contract, regardless of the use of subcontractors.
- VI. This Request for Proposal does not commit or obligate the Agency to award a contract, to commit any funds identified in this RFP document, to pay costs incurred in the preparation or presentation of a proposal to this RFP, to pay any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.
- Further, Agency reserves the right to:
1. Accept or reject any or all proposals in whole or in part, which it considers not to be in its best interest. No guarantees, expressed or implied, are made by Agent or its agents as to availability of funds.
 2. Change or waive any provisions set forth in this RFP.
 3. Set aside non-conforming proposals without review.
 4. Waive informalities and minor irregularities in proposals received.
 5. Negotiate any and all proposed terms, conditions, costs, staffing levels, services/activities mix, and all other specifics.
 6. Request a) additional data, b) technical or price revisions, c) oral presentations in support of the written proposal.
 7. Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record-keeping procedures, management systems, and accounting and administrative system(s)
 8. Change specifications and modify contracts as necessary to a) facilitate compliance with legislation, regulations, and policy directives, b) manage funding, and c) meet the needs of customers.
 9. End contract negotiations if acceptable progress, as determined by the Agency, is not being made with a reasonable amount of time.

See Page 4 for Submittal Information

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Interested bidders should submit a proposal no later than 4:30PM EDT Friday 8 May 2020. Sealed bids may be addressed and mailed or hand delivered to

Mr. Nick Pappada, Director
Information Services
East Tennessee Human Resource Agency Inc.
9111 Cross Park Drive Suite D-100
Knoxville, TN 37923
Phone: 865. 691. 2551 extension 4207
Email: npappada@ethra.org