



Request For Proposals
For Custodial Maintenance Services
For New Operations Center
GREENVILLE UTILITIES COMMISSION
Of the
City of Greenville, North Carolina

401 South Greene Street
Greenville, North Carolina 27834

Issue Date September 1, 2020

Response Due Date, September 23, 2020 by 3:00 PM (EDST)

Purpose Of Request For Proposals

Greenville Utilities Commission (GUC) is seeking written **sealed proposals and cost** for Custodial Maintenance Services for the New Operations Center (NOC).

Questions regarding this request for proposal (RFP) should be received by or before 9:00 am (EDST) on September 11, 2020. Answers shall be communicated by end of business day, September 16, 2020. All questions shall be directed to the attention of Cleve Haddock, CLGPO, Purchasing Manager at (252) 551-1533, haddocgc@guc.com.

THE PROPOSAL SHOULD CONTAIN AT A MINIMUM, SERVICES THAT MEET THE BELOW SPECIFICATIONS

It is the intent of Greenville Utilities Commission (GUC) to procure custodial maintenance services to clean three (3) locations totaling approximately 95,170 square feet (sf.) of office space. Frequency of cleaning all locations will be per enclosed specifications, Monday through Friday. Daily work shall commence at 5:30 PM and be complete by 9:30 PM. Work schedules will not be varied without the Facilities Maintenance Supervisor's authorization and must give notification a minimum of 2 weeks prior to any weekend work.

Contractor shall employ sufficient personnel to perform task concurrently in all locations within the specified timeframe, which are subject to change. Special arrangements will be made for stripping and waxing of vinyl composition tile (VCT) where necessary. Contractor will respond to empty dispensers during normal business hours as needed.

All employees of the selected proposal must be required to undergo criminal background checks prior to signing a contract. GUC must be notified immediately of any personnel changes, who will be subject to GUC's approval in relation to this contract.

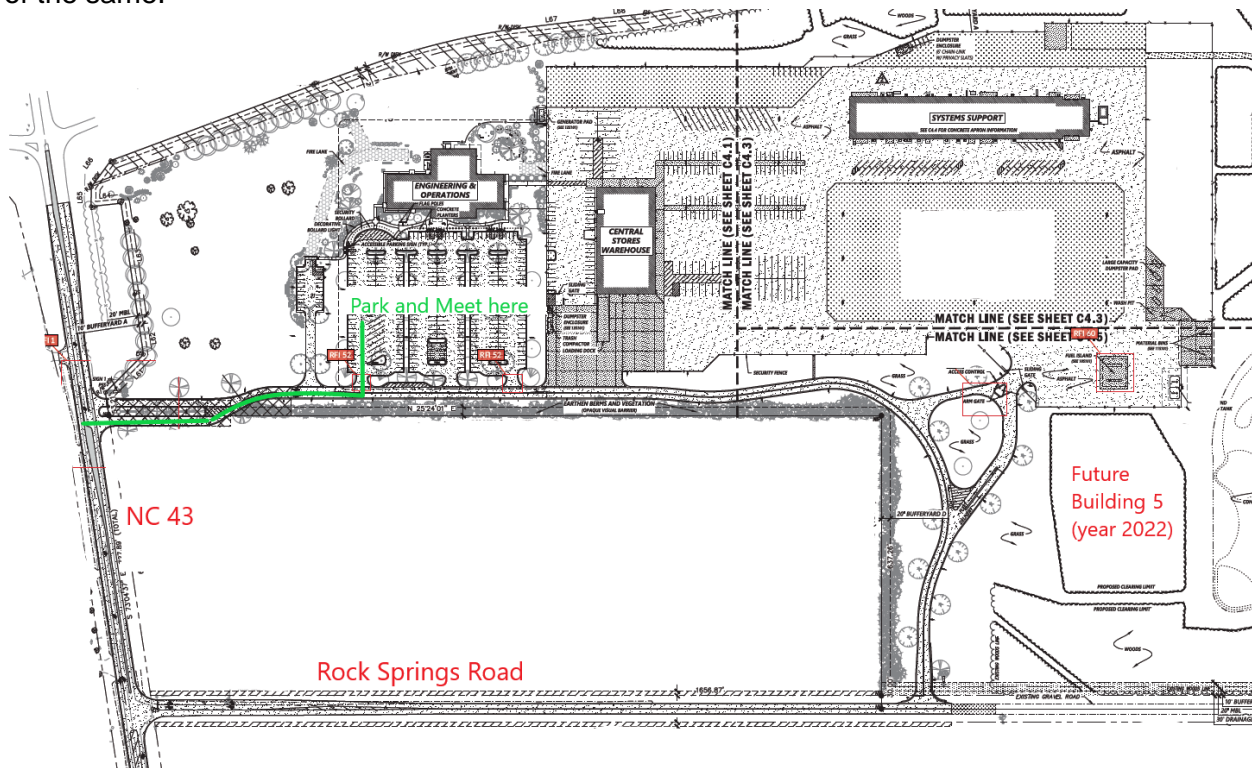
Use of GUC computers, phones, copiers or equipment to custodial tasks is strictly prohibited and will result in immediate termination. GUC reserves the right to terminate this agreement without notice.

No employees under 18 years of age will be permitted on premises. All employees: while performing work on GUC property, will wear some type of clothing identifying them as an employee with the successful proposal's company. As a minimum a company shirt.

Contractor will provide sufficient equipment to perform all assigned taskings and have items located on each floor of multi-story buildings.

All potential proposers will be required to attend a pre-proposal meeting and visit all locations subject to this proposal. Due to COVID-19 we ask you send only ONE Representative to attend this meeting. This will be an active construction site and masks, hard hats and safety vests will be required for the walk down. If you cannot procure a hard hat or safety vest, please notify the Vincent Malvarosa, Facility Engineer I, at 252-214-1537 two (2) days prior to the meeting. See included drawing for parking/entrance information.

PRE-PROPOSAL MEETING – A Pre-Proposal meeting will be held at Greenville Utilities Commission, 3355 NC 43 North, Greenville, North Carolina 27834 on Wednesday, **September 9, 2020** at 11:30 am (EDST) The intent of the Pre-Proposal Meeting is to allow the Proposers an opportunity to ask questions and make clarifications prior to submitting a proposal. Only portions of the proposal/contract will be discussed. Lack of discussion or clarifications of any portion of the proposal/contract does not relieve the Proposer from conforming to the provisions of the same.



Submittal of references will be required with your proposal.

Questions regarding proposal should be directed to Cleve Haddock, CLGPO, Procurement Manager, at (252) 551-1533, haddocgc@guc.com

The successful proposer will be required to commence work within seven (7) days of signing GUC's Terms and Conditions.

This Agreement(s) shall be for a one (1) year period. Based on mutual agreement between the parties, this agreement(s) may be renewed for additional annual renewal extension(s), not exceeding a total five (5) year contract term. The pricing for annual renewal will be subject to the mutual agreement between the parties.

GOOD FAITH STATEMENT:

All information provided by GUC in this RFP is offered in good faith. Individual item(s) are subject to change at any time. GUC makes no certification that any item(s) are without error. GUC is not responsible or liable for any use of the information or for any asserted claims.

PROPOSAL FORMAT:

Written document is the preferred format for the proposal.

PROPOSAL DEADLINE:

Proposals, subject to the conditions made a part hereof, will be received in the Office of the Procurement Manager, Greenville Utilities Commission, 401 S. Greene Street, Greenville, North Carolina 27834 until 3:00 PM (EDST) on September 23, 2020.

PREPARATION OF PROPOSAL:

Proposals must be in envelopes clearly marked on the outside with the name of the proposal and the proposal opening date and time. Proposals shall be addressed to: GREENVILLE UTILITIES COMMISSION, 401 S. GREENE STREET, GREENVILLE, NORTH CAROLINA 27834, ATTENTION: Cleve Haddock, CLGPO, Procurement Manager.

EVALUATION AND AWARD:

Proposals will be evaluated by GUC personnel. Selected vendors may be requested to present formal presentations/unit demonstrations on site on a date and time mutually agreeable by both parties.

Evaluation Criteria:

Vendor/unit selection shall be based on evaluation and rating of Vendor's demonstrated competence and qualifications/performance for the type of unit/services/products to be offered. The following guidelines will be used as minimum criteria for rating the Vendor:

- The quality of references from past customers of vendor.
- Quality of approach and methodology that demonstrates an understanding of the unit's requirements
- Quality, extent and relevance of vendor's staff /service experience
- Vendor's Response time for starting services
- Vendors approach to providing safe practices to protect GUC employees during the COVID-19 threat.
- Overall Costs

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal. If a proposal is to be awarded, it will be awarded to the responsible, responsive respondent whose evaluation by GUC indicates that the award will be in GUC's best interests.

MINORITY BUSINESS PARTICIPATION PROGRAM:

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal.

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I. SCOPE OF WORK

General

A. Nightly Task – 5 Times Per week

1. Empty all wastepaper receptacles and discard in designated dumpster. Install new trash can liner. Trash receptacles are to be placed back where they came from.
2. Empty all recyclables into designated bins for removal.
3. Dust and remove fingerprints from all horizontal surfaces: desk, credenzas, side tables, file cabinets, ledges and countertops.
4. Properly position furniture in offices, conference rooms, break rooms and waiting areas.
5. Vacuum and spot clean all carpeted areas.
6. Spot clean walls, door frames and light switches.
7. Dust and damp mop all ceramic and resilient tile floors.
8. Clean and sanitize water fountains.
9. Clean door and entrance glass.
10. Clean and disinfect all high contact surfaces (door handles, drawer pulls, microwave handles, ice machine pulls, elevator buttons, etc.)
11. Clean and disinfect wash basins, toilet bowls and urinals.
12. Clean and polish all restroom mirrors, dispensers and fixtures.
13. Spot clean walls around urinals and toilets with germicidal solution.
14. Wash all restroom floors with a germicidal solution and leave them streak free.
15. Restock all paper products and neat seat covers.
16. Clean all kitchen counters, tables and sinks with an approved disinfectant.
17. Wipe out microwave.
18. Replenish all condiments, utensils and napkins.
19. Vacuum entrance rugs.
20. Turn off coffee makers, hot water dispensers and K-type coffee makers. Wipe each down thoroughly. Fill units full of water.
21. Clean stoves, microwaves and toasters.
22. Clean out cigarette butt urns at entrances.
23. Clean and sweep mats and area 15 feet in front of exterior entrances. Straighten mat in front of door and remove spider webs.
24. Clean janitor's closet.
25. Turn off designated lights where applicable.
26. Lock doors and set alarm as instructed.
27. Ice Machine(s), cleaned daily around doors, scoops and scoop holders are to be sanitized.

B. Weekly Task – Once per week

1. Wash all internal glass and dust frame ledges.
2. Dust all window ledges.
3. Damp wipe all chair and table legs.
4. Clean and sanitize phones.

C. Monthly Task – Once per month

1. Vacuum all fabric type furniture.
2. Damp wipe all high and low shelves, surfaces and corners beyond the reach of normal dusting.
3. Dust all picture frames.
4. Thoroughly clean jambs of door frames.
5. Dust all window blinds.
6. Dust light fixtures and ceiling HVAC vents.
7. All baseboards will be damp cleaned.
8. Clean refrigerators at Administrative building at WWTP, Express, Engineering, Administrative and Red Banks break rooms.
9. Clean Board Room thoroughly the night before board meetings.

D. Semi-Annual Task – Twice a year

1. Carpets are to be cleaned twice a year.
2. Ceramic tiles are to be deep grout cleaned twice a year in restrooms.

II. RESILIENT TILE MAINTENANCE

A. Vinyl Composition Tile (VCT)

1. All VCT will be damp mopped nightly and left streak free.
2. VCT in Engineering and Operations Building will be “buffed” every Monday and Thursday.
3. All other VCT in will be buffed every two (2) weeks.
4. VCT in all locations will be completely stripped of wax and three (3) fresh coats applied and burnished in every four (4) months where applicable

III. CONSUMABLE PRODUCTS SUPPLIED BY VENDOR

A. Products supplied by Vendor (Billed to GUC at Cost)

1. Toilet tissue
2. Roll and fold hand towels for restrooms
3. Paper towels for break rooms
4. Foam soap for restrooms
5. Neat-seat covers for restrooms
6. Can liners
7. Napkins
8. Paper plates, plastic ware (knives, spoons and forks) and cups for break rooms.
9. Deodorizers units for urinals and bathrooms

B. All remaining products will be supplied by contractor: cleaning solutions, disinfectants, floor stripper and wax.

NOTE(S): GUC will need to pre-approve the wax being used.
Absolutely no propane powered buffers in buildings.

IV. FIRE EXTINGUISHERS, AEDS AND FIRST AID KITS INSPECTION

In addition to the routine custodial duties identified elsewhere in this package, the successful bidder will also be responsible for the monthly inspection of approximately (65) fire extinguishers (FE), Automated External Defibrillators (AED) and First Aid Kits (FAK) located at the following:

- (1) Engineering and Operations Building
- (2) Stores Warehouse
- (3) Systems Support Building

Monthly inspections shall adhere to requirements specified in Exhibit D, which is subject to change as required by law, regulation, or manufacturer's recommendation. Inspection sheets shall be turned into the B&G Supervisor on the first business day of the month.

V. DAY PORTER—10:00 AM – 12:00 PM

1. Dust and remove fingerprints from all horizontal surfaces: desk, credenzas, side tables, file cabinets, ledges and countertops in communal locations.
2. Clean door and entrance glass.
3. Clean and disinfect all high contact surfaces (door handles, drawer pulls, microwave handles, ice machine pulls, elevator buttons, etc.)
4. Clean and disinfect wash basins, toilet bowls and urinals.
5. Clean and polish all restroom mirrors, dispensers and fixtures.
6. Spot clean walls around urinals and toilets with germicidal solution.
7. Wash all restroom floors with a germicidal solution and leave them streak free.
8. Clean all kitchen counters, tables and sinks with an approved disinfectant.

VI. QUALITY CONTROLS

During the first month of the contract the successful contractor MUST submit a Q/A process for GUC review and approval. This process should provide a check list (inclusive of nightly, weekly and monthly tasks) designed to ensure all tasks described above are being completed as required of this contract. The check list will be used as a tool for the contractor to back check their employees work and for GUC to review as well. **First months pay will be held if a Q/A process and check list have not been submitted for review by GUC.**

Each Month, 1 week prior to the contractor submitting an invoice the Q/A representative and the GUC Facilities Supervisor will meet (either in person, telephonically or video conference) to review the Q/A checklist completed by the contractor and submitted to GUC. **If this Q/A checklist has not been submitted for mutual review 1 week prior to invoicing, payment for that month will be held until it is submitted and reviewed by both parties.**

VII. SPECIAL EVENTS

Contractor must be available to respond to special events and storms when called at additional expense to GUC

VIII. INVOICING FOR SUPPLIES

Contractor will submit a monthly invoice to Accounts Payable for all supplies that GUC is responsible for paying for. This is for items such as paper plates, plastic ware, condiments, paper towels, hand soap, toilet paper, etc..

A monthly sum will be submitted on all months except June. By June 15, the contractor will submit and invoice with documentation to support all GUC expenditures for the year and this will be a true up invoice to balance the account to zero for the year.

IX. DAMAGES TO GUC PROPERTY

Contractor is responsible to repair or replace any damaged caused to GUC properties, such as: glass, conference room table-tops, furniture, blinds, electronics, etc...

X. FUTURE WORK

GUC will be completing construction of their Fleet Maintenance Building at the same site location as the 3 buildings in this request for bids. This building will be completed in the 1st quarter of 2022 and will need the same services as those listed above. If possible, it is GUC's intent to keep all custodial services to one contractor at this operations site. Contractors providing us with pricing for the 3 current buildings should have the resources to be able to expand services to this building as well. If providing a cost for this future work, the cost will be adjusted to reflect escalation costs up to the year services begin. (See exhibit E)

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Fire Extinguisher Inspections

If the extinguisher was not inspected the previous month then it should be noted as a safety concern on the inspection form. When the inspection is being performed within the same month the fire extinguisher expires, it should not be considered out-of-date or documented as a concern.

If an inspection is missed for a given month then the fire extinguisher must be changed out at Stores. When replacing a fire extinguisher, you must first check out the number of extinguishers you need from Stores then return the old ones. Do not leave a building without a fire extinguisher. Also, a fire extinguisher must be inspected when it is replaced. Tommy Gaylor will be changing out the fire extinguishers in November. Pay attention to the expiration date when you get a fire extinguisher because it could be getting ready to expire (12 months from the date punched).

EXHIBIT D

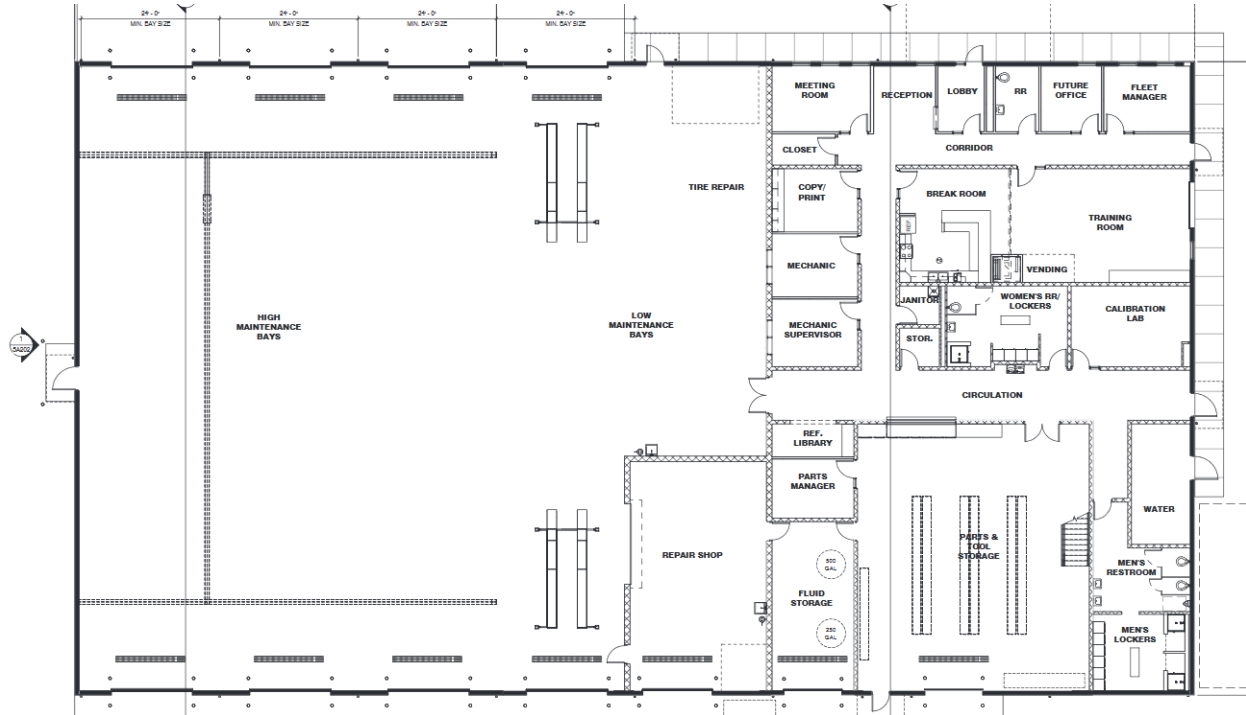
Located in designated place

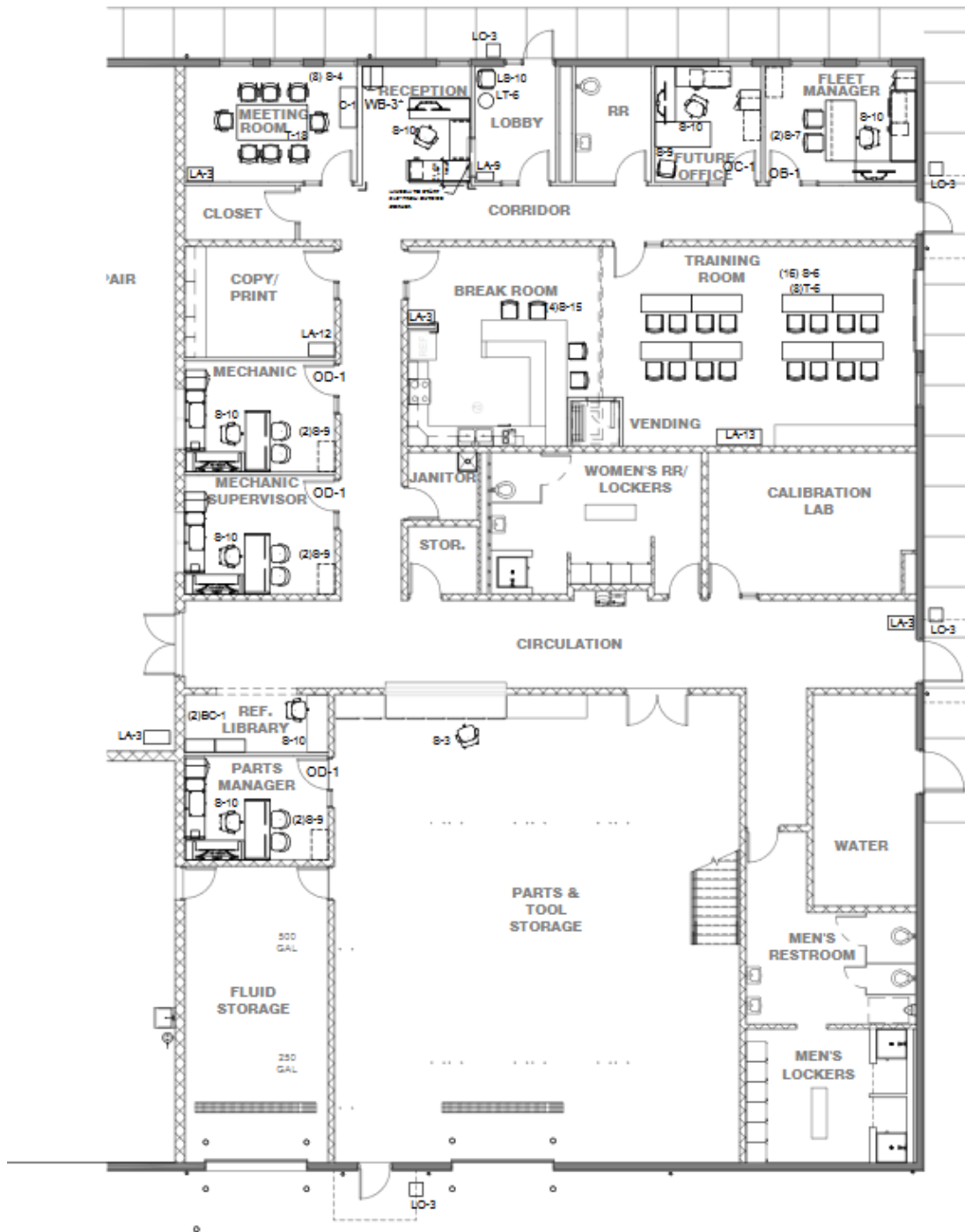
- No obstructions
- Operating instructions
- Safety seals and tamper indicators
- Determine fullness
- Examination
- Check pressure gauge reading or indicator
- Condition of tires, wheels, carriage, hose, and nozzle checked (for wheeled units)
- HMIS label in place

Monthly Inspections

- Open the *Powerheart*[™] AED lid.
- Observe the change of the “status” indicator to **RED**.
- After less than 5 seconds, verify that the “status” indicator returns to **GREEN**.
- Observe the expiration date on the electrodes. Report expired electrodes to the Safety Office.
- Listen for voice prompts.
- Close lid and confirm the “status” indicator remains **GREEN**.

EXHIBIT E





GREENVILLE UTILITIES COMMISSION

PROPOSAL COST FORM

SEPTEMBER 23, 2020

The undersigned proposer hereby declares that it has carefully examined the enclosed detailed specifications for furnishing GUC with the services listed below. The undersigned proposer further agrees, if this proposal is accepted within sixty (60) days from the due date of the proposal, to furnish any or all of the services upon the proposed prices.

DESCRIPTION	<u>PRICE WEEKLY</u>
Provide all cleaning equipment, chemicals, solutions, disinfectants and labor necessary to clean and maintain buildings:	
(Five (5) times per week.)	
(1) Engineering and Operations Building – approximately 55,770 sf.	\$ _____
(2) Stores Warehouse – approximately 6000 sf.	\$ _____
(3) Systems Support Building – approximately 31,400 sf.	\$ _____
TOTAL	\$ _____

Method of Award:

Locations(s) (1 -3) will be awarded as a total quote.

Complete and Check All Math: It is the responsibility of the proposer to extend proposed rates and supply a total for all location(s).

Future Fleet Maintenance Building

Please provide your estimated proposed cost for the Fleet Maintenance Building (5,000 sf. Which may vary some, not much, dependent on final design) scheduled for completion in 1st quarter 2022. *THIS WILL NOT BE A DECIDING FACTOR FOR THIS PROPOSAL. At the time services for this building may need to be provided, pricing will adjust as per all escalation cost increases to the year services begin and any square footage reduction or increase after final design.*

\$ _____

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E-VERIFY:

1. I have submitted a proposal for contract or desire to enter into a contract with the Greenville Utilities Commission;
2. As part of my duties and responsibilities pursuant to said proposal and/or contract, I affirm that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
3. ____ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or
4. ____ I employ less than fifteen (15) employees in the State of North Carolina.
5. As part of my duties and responsibilities pursuant to said proposal and/or contract, I affirm that to the best of my knowledge and subcontractors employed as a part of this proposal and/or contract, are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
6. ____ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or
7. ____ Employ less than fifteen (15) employees in the State of North Carolina.

Specify subcontractor: _____

_____ (Company Name)

By: _____ (Typed Name)

_____ (Authorized Signatory)

_____ (Title)

_____ (Date)

These Forms Must be Completed, Signed and Returned With The
Respondents Proposal.

BUSINESS STATEMENT

Company Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone No.: _____ Fax No.: _____

Contact Person's Name: _____

Telephone No.: _____ Fax No.: _____

Email Address: _____

Business License No.: _____ City: _____

State: _____ Expiration Date: _____

Federal ID No. or Social Security No.: _____

Type of Organization: (Check all that apply)

- ☐ Corporation, under the laws of the State of _____
- ☐ Individual
- ☐ Joint Venture
- ☐ Municipal, State, or Federal
- ☐ S Corporation
- ☐ General Partnership
- ☐ Limited Partnership
- ☐ Non-Profit Corporation
- ☐ Small Business Enterprise: A business enterprise that is independently owned and operated; organized for profit; is not dominant in its field; and meets the criteria set forth by the Small Business Administration in Title 13, Code of Federal Regulations, Part 121.

VENDOR PROFILE QUESTIONNAIRE

Question	Answer
Organization name and corporate location?	
What is your organizations primary business?	
Is your organization a subsidiary to a larger parent company? If so, whom?	
Length of time your organization has been in business providing this type of services/products?	
Organization ownership?	
Number of employees: <ul style="list-style-type: none"> • Total • Development • Product Support • Professional Services 	

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REFERENCES

The respondent must provide 3 references where the requested unit/services/products of this RFP were implemented.

	REFERENCE NO. 1
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 2
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	
	REFERENCE NO. 3
NAME OF FIRM	
CUSTOMER'S BUSINESS/OPERATIONS	
ADDRESS	
CITY, STATE, ZIP	
TELEPHONE NO.	
CONTACT	

