

# TOWN OF WAYNESVILLE



## Request for Proposal

### JANITORIAL SERVICES

**Bids are due Tuesday May 07, 2024, at 2:00 pm**

Town of Waynesville, North Carolina

**Instructions to Bidders  
Town of Waynesville  
Janitorial Services**

1. It is the intent of this RFP package to specify the Town of Waynesville requirements for Janitorial Services for Town of Waynesville facilities. This contract is to provide all necessary labor, equipment, materials, insurance, etc. to provide Janitorial Service to selected Town of Waynesville Facilities.

The Town of Waynesville reserves the right to reject any and all bids, including, without limitation, the right to reject any or all non-conforming, non-responsive, unbalanced or conditional bids and to reject the bid of any bidder if the Town believes it would not be in the best interest of the Town to make an award to that bidder. The Town of Waynesville also reserves the right to waive informalities.

2. The Bidder must submit their quotation on the enclosed Quotation Form.

Bids may be rejected if they show any omissions, alterations, or unauthorized additions to the form or for conditional bids, or for any irregularities of any kind.

3. No additional charges OF ANY KIND will be allowed on the awarded vendor's invoices. Any and all costs for the bidder, including freight/delivery charges MUST be included in the bidder's quotation. Terms of payment must also be noted, or Terms of Net 30 will be applicable.
4. All questions concerning these bid requirements and/or specifications are to be forwarded in writing to Sebrina Love, Purchasing Supervisor, no later than Thursday, May 2nd at 2:00 pm. In order to be fair to all known bidders, no oral interpretations will be given to any bidder as to the meaning of the specification documents or any other part of this package. In the event of a major change to requirements and/or specifications, the Town reserves the right to postpone the bid opening, with advance notice via Addendum to all known bidders.
5. This contract shall be awarded to the lowest responsive, responsible bidder, taking into consideration quality, performance, and time of delivery. The Town of Waynesville reserves the right to reject any and all bids, including, without limitation, the right to reject any or all non-conforming, non-responsive, unbalanced or conditional bids and to reject the bid of any bidder if the Town believes that it would not be in the best interest of the Town to make an award to that bidder.

6. Insurance Requirements:

Workers' Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

7. Indemnification: The bidder/vendor covenants to save, defend, keep harmless and indemnify the Town of Waynesville and all of its officers, departments, agencies, agents and employees from and against all claims, loss, damage, injury, fines, penalties and costs, including court costs and attorney's fees, charges, liability and exposure, however caused resulting from, arising out of, or in any way connected with the bidder's/vendor's negligent performance or nonperformance of the terms of the contract.
8. A pre-bid conference will **NOT** be held. It will be the sole responsibility of the contractor to arrange a site visit to each facility and to familiarize him/herself with the work associated for each site within this Request for Proposal. Please contact Julie Grasty, Asset Services Manager to schedule a walk-thru at 828-456-3706 or [jgrasty@waynesvillenc.gov](mailto:jgrasty@waynesvillenc.gov).
9. Quotations and all supporting documentation as required in these specifications must be submitted in a sealed envelope, addressed to:

**Town of Waynesville**  
**Attn: Sabrina Love, Purchasing Supervisor**  
**129 Legion Drive**  
**Waynesville, NC 28786**

**Janitorial Services Bid Enclosed**

**Quotations must be received on or before Tuesday, May 7, 2024 at the office of the Sabrina Love, Purchasing Supervisor, 129 Legion Drive, Waynesville, NC 28786.**

**TOWN OF WAYNESVILLE  
BUILDING CLEANING SERVICE  
AGREEMENT CONDITIONS**

1. Scope

It is the intention of the Town of Waynesville to contract with a company to provide cleaning services to the following Town-owned buildings: Municipal Building, Hazelwood/Finance Office, Police/Development/Town Hall/DWA, and Public Works. The buildings are landmarks to Local Government and serve all citizens of Waynesville, therefore, it is of prime importance that they present an image of pride and efficiency. While there is a schedule of duties to be performed in the contract, it is expected that the Contractor demonstrate pride and efficiency in his work. This will mean that while some small items may not be listed, but obviously need to be tended to, that it be cheerfully done in the manner prescribed in the scope.

2. Contract Period

For the period of July 1, 2024 through June 30, 2026, the Contractor will provide and perform the services set forth in the attached schedule of services. At the end of the contract period, and upon agreement of both parties, the contract may be renewed for additional two-year period.

3. Personnel

The Contractor will provide the required number of cleaning personnel to perform the contract. All personnel furnished by the Contractor will be employees of the Contractor, and the Contractor will pay all salaries and expenses associated therewith. The Contractor will not sub-contract to others any service without the prior written approval of the Town. The Contractor will be considered for all purposes an independent contractor and will not at any time directly or indirectly act as an agent, servant, or employee of the Town of Waynesville. Each employee shall carry proper identification which shall include both his and the Contractor's name. All janitorial personnel are required to wear a uniform shirt which shall clearly identify personnel as employees of the contractor. This requirement shall apply upon entering Town property and at all times while on duty. Use of cell phones while cleaning buildings should be kept to a minimum or avoided completely.

4. Damage and/or Theft

The Contractor shall be responsible for reimbursement of any theft, loss, or damage of property caused by any employee of the Contractor while such employee is on the premises as an employee of the Contractor, or if such action should be a direct result of such employment.

## 5. Supervision

The Contractor is responsible for the direct supervision of his personnel through his designated representative. All employees shall be 18 years or older. The contractor or his representative shall contact the Asset Services Manager Supervisor monthly to discuss work performance or more often as needed. The cleaning contractor and his employees shall not charge long distance telephone calls, use photocopiers, or any other equipment, or take advantage of Town facilities.

## 6. Supplies, Labor and Equipment

The Town shall supply necessary trash container liners for the buildings, hand soap, paper towels and toilet tissue for the restrooms. The Contractor shall coordinate with the Town's Purchasing Department to maintain an adequate supply of these products. The Contractor shall supply all cleaning supplies (MSD information sheet to be supplied for all cleaning products) and equipment to properly perform all duties, i.e. disinfectants, wax, wax stripper, vacuum cleaners, buffers, buckets, wet mops, dust mops, brooms, etc.

## 7. Storage Space

The Town shall provide a closet for storage of the Contractor's supplies and equipment. The Contractor shall keep the space clean, and all supplies neatly arranged on the shelves.

## 8. Service Hours

The schedule of work hours for accomplishment of cleaning services shall conform to the requirements of the building use, and the Contractor shall in no way interfere with the normal routine of the occupants.

- Cleaning for the Municipal Building and Hazelwood Office on weekdays shall not begin before 5:30 p.m. and shall be finished before 8:00 a.m. If a meeting is in progress after 5:30 p.m., begin cleaning on the opposite side of the building, being careful not to disturb the meeting in any way. **Exception:** Glass partitions in the Municipal Building may be cleaned during work hours.
- Cleaning for Public Works Building shall not begin before 4:00 p.m. on weekdays.
- Cleaning for the Police Department Offices is to begin at 4:00 p.m.
- Contract Services for the Municipal Building, DWA, Hazelwood Branch Office and the public area of the Public Works building shall be performed five (5) days weekly.
- Contract Services for the Police/Town Hall on Main Street and public restrooms shall be performed six (6) days per week. Weekend work may be performed at a time satisfactory to the Police Chief or his designated representative.

## 9. Energy Conservation

Contractor's personnel shall take all practical steps to conserve energy and shall, upon vacating the building, turn off all but prescribed night lights.

10. Payment

In exchange for performance of services hereunder, the Town shall issue payment to the Contractor (check to be mailed to the Contractor) on the Friday closest to the 15<sup>th</sup> day of each month following the month in which service was performed.

11. Request for Changes in Services or Complaints

The Asset Services Manager shall handle all performance complaints from office occupant and/or requests to change services. The Contractor may inform the occupant to contact the Asset Services Manager should this occasion arise. On a monthly basis, usually at the time check is to be picked up by the Contractor, or sooner if needed, the Asset Services Manager will discuss requests and/or changes with the Contractor.

**The Contractor will meet quarterly with the Asset Services Manager and perform a walk-thru of each Town Facility at which time they will meet with the contact person in each facility to discuss areas of concern and overall performance.**

12. Securing Buildings

It will be the responsibility of the Contractor to see that any interior doors so designated shall be locked, and that all exterior doors are locked and secured, and that the security systems are armed when they leave. Keep all exterior doors locked while cleaning the building. One key or set of keys shall be issued to the Contractor and shall not be duplicated under any circumstances. If any key is lost or stolen, the Contractor shall IMMEDIATELY report same to the Town of Waynesville Purchasing Supervisor.

13. Probationary Period

The Contractor shall perform on a probationary status for a period of three months. At which time their service will be evaluated and determined whether to continue or terminate the contract.

14. Non-Discrimination Policy

The Town of Waynesville does not discriminate on the basis of race, color, sex, national origin, religion, age or disability. Any Contractors or vendors who provide services, programs or goods for the Town are expected to fully comply with the Town's non-discrimination policy.

15. Compliance with OSHA Standards

The Contractor must be knowledgeable in disposal of biohazardous waste. Biohazardous waste must be handled, collected and disposed per the requirements of the preventive Health Division Manager, and comply with all North Carolina and Federal standards for occupational exposure to bloodborne pathogens. The law requires that the employer keep proper records indicating that his employees have been properly instructed in precautions to handling regulated waste, i.e. to wear gloves and gowns, avoid exposure to cuts or abrasions on skin, etc. The law requires vaccination for Hepatitis B to be made available to all employees who have occupational exposure, within 10 days of assignment (at no cost to them). The employees must sign a declination form if they choose not to be vaccinated initially but may later opt to receive the vaccine (at no cost to them). An acknowledgment of compliance must be signed by the Contractor.

16. Confidentiality of Information

The Contractor and his employees shall sign an acknowledgment of confidentiality not to divulge any information he may happen upon in the course of his duties.

17. Cancellation

This agreement may be terminated by either party, for whatever reason, upon thirty (30) days of written notice, or immediately as a result of violation of the conditions of the agreement.

18. Proposal Amount and Binding Signature

The signed proposal form shall become a binding part of the contract, indicating the Contractor's agreement to comply with all the requirements and to perform all the services stated herein, for the amount he has indicated on the proposal form.

**Services and contract amounts will be renegotiated when proposed future construction and/or additions are made to buildings outlined in this Contract.**

19. Award of Contract

The Town of Waynesville reserves the right to make evaluation, and to reject any or all proposals, and make the award in the best interest of the Town.

**PROPOSAL**

**Cleaning and Custodian Services for the Town of Waynesville  
July 1, 2024 through June 30, 2026**

The undersigned has carefully read and clearly understands the specifications and conditions of the contract and declares he will provide the cleaning services and meet the necessary requirements for the following price.

	\$ _____ <b>per month</b>
Municipal Building - 16 S. Main St.	\$ _____
Hazelwood - 280 Georgia Ave.	\$ _____
Town Hall, Police, Development & DWA - 9 S. Main St.	\$ _____
Public Works - 129 Legion Dr.	\$ _____

Company Name	Bid Submitted By (Signature)
Address	Printed Name and Title
City State Zip	Email Address
Telephone No.	Fax No.
	Federal Taxpayer ID No.
	<b>Payment Terms are Net 30. No payment discounts apply in determining award.</b>



## REFERENCES

**List three commercial references:**

**Name of Company** \_\_\_\_\_

Contact Person & Phone Number \_\_\_\_\_

Type of Business \_\_\_\_\_

How long have you cleaned here? \_\_\_\_\_

**Name of Company** \_\_\_\_\_

Contact Person & Phone Number \_\_\_\_\_

Type of Business \_\_\_\_\_

How long have you cleaned here? \_\_\_\_\_

**Name of Company** \_\_\_\_\_

Contact Person & Phone Number \_\_\_\_\_

Type of Business \_\_\_\_\_

How long have you cleaned here? \_\_\_\_\_

## **JANITORIAL TASK SPECIFICATIONS**

### **1.1 Overview**

The Town of Waynesville, hereafter referred to as the "Town", is accepting proposals from qualified vendor(s) to provide cleaning services for (4) Town-owned facilities. Services required for each building are outlined below.

### **1.2 Statement of Need: Municipal Building**

Address: 16 S. Main Street  
Square Footage: 8,800 sq. ft. (2 Floors)  
Space: Lobby, 3 restrooms, offices, training room  
Schedule: Daily Cleaning-Monday-Friday

#### **All Public Areas:**

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Clean interior and exterior of glass entry door as needed.
- Dust all furniture, clean countertops in all waiting areas and offices using appropriate spray cleaners.
- Clean and sanitize handrails, doorknobs, and other high traffic horizontal surfaces.
- Clean and disinfect all water fountains with a non-caustic cleaner and dry to a shine.
- Spot clean lobby furniture as needed.
- Clean and dust all window seals-Once a Month.
- High speed buff floors-Quarterly
- All VCT floors are to be stripped and waxed if needed-during the month of October.

#### **Restrooms:**

- Sweep, wet mop with disinfectant/deodorizing cleaner and sanitize all rest rooms special attention to cleaning and sanitizing sinks, toilets, and urinals.
- Clean partition walls near sinks, urinals, toilet bowls and toilet seats with disinfectant.
- Clean all mirrors with a glass cleaner. Clean all stainless-steel items with a non-caustic cleaner.
- Empty all restroom trash containers, place new liners in trash cans.
- Fill to capacity each rest room dispenser (as needed) with toilet paper, paper towels and hand soap.
- Operate all flush valves, water valves, soap dispensers, towel, and tissue dispensers. Advise the Town of any leaks/malfunctions.

- Clorox is not to be used as disinfectant cleaner.

#### General Office Areas:

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Dust/wipe clean all desks, countertops bookcases, credenzas. Do not disturb contents on any horizontal surfaces.
- Clean and dust all window seals- Once a Month.

#### Conference/Training Room:

- Sweep/dust mop, wet mop all non-carpet floors.
- Wash and sanitize all tabletops, countertops, sinks and plumbing hardware.
- Replenish Towel Dispensers.
- Clean the outer surface of refrigerator.
- Empty all trash containers and place new liners as needed.
- Clean and dust all window seals- Once a Month.

#### Windows and Carpet-During the month of May:

- Wash all windows & glass partitions, inside and outside with a non-harmful glass cleaner.
- All carpet is to be cleaned using the steam extraction method.

### 1.3 Statement of Need: Finance/Hazelwood Office Building

Address: 280 Georgia Avenue  
Square Footage: 4,800 sq. ft. (1 Floor)  
Space: Lobby, 3 restrooms, offices, kitchen area, conference room  
Schedule: Daily Cleaning-Monday-Friday

#### All Public Areas:

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Clean interior and exterior of glass entry door as needed.

- Dust all furniture, clean countertops in all waiting areas and offices using appropriate spray cleaners.
- Clean and sanitize handrails, doorknobs, and other high traffic horizontal surfaces.
- Clean and disinfect all water fountains with a non-caustic cleaner and dry to a shine.
- Spot clean lobby furniture as needed.
- Clean and dust all window seals-Once a Month.
- High speed buff floors-Quarterly
- All VCT floors are to be stripped and waxed if needed-during the month of October.

#### **Restrooms:**

- Sweep, wet mop with disinfectant/deodorizing cleaner and sanitize all rest rooms special attention to cleaning and sanitizing sinks, toilets, and urinals.
- Clean partition walls near sinks, urinals, toilet bowls and toilet seats with disinfectant.
- Clean all mirrors with a glass cleaner. Clean all stainless-steel items with a non-caustic cleaner.
- Empty all restroom trash containers, place new liners in trash cans.
- Fill to capacity each rest room dispenser (as needed) with toilet paper, paper towels and hand soap.
- Operate all flush valves, water valves, soap dispensers, towel and tissue dispensers. Advise the Town of any leaks/malfunctions.
- **Clorox is not to be used as disinfectant cleaner.**

#### **General Office Areas:**

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Dust/wipe clean all desks, countertops bookcases, credenzas. Do not disturb contents on any horizontal surfaces.
- Clean and dust all window seals-Once a Month.

#### **Conference Room:**

- Sweep/dust mop, wet mop all non-carpet floors.
- Wash and sanitize all tabletops.
- Empty all trash containers and place new liners as needed.
- Clean and dust all window seals-Once a Month.

### **Breakroom/Kitchen Area:**

- Sweep and wet mop area.
- Wash and sanitize all countertops and plumbing hardware.
- Replenish towel dispensers.
- Empty all trash containers and place new liners.
- Clean outer surface of refrigerators

### **Windows and Carpet-During the month of May:**

- Wash all windows & glass partitions, inside and outside with a non-harmful glass cleaner.
- All carpet is to be cleaned using the steam extraction method.

### **1.4 Statement of Need: Town Hall/Police Dept./Development Services Building**

Address: 9 South Main Street  
Square Footage: 20,800 sq. ft. (3 Floors)  
Space: 2 Lobby Areas, 10 restrooms (2 Public), Offices, Council Room  
Training Room, Kitchen Areas  
Schedule: Daily Cleaning-Monday-Friday  
Police Areas and Public Restroom-(6) days a week Monday-Saturday

### **All Public Areas:**

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Clean interior and exterior of glass entry door as needed.
- Dust all furniture, clean countertops in all waiting areas and offices using appropriate spray cleaners.
- Clean and sanitize handrails, doorknobs, and other high traffic horizontal surfaces.
- Clean and disinfect all water fountains with a non-caustic cleaner and dry to a shine.
- Spot clean lobby furniture as needed.
- Clean and dust all window seals-Once a Month.
- High speed buff floors-Quarterly
- All VCT floors are to be stripped and waxed if needed-during the month of October.

### **Restrooms/Locker Rooms/Shower Rooms:**

- Sweep, wet mop with disinfectant/deodorizing cleaner and sanitize all rest rooms special attention to cleaning and sanitizing sinks, toilets, and urinals.

- Replenish towel dispensers.
- Empty all trash containers and place new liners.
- Clean outer surface of refrigerators

**Windows and Carpet-During the month of May:**

- Wash all windows & glass partitions, inside and outside with a non-harmful glass cleaner.
- All carpet is to be cleaned using the steam extraction method.

**1.5 Statement of Need: Public Works Building**

Address: 129 Legion Drive  
 Square Footage: 9,100 sq. ft. (1 Floor)  
 Space: Lobby Areas, 5 Restrooms, Offices, Training Room, Kitchen/Breakrooms  
 Schedule: Daily Cleaning-Monday-Friday

**All Public Areas:**

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Clean interior and exterior of glass entry door as needed.
- Dust all furniture, clean counter tops in all waiting areas and offices using appropriate spray cleaners.
- Clean and sanitize handrails, door knobs and other high traffic horizontal surfaces.
- Clean and disinfect all water fountains with a non-caustic cleaner and dry to a shine.
- Spot clean lobby furniture as needed.
- Clean and dust all window seals-Once a Month.
- High speed buff floors-Quarterly
- All VCT floors are to be stripped and waxed if needed-during the month of October.

**Restrooms/Locker Rooms/Shower Rooms:**

- Sweep, wet mop with disinfectant/deodorizing cleaner and sanitize all rest rooms special attention to cleaning and sanitizing sinks, toilets and urinals.
- Clean partition walls near sinks, urinals, toilet bowls and toilet seats with disinfectant.
- Clean all mirrors with a glass cleaner. Clean all stainless-steel items with a non-caustic cleaner.
- Empty all restroom trash containers, place new liners in trash cans.

- Fill to capacity each rest room dispenser (as needed) with toilet paper, paper towels and hand soap.
- Operate all flush valves, water valves, soap dispensers, towel and tissue dispensers. Advise the Town of any leaks/malfunctions.
- **Clorox is not to be used as disinfectant cleaner.**

#### **General Office Areas:**

- Sweep/dust mop, wet mop all non-carpeted floors.
- Vacuum carpeted areas. Spot clean as needed.
- Empty all trash containers and place new liners as needed.
- Dust/wipe clean all desks, countertops bookcases, credenzas. Do not disturb contents on any horizontal surfaces.
- Clean and dust all window seals- Once a Month.

#### **Training & Conference Rooms:**

- Vacuum carpeted area. Spot clean as needed.
- Wash and sanitize all tabletops.
- Empty all trash containers and place new liners as needed.
- Arrange chairs in an orderly fashion.
- Clean and dust all window seals- Once a Month.

#### **Breakroom/Kitchen Areas:**

- Sweep and wet mop area.
- Wash and sanitize all countertops and plumbing hardware.
- Replenish towel dispensers.
- Empty all trash containers and place new liners.
- Clean outer surface of refrigerators

#### **Windows and Carpet-During the month of May:**

- Wash all windows & glass partitions, inside and outside with a non-harmful glass cleaner.
- All carpet is to be cleaned using the steam extraction method.