



**REQUEST FOR PROPOSALS (RFP):  
Flooring Services**

**DATE OF ISSUE: Friday February 23, 2024  
DEADLINE: Monday, March 25, 2024 at 2:00 PM**

Table of Contents

**About the Agency** .....3  
**Overview** .....3  
**Scope of Work** .....3  
**Response Requirements** .....4  
**Submission Requirements** .....5  
**Review & Selection Criteria** .....6  
**Key Dates** .....6  
**General Terms & Conditions** .....6

## About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select an experienced, licensed, bonded, and insured flooring contractor to improve the interior appearance of the Agency's headquarters office in Knoxville. For more information on our organization, please visit our website at [www.ethra.org](http://www.ethra.org).

## Overview

ETHRA is seeking bids from qualified professionals for the removal of existing flooring (primarily commercial carpet on slab), and the installation of new commercial-grade luxury vinyl plank flooring in its primary office located at 9111 Cross Park Drive, Building D/1st Floor, Knoxville, TN 37923.

Project area is approximately 12,000 square feet, with some exclusions; see attached Exhibit A for floor plan map and Exhibit B for approximate room dimensions.

Work may be performed during normal business hours with advanced notice. Scheduling of the flooring installation will also have to be coordinated around a simultaneous interior painting project. Any respondents who have the capacity to perform both the flooring install and interior painting are encouraged to submit proposals in response to both RFPs.

## Scope of Work

1. Contractor shall provide all materials, labor, tools and related services for the project.
2. Contractor will assist designated ETHRA staff with the selection of flooring products, including the provision of sample flooring. A minimum of one sample piece of the flooring product offered by the contractor must be supplied with the proposal submission.
  - a. Desired Product Specifications:
    - i. Commercial grade quality

- ii. Waterproof
  - iii. 7 mm minimum thickness
  - iv. 20 mil or higher wear layer
3. The project space contains cubicles and office furniture that must either be moved out of the way, or temporarily lifted up, to perform the floor installation. Such items must also be placed away from the walls during the project, to allow for concurrent interior painting work. Any temporarily moved large items must be returned to their original position upon project completion. ETHRA staff will ensure all small items are secured and out of the way before the project starts. Respondents should specify in their proposal how they plan to install flooring where cubicles currently sit, and include pricing for moving furniture as needed during installation. If the respondent proposes to outsource this portion of the work, such must be expressly stated in the submitted proposal.
4. Contractor shall prepare existing floors to receive new flooring, including removing all debris and filling/leveling any large cracks, holes, or unevenness to ensure proper installation on a clean and level surface, and in compliance with manufacturer's recommendations and warranty terms.
5. Contractor shall comply with the manufacturer's instructions and recommendations for all flooring products and installation materials, including pulling planks from various boxes to ensure esthetically pleasing color variation and professional appearance.
6. Cutting shall be done in accordance with the manufacturer's recommendations, using the tools designed for the flooring being installed.
7. Contractor shall procure and install new rubber base molding throughout the identified project area, after interior painting is complete.
8. Contractor shall remove and haul away old flooring and any debris, and return the area to its original level of cleanliness upon completion of the job.
9. Contractor shall use care in protecting building, equipment, and furnishings when performing the work. Contractor shall repair or be responsible for the cost to repair damage incurred in the process of performing the required services
10. Contractor shall be responsible for providing barricades, flag tape, and any other safety equipment required to protect the public and employees in the work area. Contractor shall be responsible for the security of his or her equipment and materials.

### **Response Requirements**

Responses to this RFP must include the following:

1. Summary of company background and experience, including number of years in business and number of employees that would be utilized in the performance of this project.
2. Confirmation statement that vendor is appropriately licensed bonded and insured. Attach

Certificate of Insurance.

3. Reference contact information (name and phone number) for a minimum of one prior customer that had a project of a similar scope and nature to this project.
4. Proposed project timeline, including earliest available start date to begin the work, and anticipated duration. NOTE: work may be completed during normal business hours, as long as such is scheduled in advance. Office hours may also be temporarily adjusted to accommodate the contractor.
5. Respondent must specifically disclose if it is proposing to subcontract out any portion of the work to a third party. If so, submission must specify which parts are proposed to be outsourced and who would perform such work.
6. Respondent must provide information on any warranties offered on the installation service, as well as manufacturer's warranties.

### **Submission Requirements**

- A. All questions about this proposal should be directed to Nick Pappada, [npappada@ethra.org](mailto:npappada@ethra.org).
- B. Respondents wishing to conduct on-site inspections of the office during the inspection period may contact Nick Pappada at [npappada@ethra.org](mailto:npappada@ethra.org) to schedule a time.
- C. ETHRA's Proposal Response page must be signed and submitted along with the specific information identified above. Additional documentation may be attached to this form.
- D. Proposals must be submitted by **2:00 p.m. EST, March 25, 2024** to ETHRA's administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville, TN, at which time bid opening will commence. Respondents may be present for bid opening.
- E. Electronically transmitted submissions (Email or Fax) will not be accepted.
- F. Bids must be addressed and mailed or hand-delivered to:  
  
**ETHRA**  
**Attention: Nick Pappada**  
**9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923**
- G. Envelopes containing the proposal should be clearly marked with **"FLOORING SERVICES RFP Response – March 25, 2024"**
- H. ETHRA is not bound to accept the lowest bid. Other considerations, in addition to price, will apply:
  - Industry Expertise & Experience (references/demonstrated ability to perform work)
  - Proposed approach, product offerings, and timeline
  - Warranties

- I. ETHRA reserves the right to reject any or all proposals or any portion thereof.
- J. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA’s best interest.
- K. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.
- L. Respondents shall hold their price firm and subject to acceptance by ETHRA for a period of sixty (60) days from the proposal submission due date.
- M. Respondents may be asked to provide proof of business capability, such as evidence of prior completed projects and additional reference contacts. ETHRA will make the final determination as to a respondent’s ability.
- N. Unsigned proposals will not be considered.

**Review & Selection Criteria**

ETHRA will use multiple criteria to select the most appropriate vendor. The following list summarizes the major areas that will be evaluated:

- Price
- Industry Expertise & Experience (references/demonstrated ability to perform work)
- Proposed approach, product offerings, and timeline
- Warranties

**Key Dates**

DATE	ACTIVITY
2/23/24	RFP posted
2/26/24 – 3/8/24	Office open for on-site inspections (site visit optional)
3/25/24	Deadline to submit proposals
3/26/24-3/28/24	Proposal Review Period
4/1/24	Selection/Award Notification

**General Terms & Conditions**

**No Guarantee.** The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. ETHRA reserves the right to withdraw a selection prior to execution of a contract with a vendor in ETHRA’s sole and absolute discretion.

ETHRA shall retain all excess flooring and baseboard supplies upon project completion.

# Proposal Response – Flooring Services RFP

## March 25, 2024

Respondent Business Name: \_\_\_\_\_ Authorized Rep: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Is Respondent appropriately licensed, bonded and insured? Yes: \_\_\_ (attach COI) No: \_\_\_

Item	Description	Unit Cost	Total Cost
1	Moving furniture out of the way, (must attach explanation if proposing to outsource this task to third party)	\$_____/sq. ft. OR \$_____/hour	
2	Remove existing flooring & rubber base molding & prepare installation site	\$_____/sq. ft.	
3	Install new flooring product in accordance with manufacturer's specifications (labor only)	\$_____/sq. ft.	
4	Install new 4" rubber/vinyl base molding (labor and materials)	\$_____/ln. ft.	
5	Material Markup % (% from wholesale rate)	_____%	n/a
		<b>QUOTE TOTAL:</b>	

**Checklist of Required Information:**

<b>Statement of Company Background, Qualifications and Experience</b>
<b>Prior Customer Reference (minimum of one, must include phone number)</b>
<b>Certificate of Insurance</b>
<b>Proposed Project Timeline (start date and estimated duration)</b>
<b>Statement about flooring products offered, minimum of one physical sample provided</b>
<b>Price/Rates/Information filled in above, signature below</b>
<b>Explanation of planned approach for working around cubicles and moving office furniture</b>
<b>Explanation if any work is proposed to be outsourced to third-party</b>
<b>Warranty information</b>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

## EXHIBIT B - ROOM INVENTORY

### ETHRA RFPs - FLOORING AND PAINT

Room	L	W	SF
Conference Room - Corrections	16	12	192
Cubes #53-56	18	15	270
Restroom	6.5	6	39
Restroom	7.5	6	45
Cube #51-52 (only 2 walls)	10.5	6.5	68.25
Homemaker large office	16.5	15	247.5
Homemaker small office	12	10	120
Vestibule	7.5	6	45
CCP Office #48	16.5	10	165
Legal Office #47	12	9	108
OOA Office #46	12	12	144
Child Care Homes Office #45	12	12	144
LIHEAP #36	12	11	132
Ombudsman #27	12	12	144
OOA #26 and 26.1	12	16	192
OOA #25	11	11	121
Admin #24	12	12	144
Admin #20	12	12	144
OOA #17	12	11	132
OOA large cubes area (est)	67	18	1206
Nutrition #11	12	12	144
Nutrition Cube #12 (2 walls)	12	6	72
HUD #10	12	16	192
HUD #9	11	12	132
HUD #8	11	12	132
HUD #7	12	12	144
HUD #6	11	12	132
Conference Room - Housing #5	14	19	266
HUD Middle Area	16	20	320
HUD Closet	3	9	27
Title V	14	11	154
SHIP	13	20	260
CREEVA & CREST	20	32	640
Small Conf. Rm.	10.5	12	126
Kitchen	10.5	11	115.5
Work Rm./Copy Rm.	13	17	221
Choices #65	9	11	99
Choices Mgr	11	12	132
Choices Cubes	20	52	1040
Large cube area in aging	55	33	1815
			9966.25

This is provided for informational purposes only and is not guaranteed to be accurate.  
Respondents required to verify.



Gray Areas are EXCLUDED, unmarked areas are all included

**Knox County  
ETHRA Office  
9111 Cross Park Dr.  
Building D-100  
Knoxville, TN 37923**

**East Side:  
Floor Plan/Square Footage**

**Legend:**

-  Exit to Outside
-  Handicap Exit
-  Fire Extinguisher

