



Request for Proposals # 274-ESIFS-Janitorial Services-2025

Title: Janitorial Cleaning Services

Issue Date: Monday, March 17, 2025

Due Date: April 14, 2025, no later than 12:00PM EST

LATE PROPOSALS WILL NOT BE ACCEPTED

Issuing Departments:

Engineering Services and Parks, Recreation and Cultural Resources

Direct all inquiries concerning this RFP to:

For ES and Fire Sites

William Allwardt

William.Allwardt@raleighnc.gov

For PRCR Sites

Kira Stewart

Kira.stewart@raleighnc.gov

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1 INTRODUCTION

1.1 Purpose

The City of Raleigh (COR) is soliciting proposals from one or more firm(s) with which to contract for the following services:

Complete professional janitorial services to the City's facilities. The City currently has buildings at various locations. The number of locations is subject to change and the City reserves the right to either add or delete locations, square footage and/or frequency of services.

The City of Raleigh has the right to award contracts to multiple contractors to service selective sites upon request by City departments. This action may take place during the same contracted period of services. These service contracts will be negotiated and managed by the responsible City department program areas within the parameters of this RFP. Departments included in this RFP: Engineering Services (including Police and Fire facilities) and Parks, Recreation and Cultural Resources.

Contractors will have the opportunity to bid on as many or few departmental groups as they choose based on their capacity to successfully execute the work. Engineering Services and Parks, Recreation and Cultural Resources Department (PRCR) are allowing 1 bid per vendor for each identified group of facilities. Staff in ES and PRCR will each review proposals to service their respective facilities. A separate contract will be prepared and routed for vendor for each group or groups awarded. Department assigned Contract Managers will be the main point of contact for any and all contracted obligations.

The Contractor must be reputable, bonded and capable of furnishing all required materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide a prestige level of cleaning service at City facilities defined in this RFP document

To be considered as responsive, contractors must respond to this solicitation in accordance with the requirements, specifications, commercial terms, and provisions as described and set forth here. Proposals must embrace the concept that the successful proposal will satisfy all the objectives and service specifications in the most cost-effective and efficient way possible, as outlined in this document.

Services will begin upon signed execution of the contract between the Contractor and the City. The term of the awarded contract is expected to be for 5 years.

A detailed scope of services is provided in Section 4 of this document.

All information related to this solicitation, including any addenda, will be posted to the North Carolina electronic Vendor Portal (eVP) at <https://evp.nc.gov/>.

All questions related to this solicitation must be submitted in writing (via email) to the following individuals:

Sites	Contact Name	Email Address
Engineering Service (ES) and Fire Facilities	Will Allwardt	will.allwardt@raleighnc.gov
Parks, Recreation and Cultural Resources Facilities (PRCR)	Kira Stewart	kira.stewart@raleighnc.gov

Questions submitted via telephone will not be answered.

1.2 Background

The City of Raleigh, the Capital City of North Carolina, remains one of the fastest growing areas in the country. A great economy, top educational institutions, and exceptional health care facilities are some of the characteristics that attract people to the triangle area. The mild climate, diverse work force and proximity to Research Triangle Park combine to make Raleigh a great place to live.

Raleigh is a 21st Century City of Innovation focusing on environmental, cultural, and economic sustainability. The City conserves and protects our environmental resources through best practice and cutting-edge conservation and stewardship, land use, infrastructure and building technologies. The City welcomes growth and diversity through policies and programs that will protect and enhance Raleigh's existing neighborhoods, natural amenities, history, and cultural and human resources for future generations. The City leads to improve quality of life for neighborhoods and standard of living for all citizens. The City works with universities, colleges, citizens, and local partners to promote new technology, create new job opportunities, and encourage local businesses and entrepreneurs. The City enlists and prepares 21st Century staff with the skill sets to carry out the duties of the City through transparent civic engagement and by providing the very best customer service to our citizens.

1.3 Request for Proposal (RFP) Timeline

Provided below is a list of the anticipated schedule of events related to this solicitation. The City of Raleigh reserves the right to modify and/or adjust the following schedule to meet the needs of the service. All times shown are Eastern Time (EST):

RFP Process	Date and Time
RFP Advertisement Date	Wednesday, March 17, 2025
Pre-Proposal Conference (if required)	Monday, March 24, 2025 Rm 305 Raleigh Municipal Bldg. 222 W. Hargett Street Raleigh, NC 27601 12:30 pm- 2:30 pm
Site Visits (see schedule below)	Meet at 1 st site on list each day at time specified Wednesday, March 26, 2025, 10:00 am-1:30 pm Thursday, March 27, 2025, 9:00 am- 1:30 pm Friday, March 28, 2025, 9:00 am – 11:00 am
Deadline for Written Questions	Monday, March 31, 2025, 4:00 p.m.
City Response to Questions (anticipated)	Monday, April 7, 2025, 4:00 p.m.
Proposal Due Date and Time	Monday, April 14, 2025, 12:00 p.m.

1.4 Pre-Proposal Conference

If the City of Raleigh elects to conduct a Pre-Proposal Conference or Site Visit, attendance by prospective proposers is strongly encouraged but is not mandatory. Prospective Proposers are encouraged to submit written questions in advance. Date, time, and location of pre-proposal conference is shown above in the RFP Timeline (Section 1.3).

Site	Group	Bldg. Name	Address	Date	Time
Police	Group 1	Cabarrus Street	218 W. Cabarrus St	26-Mar	10:00-10:20 am
Downtown Sites	Group 2	One Exchange Plaza	1 Exchange Plaza	26-Mar	10:30-11:00 am
Downtown Sites	Group 2	Pathways	900 S. Wilmington St	26-Mar	11:10-11:30 am
Downtown Sites	Group 2	Field Operations Center	1615 S. Wilmington St	26-Mar	11:40-12:00 pm
Fire	Group 6	Kester Fire Training Center	105 Keeter Center Drive	26-Mar	12:10-12:30 pm
Downtown Sites	Group 2	Peace Street	400 W. Peace St	26-Mar	12:40-1:00 pm
Downtown Sites	Group 2	West Street	1027 N West St	26-Mar	1:10-1:30 pm

COF	Group 4	COF-Bldg 2-Streets	2550 Operations Way	27-Mar	9:00-9:20 am
COF	Group 4	COF-Bldg 1- Vehicle Fleet	2501 Raleigh Blvd	27-Mar	9:30-9:50 am
COF	Group 4	COF-Bldg 4-Street Shops	2520 Operations Way	27-Mar	10:00-10:10 am
COF	Group 4	COF-Bldg 6- Transportation	2530 Westinghouse Blvd	27-Mar	10:20-10:50 am
COF	Group 5	COF-Bldg 8-Fuel Center	2540 Westinghouse Blvd	27-Mar	10:20-10:50 am
COF	Group 4	COF- F&O Warehouse	2631 Brentwood Rd	27-Mar	11:00-11:20 am
CCC	Group 3	Central Communications Center	2320 Westinghouse Blvd	27-Mar	11:30-12:00 pm
COF	Group 4	Vehicle Fleet -Heavy Equipment	4120 New Bern Ave	27-Mar	12:10-12:30 pm
Fire	Group 6	Raleigh Fire Department- Logistics	4120 A New Bern Ave	27-Mar	12:10-12:30 pm
Police	Group 1	Law Enforcement Training Center	2320 Law Enforcement	27-Mar	1:00-1:30 pm

NEROC	Group 5	NEROC-PRCR/Engineering Services	7700 Burwell Rd	28-Mar	9:00-9:30 am
NEROC	Group 5	NEROC-VFS	7702 Burwell Rd	28-Mar	9:30-9:50 am
NEROC	Group 5	NEROC-VFS Washroom 1	7704 Burwell Rd	28-Mar	9:50-10:00 am
NEROC	Group 5	NEROC- VFS Washroom 2	7704 Burwell Rd	28-Mar	9:50-10:00 am
NEROC	Group 5	NEROC-Streets	3222-28 Spottswood	28-Mar	10:00-10:20 am
Police	Group 1	Six Forks	6716 Six Forks Rd	28-Mar	10:40-11:00 am

The following sites are open to the Public. A brief walking tour of each facility will be offered after the Pre-Proposal Meeting.

Downtown Sites	Group 2	Dillon Bldg	310 Martin Street	*	*
Downtown Sites	Group 2	Raleigh Municipal Bldg	222 W Hargett St	*	*

This site is a small room 965 sq feet in size, will not be included on tour.

Downtown Sites	Group 2	City Center Parking Deck	429 S. Wilmington St	**	**
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1.5 Proposal Questions

Requests for clarification and questions to this RFP must be received by the City not later than the date shown above in the RFP Timeline (Section 1.3) for the submittal of written inquires. The firm's failure to request clarification and submit questions by the date in the RFP Timeline above shall be considered to constitute the firm's acceptance of all City's terms and conditions and requirements. The City shall issue addenda reflecting questions and answers to this RFP, if any, and shall be posted to North Carolina electronic Vendor Portal ([eVP](#)). No information, instruction or advice provided orally or informally by any City personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Respondents shall be entitled to rely *only* on written material contained in an Addendum to this RFP.

It is important that all Respondents submitting to this RFP periodically check [eVP](#) for any Addenda. It is the Respondents responsibility to ensure that all addenda have been reviewed and, if required signed and returned.

All questions related to this solicitation must be submitted in writing (via email) to the following individual:

Sites	Contact Name	Email Address
ES and Fire Facilities	Will Allwardt	will.allwardt@raleighnc.gov
Parks, Recreation and Cultural Resources Facilities (PRCR)	Kira Stewart	kira.stewart@raleighnc.gov

Questions submitted via telephone will not be answered.

1.6 Proposal Submission Requirements and Contact Information

Proposals must follow the format as defined in Section 2 (PROPOSALS), and be addressed and submitted as follows:

DELIVERED BY US POSTAL SERVICE MAIL:	DELIVERED BY OTHER DELIVERY SERVICES:
City of Raleigh ATTN: Will Allwardt PO Box 590, Suite 605 Raleigh, NC 27602	City of Raleigh ATTN: Will Allwardt 222 W. Hargett Street, Suite 605 Raleigh, NC 27601
RFQ No. 274-ES-Janitorial Services-2025	RFQ No. 274-ES-Janitorial Services-2025

Proposals must be enclosed in an envelope or package and clearly marked with the name of the submitting company, the *RFP number* and the *RFP Title*.

Proposers must submit:

- A. one (1) signed original;
- B. one (1) electronic version of the signed proposal and;
- C. ES/Fire sites- For each group submitted, submit **3 copies** of the signed proposal.
PRCR- For each group/category submitted, submit **5 copies** of the signed proposal.

The electronic version of the Proposal must be submitted as a viewable and printable Adobe Portable Document File (PDF) on a USB Flash Drive. Both hard copy and electronic versions must be received by the City on or before the RFP due date and time provided in RFP Timeline (Section 1.3). Proposals received after the RFP due date and time will not be considered and will be returned unopened to the return address on the submission envelope or package.

Any requirements in the RFP that cannot be met must be indicated on Appendix XII: Exceptions to the RFP and submitted with the proposal. **Proposers must respond to the entire Request for Proposals (RFP). Any incomplete proposal may be eliminated from competition at the discretion of the City of Raleigh.** The City reserves the right to reject any or all proposals for any reason and to waive any informality it deems in its best interest.

Proposals that arrive after the due date and time will not be accepted or considered for any reason whatsoever. If the firm elects to mail in its response, the firm must allow sufficient time to ensure the City's proper receipt of the package by the time specified in the RFP Timeline (Section 1.3). Regardless of the delivery method, it is the responsibility of the firm to ensure that their proposal arrives at the designated location specified in this Section by the due date and time specified in the RFP Timeline (Section 1.3).

1.7 MWBE Participation Form

The City of Raleigh prohibits discrimination in any manner against any person based on actual or perceived age, race, color, creed, national origin, sex, mental or physical disability, sexual orientation, gender identity or expression, familial or marital status, religion, economic status, or veteran status. The City maintains an affirmative policy of fostering, promoting, and conducting business with women and minority owned business enterprises.

Completion and submission of the MWBE Participation Form (Appendix X) is required with your proposal.

1.8 Rights to Submitted Material

All proposals and supporting materials, as well as correspondence relating to this RFP, shall become the property of the City. The content of all submittals will be held confidential until the selection of the firm is made. Proposals will be reviewed by the Evaluation Team, as well as other City staff and members of the general public who submit public record requests. **Any proprietary data must be clearly marked.** In submitting a Proposal, each Prospective Proposer agrees that the City may reveal any trade secret materials contained in such response to all City staff and City officials involved in the selection process and to any outside consultant or other third party who serves on the Evaluation Team or who is hired by the City to assist in the selection process.

The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this Request for Proposals. Proposals marked entirely as "confidential", "proprietary", or "trade secret" will be considered non-responsive and will be removed from the evaluation process.

1.9 Communications

All communications of any nature regarding this RFP with any City staff, elected City officials, evaluation committee members, are strictly forbidden from the time the solicitation is publicly posted until award. Questions must be submitted in writing to the individual designated in Section 1.1 (Purpose), prior to the deadline provided in the RFP Timeline (Section 1.3). Violation of this provision may result in the firm's proposal being removed from consideration.

1.10 Lobbying

By responding to this solicitation, the firm certifies that it has not and will not pay any person or firm to influence or attempt to influence an officer or employee of the City or the State of North Carolina, or any elected official in connection with obtaining a contract as a result of this RFP.

1.11 Conflicts of Interest

City of Raleigh contracts are controlled by three conflict of interest provisions.

First, federal procurement standards provide in 2 CFR 200.318 (c)(1),

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest. Such a conflict of interest would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or a firm which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The officers, employees, and agents of the non-Federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts.

Similarly, the North Carolina General Statutes provides a *criminal* statute for conflicts of interest in public contracting. N.C.G.S. § 14-234(a):

(1) No public officer or employee who is involved in making or administering a contract on behalf of a public agency may derive a direct benefit from the contract except as provided in this section, or as otherwise allowed by law. (2) A public officer or employee who will derive a direct benefit from a contract with the public agency he or she serves, but who is not involved in making or administering the contract, shall not attempt to influence any other person who is involved in making or administering the contract. (3) No public officer or employee may solicit or receive any gift, favor, reward, service, or promise of reward, including a promise of future employment, in exchange for recommending, influencing, or attempting to influence the award of a contract by the public agency he or she serves.

City of Raleigh Charter Section 3.9 regulates private transactions between the City and its officials and employees. The Charter states:

No member of the City Council, official, or employee of the City of Raleigh shall be financially interested, or have any personal beneficial interest, either directly or indirectly, as agent, representative, or otherwise, in the purchase of, or contract for, or in furnishing any materials, equipment or supplies to the City of Raleigh, nor shall any official or employee of the City of Raleigh accept or receive, or agree to accept or receive, directly or indirectly, from any person, firm or corporation to whom any contract may be awarded or from whom any materials, equipment or supplies may be purchased by the City of Raleigh, by rebate, gift, or otherwise, any money or anything of value whatsoever, or any promise, obligation or contract for future reward or compensation, for recommending or procuring the uses of any such materials, equipment or supplies by the City of Raleigh; no member of the City Council, official or employee of the City of Raleigh shall for his own personal benefit operate, directly or indirectly, any concession in any building or on any lands of the City of Raleigh, nor shall any official or employee of the City of Raleigh bid for or be awarded any contract granting concessionary rights of any nature or kind from the City of Raleigh; it shall be unlawful for any member of the City Council, official or employee of the City of Raleigh to bid for or to purchase or to contract to purchase from the City of Raleigh any real estate, equipment, materials, or supplies of any nature or kind whatsoever, either directly or indirectly, at either public or private sale, either singly, or through or jointly with any other person.

1.12 Proposer Expenses

The City of Raleigh will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to City of Raleigh and/or its representatives. Further, the City of Raleigh shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the awarding authority for each entity has formally accepted a recommendation.

1.13 Proposer Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise on Appendix XII: Exceptions to RFP and submitted with proposal. Furthermore, the

City of Raleigh is not bound to accept a proposal on the basis of lowest price, and further, the City of Raleigh has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities and reserves the right to re-advertise this RFP with either the identical or revised scope and specifications if it is deemed to be in the best interests of the City of Raleigh to do so. The City of Raleigh reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the best interest of the City of Raleigh to do so. Moreover, the City of Raleigh reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the City of Raleigh.

2 PROPOSALS

Responses must follow the format outlined below. The City may reject as non-responsive at its sole discretion any proposal that does not provide complete and/or adequate responses or departs in any substantial way from the required format.

2.1 Request for Proposals Required Document Format

Responses should be divided using tabs to separate each section, listed sequentially as follows:

Tab 1: Cover Letter

Provide an introduction letter summarizing the unique proposal of your firm to meet the needs of this service requirement. This letter should be presented on the firm's official letterhead and signed by an authorized representative who has the authority to enter into a contract with the City on behalf of the firm. Additionally, include the name, address, telephone and email address of the individual who serves as the point of contact for this solicitation.

Tab 2: Corporate Background and Experience

Include background information on the firm and provide detailed information regarding the firm's experience with similar projects. Provide a list of all similar contracts performed in the past 5 years, accompanied by at least 3 references (contact persons, firm, telephone number and email address).

Include the total amount invoiced for each listed project, the length of the project, and list of those involved in the project who are also proposed for the subject project named in this solicitation. Failure to provide a list of all similar contracts in the specified period may result in the rejection of the firm's proposal. The evaluation team reserves the right to contact any or all listed references, and to contact other public entities regarding past performance on similar projects.

Tab 3: Financial Information

Review and provide one of the following three (3) financial statement options:

1. Recent audited or reviewed financial statements prepared by an independent certified public accountant (CPA) that shall include, at a minimum, a balance sheet, income statement (i.e., profit/loss statement) and cash flow statement **and**, if the audited or reviewed financial statements were prepared more than six (6) months prior to the issuance of this RFP, the Proposer shall submit its most recent internal financial statements (balance sheet, income statement and cash flow statement or budget with entries reflecting revenues and expenditures from the date of the audited or reviewed financial statements to the end of the most recent financial reporting period (i.e., the quarter or month preceding the issuance date of this RFP)).

OR

2. Recent compiled financial statements prepared by an independent CPA that shall include, at a minimum, a balance sheet, income statement (i.e., profit/loss statement) and cash flow statement **and**, if the compiled financial statements were prepared more than three (3) months prior to the issuance of this RFP, the Proposer shall submit its most recent internal financial statements (balance sheet, income statement and cash flow statement or budget with entries reflecting revenues and expenditures to date), and other evidence of financial stability such as most recently filed income tax return, evidence of a line of credit/loans/other type of financing with statement of amount in use/outstanding balance (e.g., a complete copy commitment letter, loan agreement, billing statement reflecting the line of credit or statement from lender acknowledging the commitment to fund the Proposer's stated financing), personal guaranty with copies of personal income tax filing and statement of net worth or such other evidence that is accurate, reliable and trustworthy regarding the Proposer's financial stability.

OR

3. Include a certified, signed statement from a licensed CPA regularly engaged in the review of the firm's financial information verifying the financial viability of the firm.

All financial information, statements and/or documents provided in response to this solicitation shall be kept confidential provided that EACH PAGE is marked as follows: "CONFIDENTIAL – DO NOT DISCLOSE EXCEPT FOR THE EXPRESS PURPOSE OF PROPOSAL EVALUATION."

"Recent" shall be defined as financial statements that were prepared within the 12 months preceding the issuance date of this RFP.

Consolidated financial statements of the Proposer's parent or related corporation/business entity shall not be considered, unless: (1) the Proposer's actual financial performance for the designated period is separately identified in and/or attached to the consolidated statements, (2) the parent or related corporation/business entity provides the State with a document wherein the parent or related corporation/business entity will be financially responsible for the Proposer's performance of the contract and the consolidated statement demonstrates the parent or related corporation's/business entity's financial ability to perform the contract, financial stability and/or such other financial

considerations identified in the evaluation criteria; and/or (3) Proposer provides its own internally prepared financial statements and such other evidence of its own financial stability identified above.

The firm's failure to provide any of the above-referenced financial statements may result in the proposal being removed from consideration. Proposers are also encouraged to explain any negative financial information, and to provide documentation supporting those explanations and demonstrating the financial strength of the firm.

Tab 4: Project Understanding, Approach and Schedule

Provide a comprehensive narrative, outline, and/or graphs demonstrating the firm's understanding and approach to accomplishing the Scope of Work detailed in this RFP. In addition, your firm's proposal should include answers to the following:

- A list and quantity of all janitorial equipment your firm will use to service City of Raleigh facilities.
- An organization chart and staffing plan (with number of staff assigned to this contract)
- Description of your firm's training programs for both new and existing employees.
- Description your firm's policies, procedures, and practices for staff accountability.
- Explanation of how your firm will comply with the Proof of Performance and Employee Monitoring requirements below. Include any sign in/sign out systems, checklist systems, or other work/task completion tracking systems proposed to ensure assigned tasks are fully and satisfactorily completed.
- Examples of staffing and task completion reports. Describe how the City's Contract Managers can access data and reports, when requested.
- A detailed plan with a timeline/schedule for transitioning supplies and equipment into City buildings to begin work 9/1/2025.
- For ES and Fire sites, provide:
 - the scheduled day that WEEKLY services will be performed in buildings
 - the schedule of when MONTHLY services will be performed in buildings
 - the scheduled month and date that Semi-Annual services will be performed (starting 6 months from start of contract).

Proof of performance and adherence. In the submitted proposal, explain in detail how your firm will provide proof of performance and adherence to the scope of work provide herein. Specifically, provide any technology-based solutions your firm uses for the real time tracking of employees, monitoring employees while on multiple job sites, and accountability of daily, weekly, and monthly tasks completion.

Employee monitoring. It will be the sole responsibility of the Contractor to provide real time tracking of employees and adherence to schedules while on multiple jobsites. The City strongly encourages the use of Geofencing technologies to provide the City's Contract Manager with reports containing the following information, upon request.

- Arrival time on jobsite(s)
- Departures time from jobsite(s)
- Time spent on jobsite(s)
- Unscheduled departures/breaks
- Tasks completed onsite
- Idle time at site (e.g. no movement for hours from one location)

Tab 5: Team Firm, Experience and Certifications

This section must include the proposed staffing, deployment and firm of personnel to be assigned to this project. The Proposer shall provide information as to the Proposals and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person. A project-specific firm chart which clearly illustrates the roles, responsibilities, and the reporting relationships of each team member should be included.

Tab 6: Costs

In a separate sealed envelope, provide:

1. A minimum of 3 complete copies of all completed cost worksheets for ES/Fire buildings (Appendix III, IV & V)
2. A minimum of 5 copies for each cost worksheet submitted per PRCR group/categories. (Appendix III, IV & VI).

Rates shall be fully burdened to include all costs, all applicable overhead and profit (including lodging, meals, and transportation). Attach any additional pricing details.

On Appendix III, enter your firms TOTAL COST: (This is a 5-year sum total of all individual group worksheets your firm chooses to submit to the City for consideration.)

2.2 RFP Documents

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

3 PROPOSAL EVALUATION

3.1 Proposal Evaluation Criteria (Stage 1)

This is not a bid. There will not be a public opening. The Proposals received in response to this RFP will be evaluated and ranked, by the Proposal Evaluation Committee in accordance with the process and evaluation criteria contained below. Responses will be evaluated in light of the material and substantiating evidence presented in the response, and not on the basis of what is inferred. After thoroughly reading and reviewing this RFP, each Evaluation committee member shall conduct his or her independent evaluation of the proposals received and grade the responses on their merit in accordance with the evaluation criteria set forth in the following table.

The maximum interview/demonstration points a Proposer can receive is five (5) points. The Proposers selected for interviews/demonstrations under this section will be notified in writing of the date and time. The Proposers' interview/demonstrations shall be based solely upon information provided in each Proposer's original proposal. No new information may be presented.

Criteria	(a) Weight	(b) Score (0-3)	(a) x (b) Weighted Score
Corporate Background and Experience	15		
Firm Financial Stability	10		
Project Understanding	20		
Project Approach	25		
Team Firm Experience	15		
Proposed Cost	10		
Attendance at Pre-Proposal Meeting	5		
Total Score			

Score Points

0- Missing or Does Not Meet Expectation

1- Partially Meets Expectation

2- Meets Expectation

3- Exceeds Expectation

Cost Formula: The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the following formula:

$$1 - \frac{B - A}{A} \times C = D$$

A—the lowest Proposer's cost.

B—the Proposer's cost being scored.

C—the maximum number of cost points available.

D—Proposer's cost score (points).

Note: If the formula results in a negative number (which will occur when the Offeror's cost is more than twice the lowest cost), zero points shall be assigned.

3.2 Final Selection

Proposals will be evaluated and ranked according to the criteria and weighted values set forth in Section 3.1. Either a final selection for recommendation will be made at this time or the short-list of firms will be invited to participate in Stage 2 of the evaluation process. If Stage 2 is implemented, each firm will be evaluated and assigned a score to determine the best firm for recommendation.

After which negotiations of a contract with the most qualified firm will commence. If negotiations are unsuccessful, the City will then pursue negotiations with the next most qualified firm. All Proposers will be notified of their standing immediately following the City's decision.

The City shall not be bound or in any way obligated until both parties have executed a contract. The City also reserves the right to delay the award of a contract or to not award a contract.

3.3 Notice to Proposers Regarding RFP Terms and Conditions

It shall be the Proposer's responsibility to read the Instructions, the City's Standard Contract Terms and Conditions (Appendix XI), all relevant exhibits, attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Proposers are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

3.4 Contract Term

The Contract shall have an initial term of five (5) years—make beginning on the date of the Contract award (the "Effective Date"). In addition, the City reserves the right to extend a contract term for a period of up to 180 days in 90-day-or-less increments.

4 SCOPE OF SERVICES

Awarded Contractor shall provide services, all as set forth in this RFP and more particularly described in this Appendices I-III.

4.1 Overview

The City of Raleigh (hereinafter referred to as the "City") is requesting proposals to establish a contract to provide complete professional janitorial service at identified City of Raleigh owned and operated facilities.

Anticipated start date for services to begin will be September 1, 2025. During the term of the contract, the number of locations is subject to change and the City reserves the right to either add or delete locations, square footage and/or frequency of services via a contract amendment mutually agreed to by both parties.

4.2 Services and Pricing Requested

1. For each group your firm chooses to submit costs, complete the associated cost worksheets (Appendix V and/or VI) for:
 - o **Day Porter Services-** Provide on-site janitorial service during scheduled business hours at identified facilities. See Cost Worksheets for locations.
 - o **After Hours Janitorial Services-** Provide services after normal business work hours. See Worksheets for locations.
2. Complete Appendix IV: Janitorial Services Rate Table for the following services:
 - **Daily Porter Services and After-Hours Services:** Provide costs for the purpose of adding additional facilities, if requested by the City of Raleigh.
 - **Emergency Services Pricing** – During emergency operations, Critical facilities may operate outside of normal operating hours. Provide costs associated with escalating janitorial demands resulting from increased operational use. Janitorial staff will complete all regular daily tasks during the emergency response timeframe adhering to the pricing submitted in Appendix III
 - **Special Events Pricing**– Periodically, the City hosts rentals, vendor displays, special events and attractions at its facilities where pre- and post- event janitorial services may be requested. Special event pricing shall be calculated using the cleanable square footage of the rented space for each event. Special events shall be billed monthly and paid on a separate Purchase Order.
 - o Before the start of each event, assigned janitorial staff will perform the following tasks:
 - o Service and stock the public restrooms
 - o Ensure walkways and floors to and from the event areas are clean and dry
 - o Remove all trash left in or around the event area. Focus on horizontal surfaces (e.g. Benches, Window Ledges, Windowsills, Handrails, Kiosk(s)).
 - o Ensure trash cans in and around the event area are emptied and a clean can liner is installed.
 - o Ensure all janitorial equipment is removed from the event area and stored properly.

Special event recovery shall start at the conclusion and restore the space to its original condition prior to event. Janitorial staff should first clean common areas to allow Renters and Vendors an opportunity to clean their areas before janitorial staff cleans their space.

Renters and Vendors are responsible for emptying full trash cans as needed during an event. The Contractor is responsible for trash within trash receptacles after each event.

Any property that is damaged should be immediately reported to the City's Contract Manager. Any items recovered after an event shall be turned over to the City's Contract Manager.

- **Enhanced Cleaning Pricing-** Provide costs for enhanced frequencies or levels of cleanings as requested by the City. May include services such as deep cleaning and/or disinfecting through misting or fogging to sanitize work environments.

4.3 Types of Facilities

The City operates several types of facilities; each designed for a specific purpose and require a unique combination of janitorial services.

4.3.1 Engineering Services -Integrated Facilities Service Buildings and Fire Buildings

Critical Facilities are facilities which support the City's on-going essential operations. These facilities must remain operational 24 hours a day, 7 days a week regardless of any outside influences or impacts. Critical facilities require a robust janitorial firm capable of meeting both non-emerging daily service (including weekends and holidays) AND fulfilling escalating janitorial demands resulting from increased operational use during emergency situations (Natural or Man-made disasters).

a. Public Safety Facilities

- i. **Police Facilities** consist of offices, meeting spaces, classrooms, supply rooms, interrogation rooms, holding areas and evidence storage areas strategically dispersed throughout the City. Police Facilities are serviced during emergency activations.

Janitorial staff assigned to these facilities will be subject to additional background check(s) conducted by Raleigh Police Department (RPD), will be escorted in restricted areas and must be familiar with the Personal Protective Equipment (PPE) required and the safe handling procedures for handling bloodborne pathogens.

- ii. **Fire Facilities** are offices, warehouse space and training areas that support fire administration services. These facilities are open during normal business hours (Monday-Friday).

- b. **City Admin and Maintenance Facilities** house the City's administrative and maintenance staff which service the people, vehicles, and equipment critical to City operations. These facilities may increase operations seasonally or during emergency operations and as such, are listed as Critical Facilities

- c. **Public Administration Facilities** are office buildings that provide services to the public and office space to City staff. These facilities are open during normal business hours (Monday-Friday) and may be open extended hours to host scheduled public meetings. Public administration facilities are typically cleaned nightly, after each business day. These facilities are listed as Critical facilities in that they may support operations outside normal business day (ex. Staging of police forces for downtown protests, after hours meetings, etc).

All facilities are arranged by departmental or geographic location for ease of contract administration. ES and Fire's groups are as follows:

- Group 1 – Police Facilities**
- Group 2 – Downtown Facilities**
- Group 3 – Central Communication Center**
- Group 4 – Central Operations Facilities**
- Group 5 – Northeast Remote Operations Facilities**
- Group 6 – Fire Facilities**

See Appendices I and II for detailed tasks and servicing frequencies for ES and Fire facilities. Schedules are included in Appendix III (cost sheets).

4.3.2 Parks and Recreation (PRCR) Facility Groups

All PRCR facilities fall under one of six categories.

Group 1-Community Center Day Porter Sites – provide recreational opportunities for the citizens of Raleigh and the greater Triangle. They are high volume public buildings that serve the community, particularly children and senior populations. They also house the administrative staff for each park property. These facilities fluctuate in their weekly demand and seasonal use to meet the needs of the community. They are open 6 to 7 days a week, and hours of operation vary by facility, but include evenings and weekends.

Group 2- Recreation Sites- provide recreational opportunities for the citizens of Raleigh and the greater Triangle, particularly children and senior populations. These sites do not include gymnasiums. These facilities fluctuate in their weekly demand and seasonal use to meet the needs of the community. They are open 6 to 7 days a week and have limited hours of operation.

Group 3- Outdoor Recreation Sites- Comfort Stations are standalone public restrooms at parks, ball fields and remote locations along the Greenways. These facilities are open and used daily. Often, these are the only City facilities visited by site attendees and therefore, base their opinion of the City of Raleigh, its leaders and its custodial staff solely on the cleanliness and serviceability of the Comfort Stations. **Janitorial staff will be required to scan in and out during each service, using a QR Code reader (smartphone app), to receive credit for service, or the vendor must provide another means of verifying daily site visits.** Typically, these facilities are serviced daily, seven days a week. **Night or morning cleanings are open to the janitor's preference** as long as they conform to a predictable schedule.

Group 4- Natural Resource Sites serve to protect the natural resources available in Raleigh through land conservation and stewardship. They are also educational centers and provide programs to the public on environmental topics. They are generally open 6 days a week until dark, so hours will vary depending on the season. These sites require the use of "green" products that will not negatively impact their environments. They are typically serviced with varying frequency using individualized janitorial care plans.

Group 5- Historical Sites showcase the history of Raleigh's influential early residents. These museums typically open on weekends and holidays for public visitation in addition to weekdays. They are majority wooden structures without modern flooring, fixtures, and hardware. Built before there were building codes, these facilities have narrow hallways, steep stairs and small restrooms that restrict movement and will not accommodate modern janitorial equipment. It is imperative that janitorial staff and/or services do not cause damage or accelerate deterioration through poor craftsmanship or improper use of cleaning compounds. They are typically serviced with varying frequency using individualized janitorial care plans.

Group 6-Special Park Sites- Special Parks Sites are considered destinations, drawing large number of visitors from not only Raleigh, but across the region. These sites also periodically host large-scale special events. Onsite staff will provide ongoing cleaning during operational hours. Cleaning services for this group will be overnight deep cleaning of the locations. Deep cleaning is defined as thorough cleaning and sanitizing of all areas, including those that are hard to reach, to remove deeper dirt and grime accumulation.

See Appendix VII for checklists for the Parks, Recreation and Cultural Resources Department's sites including schedules, tasks and frequencies.

4.4 Performance Standards

4.4.1 Expectation

The Contractor shall provide City facilities with quality cleaning to **hospitality level** of cleanliness. Hospitality level of cleanliness is defined as the standard of cleanliness and hygiene maintained in hospitality facilities, such as hotels and restaurants. It includes but is not limited to cleaning and disinfecting surfaces, keeping equipment in good working order, and ensuring staff use proper protective equipment. This level of cleaning should produce unsolicited compliments from the City, tenants, or visitors, and minimize cleaning complaints from the City, tenants or visitors.

The specifications attached to this contract do not limit the duties of the Contractor or Contractor's obligation to maintain the facilities at a hospitality level of cleanliness. No allowances will be granted to compensate for extra personnel required to adequately perform the work under the standard or specifications listed within this RFP which are not listed in the Contractor's proposal.

Any damage to the facility from the Contractor, Contractor's employees, or sub-contractor(s) will be considered negligent and the Contractor will be held liable for all negligence.

4.4.2 Proof of performance and adherence. The proof of performance and adherence to standards and specifications set in this RFP are the responsibility of the Contractor. Supporting documentation such as real time tracking of employees, technical data, photos/video, or other pertinent information will be submitted by the Contractor to the Contract Manager, upon request, at no cost to the City. The City shall be the sole judge as to the adequacy of supporting documentation.

4.4.3 Employee monitoring. It will be the sole responsibility of the Contractor to provide real time tracking of employees and adherence to pre-established schedules while on multiple jobsites. The City prefers the use of Geofencing technologies to provide the Contract Manager with reports containing the following information upon request.

- Arrival time on jobsite(s)
- Departures time from jobsite(s)
- Time spent on jobsite(s)
- Unscheduled departures/breaks
- Tasks completed onsite
- Time spent idle (e.g. no movement for hours)

4.5 Work schedules, Inclement Weather, Holidays

Work Schedules. Facilities shall be cleaned in accordance with assigned schedules; even during inclement weather. Failure to provide service as scheduled is subject to receive Deficient Performance notification that could result in a possible probationary period determined by the City of Raleigh Department designee.

Inclement Weather. The Contractor is expected to maintain normal working schedules during inclement weather (snow, ice, rain) unless otherwise instructed by the assigned Contract Manager. The Contractor shall be responsible for removal of any salt, sand or chemical put down due to inclement weather immediately after the snow or ice has melted and there is no longer a threat of more snow, ice, or a safety hazard. This should be accomplished within a 10-foot radius around all building entrances.

Holidays Observed. The City closes most of its facilities in observance of thirteen holidays a year with the exception of the Central Communications Center (CCC), Cabarrus St. and Six Forks (Police Bldgs).

Regularly scheduled non-emergency janitorial services will not be conducted at City facilities (except CCC, Six Forks, Cabarrus St.) during the following holidays:

- | | |
|-------------------------------|--------------------------|
| 1. New Year's Day | 6. Independence Day |
| 2. Martin Luther King Jr. Day | 7. Labor Day |
| 3. Good Friday | 8. Veterans' Day |
| 4. Memorial Day | 9. Thanksgiving (2 days) |
| 5. Juneteenth | 10. Christmas (3 days) |

4.6 Deficient Performance

The Contract Manager will notify the Contractor(s) of performance issues and complaint(s) received from facility occupants in writing. The City reserves the right to deduct from the payments due or to become due to the Contractor for deficient performance. The amount of such deductions will be based on the value and extent of the deficiency. A written explanation will be furnished to the Contractor prior to a deduction being made. All work determined by the Contract Manager to be deficient, in any of the requirements, shall be remedied by the Contractor at the Contractor's expense. Remedied deficiencies do not relieve the Contractor from the deduction(s) that generated the deficient

performance. The inability of the Contractor to correct and eliminate reoccurring performance deficiencies may result in the City initiating a probation period and a monthly deduction (determined by the assigned contract manager) on the selected contracted vendor and may result in the Termination of this contract upon continuous neglected items.

In the event the Contractor does not complete all the required services as scheduled and outlined in the specifications, the Contractor will be required to make corrections of all discrepancies within four (4) hours of notification of an occurrence of nonperformance for that location. For day porter sites, it is the City's expectation that a full day's service will be provided even if the regular day porter is unable to work. If the substitute Porter is unable to provide full days service, the appropriate deductions will be applied.

Failure by the Contractor to respond to specific complaints as stated above, may result in use of the deduction schedule as described in section 3.7 Negligence, Non-Performance, Security Breaches, and Deduction Schedule. This includes not taking the proper steps in preventing continued occurrences of such complaints and creating a negative pattern of performances as well.

4.7 Negligence, Non-Performance, Security Breaches, and Deduction Schedule

1. Scope of Violations

The Contractor is responsible for providing high-quality janitorial services in compliance with this contract. Violations may include, but are not limited to, the following:

Negligence and Failure to Perform Duties

- Missed services or tasks (e.g., overflowing trash bins, unclean restrooms).
- Substandard work not meeting quality standards outlined in the contract.

Security and Access Breaches

- Unauthorized individuals allowed into the building.
- Failure to follow facility security protocols.
- Breach of secure or restricted areas.

Non-Authorized Individuals in the Building

- Permitting non-authorized individuals to remain in or access restricted areas.

Failure to Comply with Health and Safety Standards

- Violations of OSHA regulations or mishandling hazardous materials.
- Failing to properly address biohazards (e.g., bodily fluids or hazardous spills).

Inadequate Staffing or Untrained Personnel

- Failure to provide sufficient staff or use of untrained or unauthorized personnel.

Repeated Missed Services or No-Shows

- Multiple incidents of missed or rescheduled services without proper notice.

Poor Quality Control or Substandard Work

- Multiple failed inspections due to poor service quality (e.g., dirty restrooms, dust accumulation, etc.).

Improper Waste Disposal

- Improper separation of waste and recycling or disposal of sensitive materials.

Non-Compliance with Emergency Protocols

- Failure to respond to emergency cleaning requests within the agreed-upon timeline.

Damage to Property

- Damaging city-owned property, furnishings, or equipment during service.

Inaccurate or Falsified Reporting

- Falsifying records, such as cleaning logs, security checks, or attendance records.

Unauthorized Use of City Facilities or Equipment

- Use of city facilities or equipment for personal or non-approved purposes.

Breach of Confidentiality

- Disclosing sensitive information encountered during service.

2. Deduction Schedule for Violations

For non-critical violations, one written warning with a timeframe for expected improvements will be provided to the Contractor. If corrective actions are not satisfactory at the conclusion of the time period, the City may place the Contractor into a probationary status and apply the following schedule of deductions:

- Level 1 Probation – Deduction of 5% of the monthly fee. City will place Contractor on probation for a period of 30-90 days. If performance has not improved after 90 days of probationary period, Contractor will move to Level 2 Probationary status.
- Level 2 Probation (same type or unresolved prior violation) – Deduction of 10% of the monthly fee. City will place Contractor on probation for a period of 30-90 days. If performance has not improved after 90 days of probationary period, Contractor will move to Level 3 Probationary status.
- Level 3 Probation (same type or unresolved prior violations) – Deduction of 15-20% of the monthly fee.
- Critical Violation Probation (e.g., security breach, significant safety violation, damage to property, breach of confidentiality): Deduction of 20-25% of the monthly fee. Due to the severity of the violation, this level of probation does not follow a progressive level of disciplinary action and can be applied at any point during the contract term.

Deductions are cumulative and may remain in place for the duration of any probationary period or until full compliance is achieved.

3. Probationary Measures

- For each level of probation, the Contractor must submit a Corrective Action Plan (CAP) within [5] business days of receiving notice. The CAP must outline corrective actions, timelines, and preventive measures.
- Contractor is responsible for providing proof of adherence to Corrective Action Plan for the duration of the assigned probationary period.
- The City will monitor the Contractor's performance and review progress during and after probation.

4. Termination for Continued Non-Compliance

If the Contractor fails to achieve satisfactory performance during the probation period or if violations continue to occur:

- The City reserves the right to terminate the contract with 30 days' written notice, without penalty.
- The City may withhold payment for services not rendered or deemed unsatisfactory.

5. Appeal Process

The Contractor may appeal deductions or probationary status to the City's Contract Administrator within [7] days of receiving written notice. The City's decision following the appeal shall be final and binding.

4.8 Subcontracting

Contractor(s) shall be responsible for services provided by any subcontractor as if Contractor were providing the services with its own organization. The City will not differentiate between the winning Contractor(s), the Contractor's employees or subcontracted employees. No portion of the work covered by these specifications can be subcontracted or assigned without prior approval by the Contract Manager. Requests to subcontract all or any portion of services required by this contract will be submitted in writing to the appropriate Contract Manager.

4.9 Amendments

Contract Amendments to change the areas serviced and/or scope of work may be necessary during the term of the awarded contract. The City reserves the right to add or delete services/facilities at any time with thirty (30) days written notice to Contractor(s). The proposal pricing, per square foot, and day porter services submitted by Contractor(s) for specifications herein, shall remain as quoted for the initial term of the contract and, if applicable contract extensions unless duly amended.

5 Contractor(s) Responsibility

5.1 Legal and Billing requirements

The Contractor shall adhere to all currently applicable federal, state, and local laws, codes, ordinances, and requirements including, but not limited to, those promulgated by OSHA, EPA, the North Carolina Department of Labor, and the North Carolina Department of Health Services.

Contractor billing shall be done on a timely basis. The successful Contractor shall submit monthly invoices for work completed in the previous month with the purchase order number clearly shown on the invoice to accounts payable (AccountsPayable@raleighnc.gov). A monthly copy of the invoice shall also be submitted to the designated personnel for payment review.

5.2 Personnel

The Contractor shall provide qualified persons in all areas of operations. Personnel employed by the Contractor shall be competent, trustworthy, and properly trained for the work requirements. All personnel furnished by Contractor will be

deemed employees of Contractor and will not for any purpose be considered employees or agents of the City. Personnel shall not impersonate City officials at any time, results will be immediate removal from City facilities.

The Contractor and employees shall be required to comply with all applicable regulations of the City, as directed, and full cooperation shall be always required. Contractor shall notify the Contract Manager in writing of all changes to contract personnel's employment or termination. The Contractor shall not hire any current City employee. Any subcontracted staff will be considered Contractor employees and subject to all the same personnel requirements.

5.3 National Background Check and Sex Offender Registry

The Contractor's principals, officers or employees who will work in facilities owned, leased or operated by the City shall be required to have an initial national background screenings with annual renewal background screenings performed throughout the duration of the contract. The Contractor will provide the initial background screening to the Contract Manager for approval before an employee is allowed to work on City premise. The annual background screenings will be provided upon request of the Contract Manager. The Contractor will be responsible, at the cost of their company, to provide a background screening on each employee working under the awarded contract. The Contractor or any principal, officer or employee of the Contractor who has been convicted of any felony or any crime involving moral turpitude within the previous ten (10) years is prohibited from working on the premises. The Contractor or any principal, officer or employee of the Contractor who has been charged with a felony or any crime involving moral turpitude is prohibited from working on City premises until such time as the charges are dismissed. The City may limit, reject, or remove any Contractor employee if their presence is determined by the Contract Manager to be detrimental to the normal conduct of its business.

In addition, before an employee who may come on City property under this contract as part of that person's job, and annually beginning after the effective date of this contract, the Contractor shall conduct a check of each such employee on the State Sex Offender and Public Protection Registration Program and the State Sexually Violent Predator Registration Program (together, the "State Registration Programs") as well as the National Sex Offender Registry (the "National Registry"). In such circumstance, the Contractor shall check the State Registration Programs by using the online database of the North Carolina Department of Justice found at <http://sexoffender.ncsbi.gov/search.aspx>; as such web address may be changed from time to time. The Contractor shall also check the National Registry by using the online database of the United States Department of Justice found at <https://www.nsopw.gov/> as such web address may be changed from time to time. No employee who is found listed on either the State Registration Programs or the National Registry because of the above-referenced searches shall be employed under this contract. Furthermore, no employee shall be assigned to perform any activity under this contract as part of that person's job on school property if prohibited from being on school property by N.C. Gen. Stat. § 14-208.18.

The Contractor must submit information to Contract Manager for an employee proposed to provide services for the City. Failure to provide an employee who can successfully pass a background check, that is expected to perform janitorial services for the City, may result in a rejection of the proposal and if awarded the contract probable termination of the contract.

5.3.1 Health

Contractor shall not allow any person(s) under the influence of alcohol or drugs on the premises or in the facility. Neither shall the Contractor allow the use or presence of alcohol, tobacco products, vape/e-cigarettes or drugs on the premises or in the facility. The contractor is responsible for the safety of all its personnel and for assuring the continuing safety of the facility in connection with the services it provides hereunder. Contractor shall comply in all instances with all Federal, State and local laws, safety and health standards, rules and regulations, including but not limited to the Occupational Safety and Health Act, Contract Work Hours, Equal Employment Opportunity Act, Safety Standards Act, and any licensing, bonding and permit requirements in connection with its' performance of the work. The contractor must have each employee trained/certified in Bloodborne Pathogen safety and ensure that they are provided with and utilize the appropriate Personal Protective Equipment (PPE).

5.3.2 Uniforms and Identification

All personnel shall wear uniforms, furnished by the Contractor, always while on the City premises to ensure only authorized Contractor employees are in City facilities. The Contractor's workforce shall be neat and clean in appearance and shall wear a uniform with the Contractor's name and/or logo permanently affixed to it. Uniforms shall consist of a shirt (cannot be sleeveless), and full-length pants that must be free of excessive holes and wear and tear and be mutually agreed to by the Contractor and City. Closed-toe and fully covered heeled shoes shall be always worn.

At the request of the City's Contract Manager, contractor's employees shall wear an identification badge assigned by the City of Raleigh with the employee's picture, name and company name on the face of the badge as a contracted vendor employee. The badge must be worn on or above the waist, and in plain sight at all times while the employee is on City property. The Contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement may be required to leave City facilities and properties.

5.3.3 Conduct

No person(s) shall be employed for this work who is found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, fails or otherwise refuses to perform the work properly, or is otherwise objectionable. Any person found to be objectionable shall be removed immediately and not allowed on City premise as part of this contract.

5.5.4 Employee List

The Contractor shall keep a detailed list of all personnel working in City facilities. The data shall indicate personnel by facilities in which they are assigned to work, and must include full names, aliases, home addresses, home telephone

numbers, copies of drivers' licenses and social security cards. An employee list and the facility the employee is associated with shall be electronically submitted to the Contract manager upon request.

5.5.5 Removal of Staff

The City requires the Contractor to immediately remove any and all personnel from City property who have been identified by the Contract Manager to be detrimental to the normal conduct of its business. Employees terminated by the Contractor shall be reported the same day to the Contract Manager in writing unless it is after hours, in this case the next business morning shall be acceptable. The Contractor is responsible for confiscating any and all forms of access to City facilities from employees who leave or are terminated by the contractor (e.g. access badges).

5.5.6 Backup Staff

The Contractor shall provide sufficient backup staff to cover absenteeism or extend existing workforce hours to compensate for absent staff. The backup staff must adhere to the same national background check requirements as regular staff. The City reserves the right to request additional backup staff as deemed necessary.

5.5.7 Unauthorized Personnel

Employees of the Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor while performing duties related to the contract. This includes friends, children and/or other relatives. Employees of the Contractor that violate this stipulation shall be deemed objectionable to the City and shall not be allowed to work in City facilities.

5.5.8 Prohibited Items

Contractor's employees shall be prohibited in the use or possession of the following items while working on City premises: guns, knives, other weapons, alcohol and/or controlled substances. Any employee violating this policy shall be removed immediately from City facilities. A list of building rules will be provided to the awarded contractor(s).

5.5.9 Contractor's Manager

It is essential that the Contractor provide adequate, experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this RFP. The awarded Contractor must agree to assign a specific individual to be the primary contact with the City's Contract Manager (i.e Contractor's Manager).

The Contractor shall designate, in writing to City's Contract Manager, the name of the person assigned as the Contractor's Manager. Said person shall have full authority to administer the terms of the awarded contract. The Contractor, via the assigned Contract Manager, shall be responsible for, but not limited to, the following:

1. Adherence to schedules
2. Completion of daily checklist items at various facilities
3. Maintenance or replacement of cleaning equipment
4. Notifying City's Contract Manager of any personnel changes
5. Training of new personnel
6. All cleaning supplies
7. Providing day porters (at specific locations)
8. Providing SDS information for all products used at each site, in a binder, indexed and labeled as "Janitorial SDS Information". The binder must remain on site at all times, in an approved designated area, accessible to or contracted department designee.
9. Timely communication (response within 2 hours) of any inquiries made or issues reported by City's Contract Manager.

The Contractor's Manager shall possess cleaning supervisory experience, be fully and adequately trained and have full working knowledge of cleaning and supervision. They must have good record keeping skills with the ability to plan, review, and oversee all aspects of the contract.

The Contractor's Manager shall have the capability to receive complaints and use common office equipment and software programs to facilitate timely corrective action(s). Contract Manager shall be available seven (7) days per week, twenty-four (24) hours per day. An answering service or answering machine is NOT an acceptable substitute for the Contractor's Manager. The Contractor is responsible for any translation requirements between the English-speaking City staff and the cleaning staff's preferred/native language.

Contractor's Manager are expected to perform cleaning assignments in the event the assigned cleaning staff and backup staff are absent. However, The Contractor's Manager is not excused from their managerial duties and responsibilities while performing cleaning duties.

The Contractor agrees that once assigned to work under this contract, to notify the City in writing if the Contractor's Manager are removed or replaced.

If Contractor's Manager are not available for work under this contract, for any period of time, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City and the Contractor shall replace such personnel with personnel of substantially equal ability and qualifications.

If the City's Contract Manager, for any reason, determines a contractor employee is unsatisfactory, then upon written notice from the City to the Contractor, the contractor shall remove the employee, subcontractor or supplier, and shall provide a qualified substitute.

5.5.10 Supervisors

The Contractor shall always have competent working supervisors on the duty when janitorial services are being performed. Contractor shall be responsible for the supervision and direction of the services by its employees and shall provide supervisory personnel with cleaning supervisory experience. The Contractor's supervisors shall be fully and adequately trained and have a full working knowledge of cleaning and supervision. Supervisors must have good recordkeeping skills and the ability to plan, review, and oversee all aspects of the contract. Supervisors must have full working knowledge the content of the contract's specifications and tasks. The supervisor must be in the vicinity of the facilities associated with this contract and available while cleaning duties are performed to ensure all services hereunder are properly performed by the Contractor.

5.5.11 Porters

Porters will circulate through common areas focusing on: Completing worked missed by the night crews(s), cleaning/mopping and re-stocking restrooms with tissue, paper towels, soap and hand sanitizer multiple times per shift, mopping emptying trash and recycling containers in common areas, sweeping and/or mopping spills, spot vacuuming spills on carpets and floors, cleaning counters, chairs and tables in meeting rooms, kitchens and break rooms, conducting pre-event cleaning, touchpoint wipe downs of elevators, stairways, entryway windows, door handles, handrails, water fountains and other necessary duties for compliance with the contract. During the scheduled shift, the porter should always be completing a cleaning/work related tasks unless on a schedule work break. Porter hours are specific to each site and will be addressed individually. Porters will be equipped with a Contractor provided cellular phone, so they can be always contacted while on shift.

5.5.12 City Materials and Personal Property of City Personnel

The Contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the City and against unauthorized use of City and City personnel's personal property, such as: telephones, radios, copy machines, computers, terminals, fax machines, calculators, cameras etc., which may be in any of the City facilities. The Contractor shall be responsible the employees do not disturb papers on desks, tables, marker boards or cabinets, and do not open desk drawers or cabinets. Found items shall be turned in at the end of each shift to the Contractor's supervisor who shall bring them to the City's Contract Manager the next business day.

Telephones shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s): to report medical emergency, fire, or need for law enforcement and should call 911. Any calls to 911 shall also be reported to the Contract Manager once it is deemed safe to report the situation. Any calls to numbers other than those above will be considered a violation.

5.5.13 Care of Facilities

Contractor's employees shall regularly observe the general condition of all buildings and report problem areas and nonemergency repairs to their supervisor. The supervisor will report these areas of concern to the Contract Manager in writing the next business day. Facilities issues noted which thought to cause more damage if left unattended should be reported to the **Facilities and Operations Division afterhours on-call number (919)-816-5012**. The Contractor shall be responsible for knowledge of and use of all fire alarms and fire prevention equipment such as fire extinguishers and pull stations. In case of emergency, Contractor's employees must ensure their safety and evacuate the building, call 9-1-1 to report the fire and then (when safe) notify their supervisor to inform the Contract Manager.

Janitor's closets shall be kept clean, organized, odor free and always secured. Any damage caused by Contractor's staff to items such as closets, door jambs, doors, furniture, baseboards, walls, etc. is the Contractor's responsibility and shall be repaired and/or replaced at the Contractor's expense. Supplies will be kept in their original packaging or in bottles with manufacturer provided labels identifying them. Door propping of any kind will not be allowed at any City of Raleigh facility.

5.5.14 Facility Security

Contractor's employees are not permitted in City facilities (excluding personal business with the City) outside of normal designated janitorial scheduled hours unless they are performing work for the Contractor. All Contractor employees are required to provide identification when requested to do so by City personnel. Keys shall not be left in the door locks. If a key or access badge is needed to open a locked door, the Contractor is responsible for re-locking/securing both interior and exterior portions of the facilities. All workspaces which were locked shall remain locked once cleaning is complete. Security lights (as directed) shall be turned on prior to leaving the facility. Electronic security system(s) (where installed) shall be properly disarmed and armed each time after-hours access is made. All exterior doors are to remain locked while the Contractor is in the facility after hours. The Contractor is not to block open interior or exterior doors for any reason. It will be Contractor's Managers and Supervisors responsibility to check behind their employees to make sure the above requirements are being met.

Where applicable, the Contractor shall be charged per call-out should the Contractor, while in the process of entering or leaving the facility, misuse the security alarm system. The Contractor's employees are to close and lock any exterior windows and shall immediately report to their supervisor and law enforcement (911) when appropriate, problems dealing with unauthorized or suspicious persons; conditions indicating theft, break-in or vandalism; and building system failures.

5.5.15 Keys

The Contractor shall be issued building keys, where applicable, for the performance of services as specified herein. A lost or stolen key jeopardizes the security of City facilities, and the Contractor shall be solely responsible for all costs incurred by the City in rekeying the lock system. No keys shall leave the facility, be duplicated, shared or loaned out. A designed key exchange system (e.g. lockbox) will be identified at each location. These keys, along with all other master keys carried by Contractor employees will always remain in the building. Workers are not to use keys to open any offices for any other person or open the door while in the office to admit any person even if recognized as a tenant of the area.

Failure to comply will result in the Contractor's removal of the employee. Keys will be secured in a key exchange system each night. Only designated employees will have an entry key (when required). If keys are not returned to key exchange system nightly, Contractor will be subject to deductions. The Contract Manager may direct the Contractor to surrender, on demand, all keys issued to Contractor for access to any specific areas. The Contractor is prohibited from using these keys for any purposes outside of this contract.

5.5.16 Damages

The Contractor will be responsible for all damages to the facility or contents caused by the Contractor during the performance of their duties. All damage shall be repaired or replaced, at the option of the City, at the Contractor's expense within a reasonable time after notification of such damage. Repairs and/or replacements shall be equal to original in all aspects. The contractor must not use any unnecessary methods to try and repair damages caused to City property.

5.5.17 Removal of Items

The Contractor's employees shall not remove any items from the job sites except that which has been specifically authorized in writing by the City.

5.5.18 Energy Conservation

Contractor shall instruct all employees performing work within the facility to utilize methods which will maximize energy conservation. Light, power, water necessary for the performance of the work and storage space for small equipment and materials will be furnished by the City. To conserve power at night, Contractor's employees shall only turn lights on while working in their designated areas of the buildings and shall turn off any lights turned on by the Contractor or left on by tenant upon completion of the cleaning.

5.5.19 Employee Training Program

Contractor will only provide fully trained employees for the performance of this contract. Supervisors shall have training in supervision and technical training in janitorial services. Training shall be in the following areas:

1. Proper cleaning skills and techniques required meets requirements and standards within this RFP.
2. Contract specification requirements for the use of Green Seal certified cleaning products and other methods (micro-fiber clothes, etc.) to reduce the use of chemicals.
3. Any/All training required for contracted employees to safety meet and uphold the standards set within this RFP. Providing this training is the sole responsibility of the Contractor.

5.5.20 Safety Program

The Contractor shall submit to the City, a written safety program. This program shall include at a minimum, detailed training procedures on the following:

1. Safe work habits, including usage of PPE.
2. Safe use of cleaning chemicals (right-to-know) SDS Sheets.
3. Safe use of cleaning equipment.
4. Proper use of equipment, signs, barriers, or other devices, to protect the building occupants or equipment.
5. Proper handling of hazardous materials and biological waste (blood-borne pathogens).
6. Recognizing hazardous or other materials, which are not allowed for use in this contract.
7. Preventing unauthorized entries.

5.5.21 Procedures

1. The Contractor shall provide floor care procedures using products that meet or exceed industry standards.
2. All cleaning chemicals shall always be stored in properly labeled containers. Containers shall have tight-fitting lids and original packaging shall be used when possible.
3. Replacement staff are required to complete safety training prior to beginning work in the City facilities. The Contractor is required to provide documentation of completed trainings upon request for all staff.

*Contractor(s) will be responsible for supplying their own materials, equipment and personal protective equipment (PPE) to be used for cleanup at City locations having areas soiled by, or contaminated with human bodily fluids such as blood, vomit, urine, feces, saliva, etc.

5.5.22 Tools and Equipment

The Contractor shall furnish and maintain all equipment necessary for properly maintaining all City buildings. The City's newer facilities are LEED Certified. These facilities are identified with a LEED Certification prominently displayed at the main entrance. To maintain the Certification, the Contractor will only use LEED approved, tools, equipment, and chemicals for that specific LEED facility. The Contractor shall provide an equipment inventory list, identifying all equipment by age and condition used to provide the services required by this RFP. Contractor will provide all necessary tools, equipment, supplies, of the following but not limited to: carpet cleaners, stripper and waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, HEPA vacuum cleaners with beater bar, trash liners, cleaning rags, and all other cleaning equipment. These items must be kept in good working order that meets all OSHA standards. The equipment used must also be sized appropriately and used in the proper number to accomplish the requirements of this RFP in a timely and efficient manner. The City reserves the right to inspect equipment to be used in performance of this awarded contract. Any equipment determined to be in poor condition must be replaced immediately, at the Contractor's expense. Failure to provide suitable equipment for carrying out all the requirements of this contract may be grounds for contract termination.

6 Materials Supplies and Chemicals

All equipment and cleaning material will be clearly marked and identified as Contractor's property. The contractor is not to use any equipment owned by the City. All cleaning supplies, materials, and tools used in the performance of this work shall be commercial quality, suitable for the purpose intended, and provide results necessary to provide the high standards of cleanliness required under this contract. All cleaning processes used shall meet high standards for safety, be effective for commercial applications and shall not damage the facilities being cleaned. The City shall have the right to prohibit the use of any process, material, supply or tool which may damage City property, or which may be a risk to employees, the public, or others using City facilities.

The Contractor will use only LEED approved supplies, equipment, and tools at LEED facilities to maintain the LEED Certification.

The Contractor shall provide all chemicals, supplies, and equipment. All cleaning chemicals and other supplies used by the Contractor must be used in accordance with all federal, state, and local laws, comply with Safety Data Sheets (SDS) standards and be used in conjunction with necessary safety equipment including PPE. Safety Data Sheets (SDS) must be on-site and available for all chemicals stored and used within a service area on the first day the products is put in use. The contractor will provide portable eyewash bottles in each janitorial closet and janitorial service cart. Low Volatile Organic Compound (VOC) chemicals shall be used when available to keep unwanted or chemical odors at a minimum.

It is recommended that materials and products used have the following environmentally friendly characters:

1. Low or neutral PH – floor cleaner
2. Non-acidic bowl cleaner

Avoid using cleaners that have the following characteristics:

1. Flashpoint below 200F
2. Contain SARA 313 Title III chemicals
3. VOC above 5%
4. Contain chlorine, hypochlorite, or phosphates

Janitorial closets located in City facilities shall be assigned to the Contractor for storing supplies. The closets used by Contractor shall be always kept clean and free of debris and odor. All supplies and equipment stored in any City janitorial closet shall be stored in a neat and orderly manner and in such a way as to prevent injury to City staff, the public, or Contractor's employees. Supplies should be stored on site and accessible to City staff so that they may restock if needed or spot clean at times when the janitorial staff is not in the building.

The Contractor is required to make certain all products used can be used in existing dispensers at each location. This includes utilizing the chemical dispensing units (e.g. Chemical Dispensing Unit) that are located within most Parks, Recreation and Cultural Resources facilities. If the Contractor wishes to switch out dispensers it must be first approved by the contract Manager and at no additional cost to the City.

The Contractor shall supply all toilet paper, paper towels, toilet seat covers, sanitary napkins, disposable bags, hand soap, hand sanitizer, air fresheners, and urinal screens including but not limited to those listed below. Paper and soap products provided should be specific to fit the dispensers if the dispenser requires a proprietary product. All supplies shall be stored in the janitor's closet in an organized, orderly manner. Contractor shall be responsible for receiving and distribution of janitorial supplies. All supplies shall be immediately transferred to its designated storage area. The City shall not be responsible for any deliveries of damaged, stolen, missing products belonging to the Contractor. No City staff shall receive or be held responsible for any documentation associated with deliveries. There should be at least a 1-week surplus of supplies always kept at each facility. At the end of the contract term, any consumable supplies/products remaining in storage or in use in City facilities, become the property of the City of Raleigh.

1. Two-ply toilet tissue
2. Recycled multifold towels or roll paper towels, depending on the dispenser
3. Feminine products where applicable
4. High-quality commercial grade floor finish
5. Commercial grade floor stripper
6. Commercial grade floor spray buff
7. Commercial grade neutral floor cleaner
8. Glass cleaner
9. Stainless steel polish oil base (aerosol only)
10. Hand soap to fill existing dispensers
11. Spot cleaner for carpet spot removal
12. Acid-base bowl cleaner/ non-acidic bowl cleaner
13. Disinfectant cleaner for bathroom floors, counter and toilets
14. Deodorizing agent for floors
15. Toilet bowl brushes
16. Urinal screens
17. Spray bottles, Multipurpose spray cleaner/ disinfectant
18. Rags
19. Dusters
20. Buffing pads (high speed and stripping pads)
21. Trash can liners to fit all types of trash cans, including barrel liners (heavy duty), kitchen trash cans, office trash cans, bathroom trash cans, etc. 24. Disposable seat covers for commodes
25. Carpet extraction cleaner
26. Defoamer
27. Vacuum accessories and replacement parts (brushes, belts, bags)
28. Dust mop head/handle (multiple may be needed for larger sites)

29. Mop head/handle – separate mop head/handle will be required for bathroom cleaning
30. Mop bucket with wringer
31. Window squeegee/handle
32. Broom
33. Dustpan
34. Hand sanitizer where supported by the dispenser.
35. Air Freshener, where supported by the dispenser.
36. Sufficient buffers to service all sites monthly (please provide number of buffers that will be provided).
37. Buffing, scrubbing, polishing pads to complete monthly floor buffing at all sites.
38. Sufficient floor scrubber machines to service all sites monthly (please provide number of buffers that will be provided).

6.1 City's Responsibility

The City of Raleigh's Contract Managers shall be responsible for administering this contract. The respective contract managers for each department will inspect and approve services provided for compliance with the specifications of this RFP and contract.

Questions related to the ES and Fire sections of the RFP can be emailed to William Allwardt, Engineering Specialist at william.allwardt@raleighnc.gov or contact the main office at (919) 996-5820, 8:30 a.m. – 5:15 p.m., Monday – Friday.

Questions related to the PRCR sections of the RFP can be emailed to Kira Stewart, Natural Resources and Parks Supervisor, Sr. at kira.stewart@raleighnc.gov or contact the main office at (919) 996-6640, 8:30 a.m. – 5:15 p.m., Monday – Friday.

6.2 Deliverables Required of Successful Contractor

The successful Contractor(s) shall submit the following items to the City's assigned Contract Manager within thirty (30) days of initiation of the contract award:

1. The complete assigned work for all facilities in accordance with the established schedule and task frequency.
2. A full list of Employees and their assigned cleaning locations and titles.
3. Copy of the current Safety Data Sheet (SDS) for all chemicals that shall be used in the performance of the contract; posted in a three (3) ring binder in each janitor's closet.
4. List of all cleaning products (brand names) to be utilized, how each shall be used, and the Green Seal Standards (if applicable and available) that are met.
5. Documented list of employees' completed trainings showing that all employees have been trained according to specifications contained in the contract prior to the commencement of the contract.
6. Contractor(s) must conduct daily supply inventory reports and submit a monthly copy to The City of Raleigh's contract representative or designee. At the end of the year the contract vendor should conduct a usage data analysis and submit it to City's Contract Manager.
7. National background checks for all personnel assigned to work under this contract. The City reserves the right to approve/refuse any prospective employee(s) of the Contractor as a result of the national background check.
8. The successful Contractor(s) shall submit the following items to the City's Contract Manager within ten (10) working days of initiation of the contract award:
 - A. North Carolina business license.
 - B. Compliance with E-Verify.
 - C. If a new vendor with the City of Raleigh, complete appropriate paperwork to become a Contractor for the City and be added to the City's Contractor list.
 - D. Certificate of Insurance compliant with **Appendix XI Contract Standard Terms and Conditions**.
 - E. Surety performance bond issued by an admitted surety insurer authorized to conduct business in the State of North Carolina.

APPENDIX I: ES Facility Cleaning Expectations, Tasks and Frequencies

(applies to buildings in ES Groups 1-5)

DAILY Cleaning Tasks-

The list below is intended to be a general list of DAILY cleaning expectations for all ES managed facilities. Care must be taken to prevent damaging the building and its doors, walls, and furniture. Report any stains, smudges or damage that cannot be removed through normal cleaning so it can be repaired.

Floor cleaning

1. Sweep all non-carpeted floors, anti-static floors, and floor mats, including electronic shops, elevators, halls, meeting rooms, offices, and entrance areas. All floors and stairwells must be kept clean, dirt free and trash free.
2. Spot, stains, and marks shall be removed immediately by spray buffing or rewaxing if necessary.

Building Entrance Debris Collection

1. Inspect facility grounds within a 50 ft. radius of all entrances, porches, and decks. Collect all litter and debris on ground or inside entrance to building and dispose of in proper container.

Debris Removal

1. To maintain clear walkways and entrance ways, remove debris as needed.

Trash and Recycling

1. Empty all trash cans and wastebaskets located interior to building. Trash receptacle(s) shall be washed as needed. Liners shall be provided by Contractor.
2. Empty trash cans located at building entrances and smoking areas (exterior to buildings)
 - a. Collect and discard all empty boxes left in designated areas (i.e. hallways) and boxes marked "TRASH." Garbage that does not fit in waste containers will be labeled "TRASH" indicating that it is to be recycled or otherwise disposed of.
 - b. Remove recyclable materials and deposit in proper containers or the recycling dumpster designated by the City.
 - c. Remove all trash and garbage from the building and deposit in the area/dumpster designated by the City.

Restrooms -Restroom maintenance shall be completed to sanitary level standard of a hospitality cleaning to interrupt the spread of germs and disease. Restroom janitorial tasks shall include:

At sites with Day Porter service, restrooms should be cleaned multiple times per day to maintain a hospitality level of cleanliness.

Restroom Floors

1. Clean all floors including vestibules. Wet mop floors with disinfectant cleaner which meets **industry standards** to deodorize, sanitize, and clean bathroom floors.

Restroom Waste Receptacles

1. Empty all trash receptacles. Replace trash liners.

Restroom Stalls

1. Clean all stall walls and partitions to remove splashes and to keep them dust free, dirt free and clean.

Restroom Toilets

1. Wash and sanitize all surfaces of toilets, seats, and urinals. Surfaces are to be free of waste, dirt, grime, and stains.
2. Provide urinal screens for all urinals.
3. Deodorize and disinfect all traps, drains, toilets and urinals using liquid chemical (i.e. ex., pine disinfect).
4. Clean all pipes connecting restroom fixtures (i.e. Urinal & Toilet flush valves).

Restroom Mirrors and Glass

1. Clean glass surfaces and mirrors.
2. Damp wipe and polish all chrome surfaces

Restroom Sinks and countertops

1. Clean all sinks and fixtures until they are free of dirt, grime, and stains.
2. Clean, polish, and restock all crew sinks with antibacterial soap and paper towels.
3. Clean all countertop surfaces with appropriate disinfecting agent.

Restroom Walls

1. Clean the wall(s) floor to ceiling.
2. Wipe and dust the tops and faces of lockers, where present.

Restroom Showers Floors

1. Clean shower floor surfaces so they are free of dirt, soap scum, grime, stains, and mildew.

Restroom Restocking

1. Replenish all restroom consumable supplies with the proper product(s) for the dispenser provided. Do not over-stock restrooms with loose towels or toilet paper rolls.
2. Check all sanitary product dispensers. Restock as needed.
3. Empty sanitary containers and restock each with three disposable wax liner bags per disposal container.

Lactation and stress management Quiet Rooms – located within several facilities, often inside female restroom(s) for privacy.

1. Dust all horizontal surfaces.
2. Remove all trash.
3. Vacuum carpeted floors.
4. Wipe down furniture surfaces.

Kitchen & Break Rooms (where applicable):

1. Clean floors
2. Remove all trash.
3. Wipe down/disinfect tables, chairs, countertops, and the outside of all refrigerators, vending machines and appliances.
4. Wipe the front face of countertops and cabinets.
5. Wipe down/disinfect the inside of microwave ovens in all kitchens and break rooms.

Fitness Rooms (where applicable):

1. Clean floors
2. Remove Trash
3. Clean any mirrors
4. Wipe down fitness equipment and countertops.
5. Sweep and mop floors.

Floor Cleaning- Carpeted Floors (to be performed daily, After Hours)

1. Vacuum all carpeted floors, entrance mats and elevator door tracks using the internal vacuum system, if provided, or a vacuum which meets industry standards for the type of surface being vacuumed. Loose paper, pins, clips, and other trash which the vacuum cannot clear shall be manually collected.
2. Clean spills and spots found on carpets and cubicle partition walls using appropriate spot removal cleaner. Janitorial staff should notify their Supervisor of any stains they cannot remove through normal cleaning practices.

WEEKLY Cleaning Tasks

Floor cleaning- Hard Surface Floors

1. Damp mop or machine mop with appropriate cleaning solution all interior non-carpeted floors, polished concrete floors, stairs, stairwells, and stair landings this shall include areas under walk-off mats.

Windows, Staircases, and Doors Building Entrances

1. Clean all interior glass, walls, partitions, and doors to keep free of dirt, scuffs, and streaks
2. Door glass, staircases, and Storefront-style glass entrances at all facilities shall be cleaned on the inside and outside of the glass. Windows should be free of any film, smudges, and streaks free.

Window Ledges

1. Dust interior window ledges in order to be to be free of dirt, dust, and debris.
2. Dust and wipe walls, light switches, handrails, doors, and door hardware. Particular attention should be given to surfaces touched by hands to interrupt the spread of germs and reduce dust/dirt build up.

Water Fountains/Sinks

1. Water fountains shall be wiped down with anti-bacterial germicidal cleaner and polished with stainless steel polish.
2. Clean and polish all chrome, stainless steel or other unpainted metal fixtures and moldings using the appropriate polish.

Furniture and Horizontal Services

1. Dust all furniture and horizontal surfaces including, but not limited to desks, chairs, tables, counters, bookcases, bookshelves, and file cabinets. (Care must be used around electronic equipment and devices including, but not limited to, computers, printers, audiovisual equipment, fax machines, copy machines etc.). While cleaning in these areas, the Contractor must not use liquids, steel wool, powered cleaners, brushes, dusters, and/or rags which leave dust or materials containing silicon.
2. Vacuum or clean furniture upholstery and cushions, including City Council Chamber chairs, lactation/quiet rooms.

Polishing

1. Use furniture polish on all wood surfaces, excluding office desks, file cabinets, and tabletops. (e.g. Council Chambers)
2. Clean and polish all chrome, stainless steel and other unpainted metal fixtures using appropriate metal polish where applicable.

Restroom- Shower walls/fixtures/grout

1. Clean shower walls, shower fixtures, and grout so they are free of dirt, soap scum, grime, stains, and mildew.

Other -Remove spider webs, from interior, and exterior areas and surfaces, as needed.

MONTHLY Cleaning tasks

1. Dust all interior walls.
2. Clean interior baseboards.
3. Dust ceiling and wall vents, fans, and returns.
4. Dust window blinds and shades.

Pre-Established Schedule- Preparation of Council Chambers for meetings

On days when meetings are scheduled in Council Chambers, the Raleigh Municipal Building Day Porter will:

1. Ensure bathrooms on floors 1, 2, and 3 are fully stocked and cleaned before the start of the meeting.
2. Clean the common areas and entrances of floors 1, 2, and 3 prior to the start of the meeting and monitor for any unexpected issues (e.g. spills, excessive dirt) for the duration of each meeting.
3. Monitor all RMB restrooms, at least once an hour, for cleanliness and restocking throughout the duration of the meeting.
4. Prior to RMB opening the next business day, the RMB Day Porter will clean and restock the restrooms on floors 1-3 and clean the council chambers, and conference rooms 303/305.

The Raleigh Municipal Building evening janitorial staff will:

1. Clean and restock the bathrooms on floors 1, 2, and 3 first. Then proceeding with normal cleaning tasks starting on the 6th floor and working their way down. The night staff shall keep noise at a minimum to ensure as little disturbance as possible to the meeting while in progress.
2. Refrain from leaving collected trash in elevators, common areas, or hallways in view of meeting attendees.
3. Ensure that no cleaning equipment, supplies block doorways, passages, ingress and egress routes.

SEMI-ANNUAL Cleaning tasks

1. **Floor re-waxing** –Hard surfaced floors shall be stripped and re-waxed semi-annually using a commercial grade high gloss wax. Wax shall be durable to withstand normal foot traffic and allow the ability to buff through the normal schedule for up to six (6) months. The Contractor should maintain a semiannual schedule for floor stripping and waxing and publish a schedule of work two weeks in advance, indicating which areas are being worked. All work will be scheduled around public meeting schedules and/or weekends. Floor stripping, buffing, and waxing are to be included in the Contractor's initial submittal.

APPENDIX II: Fire Facilities Cleaning Expectations, Tasks and Frequencies
(Fire-Group 6)

Site #1: Keeter Fire Training Center
Frequency: Weekly Cleaning (Fridays)
Scope of Work:

Weekly Janitorial Tasks:

- Clean bathrooms (including toilets and sinks, mop bathroom floors and clean showers).
- Vacuum carpeted areas and rugs.
- Sweep and mop floors.
- Remove trash from all trash cans (left outside offices) to the dumpster out back.
- Remove spider webs and cobwebs using the extension pole and cobweb brush in all areas where cleaning is being done.

Areas not to be cleaned: Offices, museum, and any training props should not be cleaned.

(Note: Janitorial Services at this site will not begin until approximately November 2025 due to renovations)

Site #2: Logistics Division Building
Frequency: Weekly and Monthly (On Fridays)
Scope of Work:

1. Office Area, Dining Area and Bathrooms

Weekly Janitorial Tasks:

- Dust and clean the office lobby area; all five offices; laundry room; dining room; including the counter tops, tabletop, cabinet doors, EXTERIOR ONLY of appliances (microwave, refrigerator, coffee maker, toaster, etc.).
- Clean bathrooms (including toilets, sinks, pipes below the sinks and the bathroom floors cleaned with a stiff brush and a strong floor cleaning product).
- Wipe down all painted walls when they have marks or fingerprints.
- Vacuum carpeted areas and rugs.
- Sweep and mop floors
- Remove trash from all trash cans to the dumpster out back.
- Remove spider webs and cobwebs using the extension pole and cobweb brush in all areas where cleaning is being done.

Monthly Janitorial Tasks:

- Clean all window blinds and interior glass
- Clean exhaust fans in bathrooms.

2. Warehouse

Weekly Janitorial Tasks:

- Dust all areas up to 6 feet high.
- Remove spider webs and cobwebs using the extension pole and cobweb brush from the ground up to 12 feet high.
- Sweep and use dry floor mop prior to using the RFD walk behind floor scrubber to clean the warehouse floors.
- Remove trash from all trash cans to the dumpster out back.

3. Bay Area

Weekly Janitorial Tasks:

- Dust and clean along the entire perimeter of the shop bay area from the ground up to 6 feet high along the walls.
- Dust and clean the workstations located in the center of the bay.
- Ensure all spider webs and cobwebs are removed from the bay area using the cobweb brush and extension pole along the entire perimeter from the ground up to 12 feet high along the walls (top of the darker painted areas along the walls).
- Clean the shop sink, wipe down the ice machine and clean the two eye cleaning stations.

APPENDIX III: PROPOSAL COST FORM

Awarded Contractor shall perform the services to be performed as set forth in this RFP and more particularly described in Section 4 for a not to exceed total amount of:

		Year 1 Cost (9/1/2025- 6/30/2026)	Year 2 Cost (7/1/2026- 6/30/2027)	Year 3 Cost (7/1/2027- 6/30/2028)	Year 4 Cost (7/1/2028- 6/30/2029)	Year 5 Cost (7/1/2029- 6/30/2030)	Year 6 (7/1/2030- 8/31/2030)	
Engineering Services	GRP 1-POLICE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	GRP 2- DWTN	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	GRP 3-CCC	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	GRP 4-COF	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	GRP 5-NEROC	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	GRP 6- FIRE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	Vendor's total proposal	\$	\$	\$	\$	\$	\$	\$

		YEAR 1 (9/1/2025- 8/31/2026)	YEAR 2 (9/1/2026- 8/31/2027)	YEAR 3 (9/1/2027- 8/31/2028)	YEAR 4 (9/1/2028- 8/30/2029)	YEAR 5 (9/1/2029- 8/30/2030)		
Parks, Recreation and Cultural Resources	GRP 1- Day Porter Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	GRP 2- Recreation Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	GRP 3- Outdoor Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	GRP 4-Nat. Res. Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	GRP 5- Hist. Res. Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	GRP 6- Special Prk Sites	\$ -	\$ -	\$ -	\$ -	\$ -		
	Vendor's total proposal	\$	\$	\$	\$	\$	\$	\$

Awarded Contractor shall perform the services to be performed as set forth in this RFP and more particularly described in Section 4 for a not to exceed total amount of:

\$ _____

Proposer shall attach proposal cost breakdown to this Appendix III Proposal Cost Form.

Firm Name: _____

Authorized Signature _____ Date _____

Signed by: _____
[Type or Print Name]

Title of Signer: _____

Appendix IV: Janitorial Services Rates Table

This is a separate table requesting current Contractor's rates for pricing related to daily services, special events, emergencies outside of the contract and enhanced cleaning services. Daily Services rates will be used when adding sites to the existing contract. Special Event, Emergency Service prices and Enhanced Cleaning Service costs are separate from normal monthly/annual prices submitted in Appendices, III, IV, V & VI. . These Services are placed upon request and must be at the agree upon rate stated in the contractor's proposal.

Rates for Daily Services				
	Price per Square Foot	Hourly Rate	Shift Premium	Holiday Premium
Cleaning Crew				
Floor Crew				
Day Porter				
Rates for Special Events Services (Provide cost for one-time event upon request)				
	Price per Square Foot	Hourly Rate	Shift Premium	Holiday Premium
Night Cleaning Crew				
Floor Crew				
Porter				
Rates for Emergency Cleaning Services (Provide cost for one-time event upon request)				
	Price per Square Foot	Hourly Rate	Shift Premium	Holiday Premium
Night Cleaning Crew				
Floor Crew				
Porter				
Rates for Enhanced Cleaning Services (Provide cost for one-time event upon request)				
	Price per Square Foot	Hourly Rate	Shift Premium	Holiday Premium
Night Cleaning Crew				
Floor Crew				
Porter				

APPENDIX V: Engineering Service COST WORKSHEETS (for an electronic copy of cost worksheets, email Christy.comell@raleighnc.gov)

Engineering Services Sites-Public Safety Facility-POLICE (ES-Group 1)

Day Porter Sites	Facility Type	Address	Frequency of Cleanings	Day Porter Times	Square Footage	Day Porter Hours Onsite	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
Cabarrus RPD	Critical-I- Facility	218 W Cabarrus St	5 days/week (M-F)	Day Porter - 8 hrs./day	27,556	7:00am-3:30pm						
Six Forks RPD	Critical-Facility	6716 Six Forks Rd	5 days/week (M-F)	Day Porter - 8 hrs./day	39,000	7:00am-3:30pm						
Law Enforcement Training Center (LETC)	Critical-Facility	2320 Law Enforcement Drive	5 days/week (M-F)	Day Porter - 4 hrs./day	60,000	10am-2pm						
						TOTAL	\$	\$	\$	\$	\$	\$

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
Cabarrus RPD	Critical Facility	218 W Cabarrus St	7 days/week	27,556	Monday-Sunday (after business hours)						
Six Forks RPD	Critical-Facility	6716 Six Forks Rd	7 days/week	39,000	Monday-Sunday (after business hours)						
Law Enforcement Training Center (LETC)	Critical Facility	2320 Law Enforcement Dr	5 days/week	60,000	Monday-Friday (after business hours)						
					TOTALS		\$	\$	\$	\$	#

Add totals together and enter on Appendix III

Engineering Services- Downtown Facilities (ES-Group 2)

Day Porter Sites	Facility Type	Address	Frequency of Cleanings	Day Porter Times	Day Porter Hours	Square Footage	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
One Exchange Plaza	Critical- City Admin/Maint.	219 Fayetteville St	5 days/week (M-F)	Day Porter - 8 hrs./day	7:00am- 3:30pm	101,647						
310 W Martin Street Building (Dillon)	Critical- City Admin/Maint	310 W. Martin St. (M-F)	5 days/week (M-F)	Day Porter - 8 hrs./day	7:00am- 3:30pm	27,711						
Raleigh Municipal Building	Critical- Public Admin Facility	222 W Hargett St (M-F)	5 days/week (M-F)	Day Porter - 8 hrs./day	7:00am- 3:30pm	106,428						
					TOTAL		\$	\$	\$	\$	\$	\$

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/27)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
One Exchange Plaza	Critical Facility	219 Fayetteville Street	5 days/week	101,647	Monday-Friday (after close)						
310 W Martin Street (Dillon)	Critical Facility	310 W Martin St	5 days/week	27,711	Monday-Friday (after close)						
Raleigh Municipal Building (RMB)	Critical Facility	222 W Hargett St	5 days/week	106,428	Monday-Friday (after close)						
Pathways Center	Critical Facility	500 S Wilmington Street	5 days/week	17,000	Monday-Friday (after close)						
Peace Street	Critical Facility	400 W. Peace St	5 days/week	11,790	Monday-Friday (after close)						
West Street Bldg	Critical Facility	1027 N West St	5 days/week	4,400	Monday-Friday (after close)						
City Center Parking Deck (office)	Critical Facility	429 S Wilmington St	1 day/week	965	Friday (after-close)						
Field Operations Center	Critical Facility	1615 S Wilmington St	5 days/week	6,920	Monday-Friday (after close)						
			TOTAL			\$	\$	\$	\$	\$	\$

Engineering Services Sites (include in proposal submitted for ES- Group 2)

Trash Receptacle Service	Facility Type	Address	Frequency of Cleanings	When will Cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
One Exchange Plaza (OEP)	Critical Facility- City Admin and Maint. Facility	219 Fayetteville St.	1 Day/week	Saturday Mornings						
Total					\$	\$	\$	\$	\$	\$

Trash Receptacle Service - At One Exchange Plaza, 219 Fayetteville St., trash receptacles are to be rolled from the facility to curbside and returned to the facility on the weekends and holidays to comply with City of Raleigh's Solid Waste Services ordinances. Failure to comply with Solid Waste Services Ordinances could result in a fine to the City. Any fine levied against the City for noncompliance will be paid by the City and that amount will be deducted from the monthly invoice.

Schedule 1: Saturdays – Contractor's staff will wash empty trash bins and roll empty trash bins into the garage area from the curb by 9:30 a.m.

Add totals together and enter on Appendix III

Engineering Services- Central Communication Center (ES-Group 3)

Porter Sites	Facility Type	Address	Frequency of Cleanings	Day Porter Times	Square Footage	Day Porter Hours Onsite	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
Central Communications Center	Critical Facility-City Admin/Maint	2320 Westinghouse Blvd	5 days/week (M-F)	Day Porter - 8 hrs./day	67,292	7:00am-3:30pm						
Central Communication Center (CCC)	Critical Facility-City Admin/Maint	2320 Westinghouse Blvd	2 days/week Sat-Sun	Day Porter- 3 hrs./Day	67,292	11am-2pm						
						TOTALS	\$	\$	\$	\$	\$	\$

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
Central Communication Center (CCC)	Critical Facility-City Admin/Maint	2320 Westinghouse Blvd	7 days/week	67,292	Monday-Sunday (after close)						
					TOTALS	\$	\$	\$	\$	\$	\$

Add totals together and enter on Appendix III

Engineering Services- Central Operations Facilities (ES-Group 4)

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
Central Operations Facility – Bldg. 1 VFS	Critical-City Admin/ Maint Facility	2501 Raleigh Blvd	5 days/week	45,032	Monday-Friday (after close)						
Central Operations Facility – Bldg. 2 STREET Operations	Critical-City Admin/ Maint Facility	2550 Operations Way	5 days/week	20,418	Thursday-Sunday (after close)						
Central Operations Facility – Bldg. 4 STREET SHOPS	Critical-City Admin/ Maint Facility	2520 Operations Way	5 days/week	1,677	Monday-Friday (after close)						
Central Operations Facility – Bldg. 6 TRANSPORTATION	Critical-City Admin/ Maint Facility	2530 Westinghouse Blvd	5 days/week	20,607	Monday-Friday (after close)						
Central Operations Facility – Bldg. 8 FUEL CENTER	Critical-City Admin/ Maint Facility	2540 Westinghouse Blvd	7 days/week	308	Monday-Sunday (after close)						
Central Operations Facility - F&O Warehouse	Critical-City Admin/ Maint Facility	2631 Brentwood Rd	5 days/week	3,274	Monday-Friday (after close)						
Vehicle Fleet Services - Heavy Equipment	Critical	4120 New Bern Ave	5 days/week	6,030	Thursday-Sunday (after close)						
					TOTAL	\$		\$	\$	\$	

Enter Total on Appendix III

Engineering Services- Northeast Remote Operations Facilities (ES-Group 5)

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-8/31/2030)
NEROC - PRCR /Engineering Services	Critical-City Admin/ Maint Facility	7700 Burwell Rd 3222-28	5 days/week	13,684	Monday-Friday (after close)						
NEROC - Street Maintenance	Critical-City Admin/ Maint Facility	Spottswood	5 days/week	13,146	Monday-Friday (after close)						
NEROC - Vehicle Fleet Services	Critical-City Admin/ Maint Facility	7702 Burwell Rd	5 days/week	13,448	Monday-Friday (after close)						
NEROC - Vehicle Fleet Services Wash (restroom 1)	Critical-City Admin/ Maint Facility	7704 Burwell Rd	7 days/week	100	Monday-Sunday (after close)						
NEROC - Vehicle Fleet Services Wash (restroom 2)	Critical-City Admin/ Maint Facility	7704 Burwell Rd	7 days/week	100	Monday-Sunday (after close)						
					TOTAL	\$	\$	\$	\$	\$	\$

Enter Total on Appendix III

Engineering Services- Public Safety Facility-FIRE (Group 6)

After Hours Cleaning Sites	Facility Type	Address	Frequency of Cleanings	Square Footage	When will cleaner be onsite?	Year 1 Cost (9/1/2025-6/30/2026)	Year 2 Cost (7/1/2026-6/30/2027)	Year 3 Cost (7/1/2027-6/30/2028)	Year 4 Cost (7/1/2028-6/30/2029)	Year 5 Cost (7/1/2029-6/30/2030)	Year 6 (7/1/2030-6/31/2030)
Keeter Fire Training Center	Critical facility	105 Keeter Center Dr. Raleigh, NC 27603	Weekly	20,000 sq ft	1 day per week after 5:00 p.m. (Fridays)						
Raleigh Fire Department - Logistics Division	Critical facility	4120-A New Bern Ave., Raleigh, NC 27610	Weekly/ Monthly	Office-2,244 sq ft Warehouse-1,120 sq ft Shop- 300 linear ft.	1 day per week after 7:00 p.m. (Fridays)						
					TOTAL:						

(Note: Janitorial Services at Keeter Fire Training Center will not begin until approximately November 2025 due to renovations)

Enter Total on Appendix III

Appendix VI: Parks, Recreation and Cultural Resources Sites Cost Worksheets

Day Porter Sites (PRCR-Group 1)	Address	Frequency of Cleanings	Square Footage	Hours Onsite (Non-Summer)	Hours Onsite (Summer)	YR1 Costs (9/1/2025-8/31/2026)	YR2 Price (9/1/2026-8/31/2027)	YR3 Price (9/1/2027-8/31/2028)	YR4 Price (9/1/2028-8/30-2029)	YR5 Price (9/1/2029-8/30/2030)
Abbotts Creek Community Center	9950 Durant Rd, 27614	Day Porter - 7.5 hrs./day	26,500	7am-3pm (w/ lunch)	6am-2pm (w/ lunch)					
Biltmore Hills Community Center	2615 Fitzgerald Drive, 27610	Day Porter - 7.5 hrs./day	14,972	7am-3pm (w/ lunch)	6am-2pm (w/ lunch)					
Briar Creek Community Center	10810 Globe Rd, 27617	Day Porter - 7.5 hrs./day	23,509	7am-3pm (w/ lunch)	7am-3pm (w/ lunch)					
Five Points Center for Active Adults	2000 Noble Rd, 27608	Day Porter - 7.5 hrs./day	20,000	7am-3pm (w/ lunch)	7am-3pm (w/ lunch)					
Green Road Community Center	4201 Green Rd, 27604	Day Porter - 7.5 hrs./day	24,875	7am-3pm (w/ lunch)	6am-2pm (w/ lunch)					
John Chavis Community Center	505 Martin Luther King, Jr Blvd	Day Porter - 7.5 hrs./day	32,000	7am-3pm (w/ lunch)	6am-2pm (w/ lunch)					
Lake Lynn Community Center	7921 Ray Rd, 27612	Day Porter - 7.5 hrs./day	25,805	6am-2pm (w/ lunch)	6am-2pm (w/ lunch)					
Laurel Hills Community Center	3808 Edwards Mill Rd, 27612	Day Porter - 7.5 hrs./day	25,473	6am-2pm (w/ lunch)	6am-2pm (w/ lunch)					
Marsh Creek Community Center	3050 N. New Hope Rd, 27604	Day Porter - 7.5 hrs./day	24,000	7am-3pm (w/ lunch)	10am-6pm (w/ lunch)					
Method Road Community Center	514 Method Rd, 27607	Day Porter - 7.5 hrs./day	2,6831	7am-3pm (w/ lunch)	6am-2pm (w/ lunch)					
Roberts Park Community Center	1300 E. Martin St, 27610	Day Porter - 7.5 hrs./day	11,726	9am-5pm (w/ lunch)	6am-2pm (w/ lunch)					
					TOTAL	\$	\$	\$	\$	\$

- Summer months are roughly June-August

Enter Total on Appendix III

PRCR-Recreation Sites (PRCR-Group 2)	Address	Frequency Cleanings	Square Footage of	Hours of Operation	When will cleaner be onsite?	YR1 Costs (9/1/2025- 8/31/2026)	YR2 Price (9/1/2026- 8/31/2027)	YR3 Price (9/1/2027- 8/31/2028)	YR4 Price (9/1/2028- 8/30-2029)	YR5 Price (9/1/2029- 8/30/2030)
Anne E. Gordon Active Adult Center	1901 Spring Forest Rd, 27615	5 days/week	4,484	9am-6pm	Monday-Friday (after close)					
Greystone Community Center	7713-55 Leadmine Rd, 27615	5 days/week	9,600	9am-8pm	Monday-Friday (after close)					
Hill Street Neighborhood Center	2307 Hill St, 27604	5 days/week	4,796	2-8pm	Monday-Friday (after close)					
Kiwanis Park Neighborhood Center	2525 Nobel Road, 27608	5 days/week	3,140	9am-8pm	Monday-Friday (after close)					
Millbrook Tennis Center	1905 B Spring Forest Rd	5 days/week	2,000	8:30am-9:30pm	Monday-Fridays (after close)					
Peach Road Neighborhood Center	911 Ileagnes Rd, 27603	5 days/week	3,521	2-8pm	Thursday-Sunday (after close)					
Ralph Campbell Neighborhood Center	756 Lunar Dr, 27610	5 days/week	4,631	2-8pm	Monday-Friday (after close)					
Sanderford Road Neighborhood Center	2623 Sanderford Rd, 27610	5 days/week	3,642	2-8pm	Monday-Friday (after close)					
Sgt. Courtney T. Johnson Neighborhood Ctr	1801 Proctor Rd, 27610	5 days/week	3,172	2-8pm	Monday-Friday (after close)					
Walnut Terrace Active Adult Center	1256 McCauley St, Ste. 126, 27601	5 days/week	1,200	9am-6pm	Monday-Friday (after close)					
Eastgate Neighborhood Center	4200 Quail Hollow Drive, 27609	3 days/week	3,200	Open for programs	Monday/Wednesday/Friday					
Glen Eden Neighborhood Center	1500 Glen Eden Drive, 27612	3 days/week	2,600	Open for programs	Monday/Wednesday/Friday					
Brentwood Neighborhood Center	3315 Vinson Ct, 27604	1 day/week	3,172	Open for programs	Mondays					
Forest Ridge Adventure Park	2100 Old NC Hwy 58, 27587	1 day/week	2,813	7am-8pm	Mondays					
Powell Drive Neighborhood Center	740 Powell Dr, 27606	1 day/week	2,600	Open for programs	Mondays					
Walnut Creek Athletic Complex (restrooms, umpire lounge)	1201 Sunnybrook Road, 27610	5 days/week	1,000	Open evenings/weekends	Monday-Friday (before 3pm)					
Enter Total on Appendix III					TOTALS	\$	\$	\$	\$	\$

PRCR-Outdoor Restroom Sites (Group 3)	Address	Frequency of Cleanings	of Square Footage	Notes	YR1 Costs (9/1/2025-8/31/2026)	YR2 Price (9/1/2026-8/31/2027)	YR3 Price (9/1/2027-8/31/2028)	YR4 Price (9/1/2028-8/30/2029)	YR5 Price (9/1/2029-8/30/2030)
Anderson Point Park (small restroom)	20 Anderson Point Drive, 27610	7 days/week	310						
Anderson Point Park (large restroom)	20 Anderson Point Drive, 27610	7 days/week	390						
Baileywick Road Park	9501 Baileywick Road, 27615	7 days/week	480						
Biltmore Hills Park	2615 Fitzgerald Drive, 27610	7 days/week	390	Locked in winter					
Brentwood Park	3315 Vinson Court, 27604	7 days/week	250						
Brier Creek Park	10810 Globe Road, 27617	7 days/week	645						
Buffaloe Road Athletic Park (front restroom)	5900 Buffaloe Road, 27616	7 days/week	390						
Buffaloe Road Athletic Park (back restroom)	5900 Buffaloe Road, 27616	7 days/week	265						
Cedar Hills Park	5600 Sweetbriar Drive, 27609	7 days/week	285						
Davie Street Park	910 E. Davie Street, 27610	7 days/week	323	Locked except for events					
Eastgate Park	4200 Quail Hollow Drive, 27609	7 days/week	176	Locked in winter					
Forest Ridge Park	2100 Old NC Hwy 58, 27587	7 days/week	400						
Honeycutt Park	1032 Clear Creek Farm Road, 27615	7 days/week	620						
John Chavis Park	600 Chavis Way, 27601	7 days/week	200	Locked in winter					
Kentwood Park	4531 Kaplan Drive, 27606	7 days/week	265						
Kiwanis Park	2525 Nobel Road, 27608	7 days/week	184						
Laurel Hills Park	3808 Edwards Mill Road, 27612	7 days/week	390						

PRCR- Outdoor Restroom Sites (Group 3- cont'd)	Address	Frequency Cleanings	Square Footage	Notes	YR1 Costs (9/1/2025-8/31/2026)	YR2 Price (9/1/2026-8/31/2027)	YR3 Price (9/1/2027-8/31/2028)	YR4 Price (9/1/2028-8/30-2029)	YR5 Price (9/1/2029-8/30/2030)
Marsh Creek Park	3050 N. New Hope Road, 27604	7 days/week	320						
Martin Luther King Jr. Gardens Park	1215 Martin Luther King Jr. Drive, 27610	7 days/week	380						
Mary Belle Pate Park	2640 Sierra Drive, 27603	7 days/week	390	Locked in winter					
North Hills Park	100 Chowan Circle, 27609	7 days/week	195						
Oakwood Park	910 Brookside Drive, 27604	7 days/week	225						
Roberts Park	1300 E. Martin Street, 27610	7 days/week	425	Locked in winter					
River Bend Park	5610 Wallace Martin Way	7 days/week	285						
Powell Drive Park	740 Powell Drive, 27606	7 days/week	142						
Sanderford Road Park	2623 Sanderford Rd, 27610	7 days/week	285	Locked except for events					
Spring Forest Road Park	4203 Spring Forest Road, 27616	7 days/week	425						
Williams Park	6601 Leadmine Road, 27612	7 days/week	405						
				TOTALS	\$	\$	\$	\$	\$

• Most women's restrooms have 2-3 stalls and men's restrooms have 1-2 urinals and 1 stall.

Enter Total on Appendix III

PRCR-Natural Resources Sites- (PRCR-Group 4)	Address	Frequency of Cleanings	Square Footage	Specific Cleaning Day	YR1 Costs (9/1/2025-8/31/2026)	YR2 Price (9/1/2026-8/31/2027)	YR3 Price (9/1/2027-8/31/2028)	YR4 Price (9/1/2028-8/30/2029)	YR5 Price (9/1/2029-8/30/2030)
Annie Louise Wilkerson - Outdoor Restrooms	5229 Awls Haven Dr, 27614	7 days/week	496	N/A					
Durant Nature Preserve - Outdoor Restroom	8305 Camp Durant Rd, 27615	7 days/week	520	N/A					
Horseshoe Farms - Outdoor Restrooms	2900 Horseshoe Farm Rd 2	7 days/week	216	N/A					
Marsh Creek Maintenance Facility	4225 Daly Road	5 days/week		Monday-Friday after 5pm					
Dix Maintenance Office	1032 Richardson Drive	2 days/week	500	Tuesday/Friday after 5pm					
Annie Louise Wilkerson - Visitor Center	5229 Awls Haven Dr, 27614	1 day/week	1,600	Monday					
Annie Louise Wilkerson - Education Building	5229 Awls Haven Dr, 27614	1 day/week	4,800	Monday					
Durant Nature Preserve- Training Lodge	8305 Camp Durant Rd, 27615	1 day/week	2173	Monday					
Walnut Creek Wetlands Center	950 Peterson St, 27610	1 day/week	5,340	Monday					
Durant Nature Preserve - Campbell Lodge	3237 Spottiswood St, 27614	1 day/week	4,136	52 cleanings/year					
				TOTALS		\$		\$	

Enter Total on Appendix III

PRCR-Historic Resources Sites (PRCR-Group 5)	Address	Frequency Cleanings	Square Footage of	Specific Cleaning Day	VR1 Costs (9/1/2025- 8/31/2026)	VR2 Price (9/1/2026- 8/31/2027)	VR3 Price (9/1/2027- 8/31/2028)	VR4 Price (9/1/2028- 8/30-2029)	VR5 Price (9/1/2029- 8/30/2030)
Mordecai Outdoor Restrooms	1 Mimosa St, 27604	7 days/week	3,200	N/A					
Moore Square - Outdoor Restrooms/Visitor Stand	226 E. Martin St, 27601	7 days/week	396	N/A					
John P "Top" Greene Center	401 Martin Luther King Jr. Blvd, 27601	5 days/week	3,888	Monday-Friday (during operating hours)					
Mordecai Visitor Center	1 Mimosa St, 27604	5 days/week	4,500	Monday-Fridays					
Moore Square - Norwood House	226 E. Martin St, 27601	3 days/week	1,700	Mon/Wed/Fri					
City of Raleigh Museum	220 Fayetteville St,	2 days/week	600	Tuesdays and Fridays					
Borden Building	820 Clay St, 27605	1 day/week	1,500	Tuesday					
Mordecai Historic Buildings	1 Mimosa St, 27604	1 day/week	10,450	Tuesday					
Pope House	511 S. Wilmington St, 27601	1 day/week	1,250	Saturday					
Tucker House	418 N. Person St, 27601	1 day/week	1,500	Tuesday					
				TOTALS	\$	\$	\$	\$	\$

Enter Total on Appendix III

PRCR-Special Park Sites - (PRCR-Group 6)		Address	Frequency Cleanings	Square Footage of	Specific Cleaning Day	YR1 Costs (9/1/2025- 8/31/2026)	YR2 Price (9/1/2026- 8/31/2027)	YR3 Price (9/1/2027- 8/31/2028)	YR4 Price (9/1/2028- 8/30-2029)	YR5 Price (9/1/2029- 8/30/2030)
Dix Park Cottage outdoor restrooms		830 Umstead Drive, 27605	7 days/week	480	N/A					
Pullen Amusements - Welcome Center Restrooms		820 Ashe Ave, 27606	7 days/week	389	After closing (open 7am-9pm)					
Pullen Amusements - Carousel Restrooms		820 Ashe Ave, 27606	7 days/week	889	After closing (open 7am-9pm)					
Dix Park Chapel		1020 Richardson Drive, 27607	5 days/week	10,500	Monday-Friday, overnight					
Pullen Amusements - Welcome Center/Office		820 Ashe Ave, 27606	4 days/week	2,000	Monday, Wednesday, Thursday, Sunday (after closing)					
Dix Park Gipson Play Plaza			7 days/week	1,200	N/A					
TOTALS						\$	\$	\$	\$	\$

Enter Total on Appendix III

APPENDIX VII– Parks, Recreation and Cultural Resources Checklists

Borden Building	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling cans, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Dust all surfaces						
Dust ceiling and wall vents, fans and returns. Dust corners.						
Clean all wall and ceiling vents, fans and returns						
Dust window covers (curtains, blinds and shades)						
Sweep/vacuum/mop all floors as appropriate.						
Clean interior windows and any other glass surfaces.						
Clean (dust or wash, as needed) baseboards						
Bathrooms - clean and disinfect toilet and sinks. Sweep & mop floor with cleaner and deodorizer.						
Bathrooms - Restock all soap and paper products.						
Kitchen - wipe down countertops, appliances.						
Kitchen - clean sink.						
MONTHLY: Pour 1 quart of water down kitchen drains.						

* Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.

* Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.

* Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Brentwood & Powell Drive	1st Monday Date:	2nd Monday Date:	3rd Monday Date:	4th Monday Date:	5th Monday Date:
Pick up any trash around door entrance.					
Empty all trash cans, wipe down. Replace trash can liners					
Empty all recycling cans, wipe down.					
Empty sanitary napkin disposals.					
Empty all trash and recycling, including exterior within 50 ft. of entrances, into exterior dumpsters.					
Dust/wipe down all surfaces, including desks, bookcase, file cabinets, etc.					
Dust corners, ledges and windowsills, removing debris/spider webs as needed.					
Dust ceiling and wall vents, fans, returns, and window covers (blinds/shades)					
Sweep and mop floors with floor cleaner.					
Clean (dust or wash, as needed) baseboards					
Vacuum all carpeted areas, including any rugs and walk-off mats.					
Wipe down doors, including hinges, locks and handles, removing fingerprints and smudges.					
Clean all windows, including glass inserts in doors, with glass cleaner.					
Clean fingerprints and smudges from walls, woodwork and metal surfaces.					
Pay particular attention to light switches and doors.					
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)					
Kitchen - wipe down countertops and appliances.					
Kitchen - clean sinks.					
Restrooms - mop floors with a neutral floor cleaner and a deodorizer, being sure to thoroughly clean around toilets/urinals.					
Restrooms - clean and disinfect/sanitize toilet bowls and urinals (inside and out).					
Restrooms - clean and disinfect/sanitize sinks.					
Restrooms - wipe down mirrors and countertops.					
Restrooms - wipe down changing table (where applicable)					
Restrooms - wipe down doors, partition doors and partition walls					
Restrooms - wipe down pipes connecting restroom fixtures					
Restrooms - clean walls under soap dispensers of build up					
Wipe down or vacuum furniture upholstery and cushions.					

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times. • Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

City of Raleigh Museum - Exhibit Gallery & Gift Shop	1st Week Dates:	2nd Week Dates:	3rd Week Dates:	4th Week Dates:	5th Week Dates:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling from kitchen, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Pick up any trash at entrance.						
Dust entire gallery and gift shop (ceiling to baseboards)						
Clean fingerprints/smudges from walls, woodwork & metal surfaces						
Sweep/vacuum/mop all floors including entry to storefront						
Sweep/vacuum/mop stairs and stairwell						
Clean all doors (hinges, locks and handles)						
Clean interior windows and any other glass surfaces.						
Clean (dust or wash, as needed) baseboards						
Clean elevator (vacuum floor, wipe down walls and panel						
Bathrooms - clean and disinfect toilet and sinks. Sweep & mop floor.						
Bathrooms - Restock all soap and paper products.						
MONTHLY: Pour 1 quart of water down floor drains.						

* Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
 * Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
 * Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Day Porters	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly Tasks	Monthly Tasks
Check facility schedule and set up rooms (tables/chairs/etc.) for activities and programs as needed throughout the day							
Pick up any trash around door entrance and empty trash cans at entrance (within 50 ft).							
Empty all trash cans, wipe down. Replace trash can liners							
Empty all recycling cans, wipe down.							
Empty sanitary napkin disposals.							
Empty all trash and recycling into exterior dumpsters.							
Dust/wipe down all surfaces, including desks, bookcase, file cabinets, etc.							
Dust corners, ledges and window sills, removing debris/spider webs as needed.							
Sweep and mop floors with floor cleaner.							
sweep and mop gym floor, including under bleachers.							
Clean (dust or wash, as needed) baseboards							
Vacuum all carpeted areas, including any rugs and walk-off mats.							
Wipe down doors, including hinges, locks and handles, removing fingerprints and smudges.							
Elevator - wipe down door (inside & out) and panel.							
Elevator - dust walls							
Elevator - vacuum or sweep floor.							
Stairs - sweep and mop stairs/stairwells.							
Stairs - wipe down handrails.							
Clean all windows, including glass inserts in doors, with glass cleaner.							
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.							
Clean water fountains							
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)							
Kitchen - wipe down countertops and appliances.							
Kitchen - clean sinks.							
Restrooms - mop floors with a neutral floor cleaner and a deodorizer, being sure to thoroughly clean around toilets/urinals.							
Restrooms - clean and disinfected/sanitize toilet bowls and urinals (inside and out).							
Restrooms - clean and disinfected/sanitize sinks.							
Restrooms - wipe down changing tables (where applicable)							
Restrooms - wipe down mirrors and countertops.							
Restrooms - wipe down doors, partition doors and partition walls							
Restrooms - wipe down walls under soap dispensers/hand dryers to remove build-up.							
Locker rooms - wipe down/dust tops and faces of lockers.							
Locker rooms - clean and sanitize showers.							
Fitness room - Sweep and damp mop floor							

Durant Nature Preserve -	Campbell Lodge	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	First Monday of month Date:
Empty all trash cans, wipe down. Replace trash can liners.							
Empty all recycling cans, wipe down.							
Empty all trash and recycling into exterior dumpsters.							
Pick up any trash around entrance to facility.							
Wipe down all surfaces, including light fixtures, fan blades, mantels, etc. (utilizing a damp rag and Bona for the Mantels)							
Wipe down all counter tops (Utilizing a rag damp with Terminator)							
Sweep, dust (utilizing a microfibre cleaning pad), vacuum (utilizing backpack vacuum, no wheels on floor), and spot mop hardwood floors, cleaning any spills, with Bona Hardwood Floor Cleaner and another microfibre pad, where needed							
Vacuum all floor mats and area rugs, spot cleaning where needed							
Dust and damp wash (damp cloth with Bona only) baseboards							
Clean all doors (hinges, locks and handles utilizing a rag damp with Terminator)							
Clean windows, glass in doors and mirrors with glass cleaner							
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.							
Clean water fountain							
Clean stainless steel door parts and partitions utilizing stainless steel cleaner							
Dust rafters and upper ledges (utilizing an extending duster)							
Remove spider webs, interior and exterior, as needed							
Dust windowsills, ledges, wall hangings (utilizing a damp cloth)							
Dust sconce lights inside and out (utilizing a damp cloth)							
Kitchen - wipe down sinks, countertops and appliances							
Kitchen - sweep and damp mop floors with floor cleaner, removing any spills. NO STANDING WATER SHOULD REMAIN							
Kitchen - clean walk-in cooler (dusting and sanitizing walls, floor, and shelf)							
Restrooms - clean and sanitize all toilet bowls (inside & out), sinks, mirrors, urinals.							
Restrooms - disinfect and deodorize all traps, drains, toilets and urinals by means of liquid chemical (Terminator Only)							
Restrooms - wipe down walls and partitions.							
Restrooms - sweep and damp mop floor with floor cleaner and deodorizer, particularly around toilets and urinals.							

Forest Ridge	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	Monthly Date:
Pick up any trash around door entrance.						
Empty all trash cans, wipe down. This includes outdoor trash cans within 50 ft. of entrance. Replace trash can liners						
Empty all recycling cans, wipe down.						
Empty sanitary napkin disposals.						
Empty all trash and recycling into exterior dumpsters.						
Sweep and damp mop floors with floor cleaner and deodorizer.						
Vacuum all carpeted areas.						
Dust corners and windowills/ledges, removing spider webs as needed.						
Wipe down all surfaces, including desks, bookcases, file cabinets, etc.						
Clean (dust or wash, as needed) baseboards						
Clean all doors (hinges, locks and handles)						
Clean all windows and other glass surfaces, including mirrors, with glass cleaner.						
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.						
Clean water fountains						
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)						
Clean and disinfect/sanitize toilet bowls and urinals (inside and out). Wipe down pipes connecting fixtures.						
Clean and disinfect/sanitize sinks - bathrooms, kitchen.						
Wipe down mirrors and countertops - bathrooms.						
Wipe down doors, partition doors and partition walls - bathrooms.						
Disinfect and deodorize all traps, drains.						
Clean wall of build-up under hand dryers and soap dispensers						
Wipe down appliances and countertops - kitchen.						
MONTHLY: Pour 1 quart of water down all floor drains						
MONTHLY: Wipe down interior signage.						
MONTHLY: Top scrub and buff floors/auto scrub synthetic floors.						
MONTHLY: Dust ceiling and wall vents, fans, returns, and window covers (blinds/shades)						
MONTHLY: Wipe down tables and chairs						
MONTHLY: Clean oven and refrigerator						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Mordecai House/Historic Buildings	1st Monday Date:	2nd Monday Date:	3rd Monday Date:	4th Monday Date:	5th Monday Date:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling cans, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Sweep/vacuum floors. Note: Hardwoods are only to be dry swept with materials provided by facility manager.						
Dust windowsills, ledges and window covers (blinds & shades)						
Bathrooms - clean and disinfect toilet and sink. Sweep & mop floor.						
Bathrooms - Restock all soap and paper products.						
Remove spider webs, interior and exterior, as needed						
MONTHLY: Clean all wall and ceiling vents, fans & returns						
MONTHLY: Sweep exterior steps to Chapel, Law Office & Main House						
MONTHLY: Mop Chapel with wood floor cleaner.						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Mordecial - Outdoor Restrooms	Monday Date:	Tuesday Date:	Wed. Date:	Thursday Date:	Friday Date:	Saturday Date:	Sunday Date:	Monthly Date:
Empty all trash cans in restrooms, clean any spills. Replace trash can liners								
Empty all trash into exterior dumpsters.								
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)								
Clean and disinfect/sanitize toilet bowls and urinals (inside & out)								
Clean and disinfect/sanitize sinks								
Wipe down mirrors and countertops.								
Wipe down doors.								
Dust corners and windowsills, removing spider webs as needed.								
Wipe down water fountain.								
Sweep and mop floors.								
Disinfect and deodorize all traps, drains.								
MONTHLY: Pour 1 quart of water down all floor drains								

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Mordecai - Visitor Center	Monday Date:	Tuesday Date:	Wed Date:	Thursday Date:	Friday Date:	Weekly (Mondays) Date:	Monthly Date:
Pick up any trash around door entrance.							
Empty all trash cans, wipe down. Replace trash can liners							
Empty all recycling cans, wipe down.							
Empty sanitary napkin disposals.							
Empty all trash and recycling into exterior dumpsters.							
Sweep floors, stairs and stairwells.							
Dust corners and windowsills, removing spider webs as needed.							
Wipe down all surfaces, including desks, bookcases, file cabinets, etc.							
Clean (dust or wash, as needed) baseboards							
Clean all doors (hinges, locks and handles)							
Clean windows (front entrance, doors) and mirror.							
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.							
Clean water fountains							
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)							
Clean and disinfect/sanitize toilet bowls and urinals (inside and out)							
Clean and disinfect/sanitize sinks - bathrooms, kitchen.							
Wipe down mirrors and countertops - bathrooms.							
Wipe down doors, partition doors and partition walls - bathrooms.							
Disinfect and deodorize all traps, drains.							
Wipe down appliances and countertops - kitchen.							
WEEKLY: Damp mop floors, stairs and stairwell.							
MONTHLY: Pour 1 quart of water down all floor drains							
MONTHLY: Wipe down interior signage.							
MONTHLY: Dust ceiling and wall vents, fans, returns, and window covers (blinds/shades)							

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Outdoor Restrooms	Monday Date:	Tuesday Date:	Wednesday Date:	Thursday Date:	Friday Date:	Saturday Date:	Sunday Date:
Restock toilet paper. Roll should be replaced if less than ¾ full. In a 2 or 4 roll dispenser, at least 1 roll should be at least ½ full.							
Restock paper towels if there are paper towel dispensers on site. Roll should be replaced if less than ¾ full.							
Replace hand soap as needed.							
Empty all trash cans and replace trash can liners, INCLUDING sanitary product receptacles in women's restrooms.							
Wipe down all countertops.							
Wipe down all stainless-steel fixtures with a stainless-steel cleaning product.							
Wipe down and disinfect sinks (bowl and hardware).							
Clean mirrors with a glass or stainless steel clean as appropriate for the site.							
Wipe down soap dispensers and paper towel dispensers.							
Wipe down drinking fountains.							
Wipe down infant changing station (where applicable), soap dispensers, paper towel dispensers or hand dryers, toilet paper dispensers.							
Clean/disinfect/deodorize toilets and urinals (inside and outside of the bowl).							
Sweep floors, including corners and around toilets.							
Damp mop floors, including corners and around toilets, using a deodorizer in the mop water.							
Dust to remove spider webs – interior and exterior of building.							
Mondays: Clean (dust or wash, as needed) baseboards, if applicable for this site.							
Mondays: Wipe down doors, including door plates and handles.							
Mondays: Wipe down partitions and spot clean partitions as needed.							

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or custodial administrator as soon as possible
- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Pullen Amusements		Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:
WEEKLY					
Empty all trash cans, wash if needed. Replace trash can liners					
Empty all recycle cans, wash if needed					
Clean sidewalk and pick up trash around door entrance (within 50 ft.)					
Remove debris from the bottom of downspouts					
Dust the entire facility from ceiling to baseboards.					
Dust window covers (curtains, blinds, shades)					
Sweep/vacuum/mop all floors					
Clean interior windows and any other glass surfaces.					
Remove spider webs, interior and exterior, as needed					
Clean (dust or wash, as needed) baseboards					
Clean stairs and stairwells (where applicable).					
Clean all doors (hinges, locks and handles)					
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.					
Restrooms: Clean toilet bowl (inside & out), sink and mirror.					
Restrooms: Clean floors, walls, & doors in restrooms with germicide cleaner					
Restrooms: Check & refill toilet paper, paper towels, soap as needed					
Verify that thermostat is set to 72 degrees.					
Inventory cleaning supplies and place orders (as needed)					
MONTHLY					
Pour 1 quart of water down kitchen drains					
Clean all wall & ceiling vents, fans & returns					
Spot clean approved carpeted areas.					
Clean all interior signage					

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Recreation Facilities	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly Tasks (Mondays)
Pick up any trash around door entrance.						
Empty all trash cans, wipe down. This includes outdoor trash cans within 50 ft. of entrance. Replace trash can liners						
Empty all recycling cans, wipe down.						
Empty sanitary napkin disposals.						
Empty all trash and recycling into exterior dumpsters.						
Dust/wipe down all surfaces, including desks, bookcase, file cabinets, etc.						
Dust corners, ledges and windowsills, removing debris/spider webs as needed.						
Sweep and mop floors with floor cleaner.						
Clean (dust or wash, as needed) beeboards						
Vacuum all carpeted areas, including any rugs and walk-off mats.						
Wipe down doors, including hinges, locks and handles, removing fingerprints and smudges.						
Clean all windows, including glass inserts in doors, with glass cleaner.						
Clean fingerprints and smudges from walls, woodwork and metal surfaces. Pay particular attention to light switches and doors.						
Clean water fountains						
Stock all soap dispensers and paper product dispensers (toilet paper, paper towels)						
Kitchen - wipe down countertops and appliances						
Kitchen - clean sinks						
Restrooms - mop floors with a neutral floor cleaner and a deodorizer, being sure to thoroughly clean around toilets/urinals.						
Restrooms - clean and disinfect/sanitize toilet bowls and urinals (inside and out).						
Restrooms - deodorize and disinfect traps and drains. Once a month, pour 1 quart of water down all floor drains.						
Restrooms - clean and disinfect/sanitize sinks						
Restrooms - wipe down mirrors and countertops.						
Restrooms - wipe down changing table (where applicable)						
Restrooms - clean walls under soap dispensers of buildup						
Restrooms - wipe down doors, partition doors and partition walls						
WEEKLY: Wipe down interior signage.						
WEEKLY: Wipe down or vacuum furniture upholstery and cushions.						
WEEKLY: Wipe down pipes connecting restroom fixtures						
WEEKLY: Wipe down tables and chairs						
WEEKLY: Dust ceiling and wall vents, fans, returns, and window covers (blinds/shades)						
MONTHLY: Top scrub and buff floors/auto scrub synthetic floors.						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Tucker House	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling cans, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Dust all surfaces						
Dust ceiling and wall vents, fans and returns. Dust corners.						
Clean all wall and ceiling vents, fans and returns						
Dust window covers (curtains, blinds and shades)						
Sweep/vacuum/mop all floors as appropriate.						
Clean interior windows and any other glass surfaces.						
Clean (dust or wash, as needed) baseboards						
Bathrooms - clean and disinfect toilet and sinks. Sweep & mop floor with cleaner and deodorizer.						
Bathrooms - Restock all soap and paper products.						
Kitchen - wipe down countertops, appliances.						
Kitchen - clean sink.						
MONTHLY: Pour 1 quart of water down kitchen drains.						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Walnut Creek Wetlands Center	Date:	Date:	Date:	Date:	Date:	Monthly Date:
Pick up any trash around door entrance.						
Empty all trash cans (outdoor, lobby, rental rooms and offices) clean any spills. Replace trash can liners						
Empty all recycling cans (outdoor, lobby, rental rooms and offices), clean any spills.						
Empty all trash and recycling into exterior dumpsters/recycling bins. Trash should be bagged, recycling kept loose.						
Vacuum all rugs and carpeted areas (Neuse River room, offices, obby rugs).						
Wipe down all doors, handles and light switches removing fingerprints and smudges.						
Clean water fountains						
Walnut Creek Room: Wipe down countertop and clean sinks.						
Walnut Creek Room: Sweep and mop tile floor with floor cleaner.						
Kitchen: Wipe down countertops and clean sinks.						
Kitchen: Wipe down appliances.						
Kitchen: restock soap and paper towel dispensers						
Kitchen: Sweep and mop tile floor with floor cleaner.						
Restrooms: Sweep and mop floors with floor cleaner and deodorizer.						
Restrooms: Empty sanitary napkin disposals in restroom stalls and replace liners						
Restrooms: Restock sanitary dispensary in bathroom lobby.						
Restrooms: Restock soap, toilet paper, and paper towel dispensers						
Restrooms: Clean and sanitize toilets (inside and out) and sinks.						
Restrooms: Clean mirrors.						
Restrooms: Clean changing table.						
Restrooms: Wipe down doors, walls behind toilets and sinks; and stall doors and walls						
MONTHLY: Pour 1 quart of hot water down all floor drains						
MONTHLY: Wipe down interior signage.						
MONTHLY: Dust ceiling and wall vents, fans, returns, and window covers (blinds/shades)						
MONTHLY: Clean all windows and glass in doors with glass cleaner.						
MONTHLY: Cleaning all baseboards.						
QUARTERLY: Clean oven with oven cleaner						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used.

Wilkerson Education Center	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling cans, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Sweep entrance area.						
Dust baseboards, light fixtures, fireplace hearth and corners.						
Clean all wall and ceiling vents, fans and returns						
Dust window covers (curtains, blinds and shades)						
Wipe down walls, spot clean as needed.						
Sweep wood floors.						
Sweep and mop tile/rubber floors with floor cleaner.						
Vacuum all carpets						
Clean interior windows, windows on all doors and any other glass surfaces.						
Bathrooms - clean and disinfect toilets (inside and out) and sinks with germicidal cleaner. Clean mirror.						
Bathrooms - clean walls under hand dryers/soap dispensers of buildup.						
Restock all soap and paper products.						
Kitchen - wipe down countertops, appliances, icemaker						
Clean sinks in kitchen and classroom						
MONTHLY: Damp mop wood floors with an appropriate wood floor cleaner.						
MONTHLY: Clean and disinfect bathroom walls, partitions and splatter guard (heavy cleaning).						
<ul style="list-style-type: none"> Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator. Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times. Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used. 						

Wilkerson Visitor Center	Week 1 Date:	Week 2 Date:	Week 3 Date:	Week 4 Date:	Week 5 Date:	Monthly Date:
Empty all trash cans, wipe down. Replace trash can liners.						
Empty all recycling cans, wipe down.						
Empty all trash and recycling into exterior dumpsters.						
Sweep entrance area.						
Dust baseboards, light fixtures and corners.						
Clean all wall and ceiling vents, fans and returns						
Dust window covers (curtains, blinds and shades)						
Wipe down walls, spot clean as needed.						
Sweep wood floors.						
Sweep and mop tile floors with floor cleaner.						
Vacuum all carpets						
Clean interior windows, windows on all doors and any other glass surfaces.						
Bathrooms - clean and disinfect toilets (inside and out) and sinks with germicidal cleaner. Clean mirror.						
Bathrooms - clean walls under hand dryers/soap dispensers of buildup.						
Restock all soap and paper products.						
Kitchen - wipe down countertops, appliances, icemaker						
Kitchen - clean sink						

- Report any damage to facility or items in facility, or any issues with plumbing or HVAC, to site manager or contract administrator.
- Maintain a 3 ft. clearance around all electrical panels and keep all exterior doors and electrical room doors closed at all times.
- Custodial supplies should remain secure and custodial closet locked. Bottles must be properly labeled and SDS sheets provided for all chemicals used

APPENDIX VIII: PROPOSER QUESTIONNAIRE

The following questions must be answered, and data given must be clear and comprehensive. If necessary, questions may be answered on separate sheets. The Proposer may submit any additional information desired.

Company Name:		d/b/a (if applicable)	
Street / PO Box:			
City:		State:	Zip:
Phone:	Fax:	E-Mail:	
Website (if applicable):			
<input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Other			
Number of years in business under company's present name:			
Fed Tax ID #:		DUNS #:	
Are you registered with the North Carolina Secretary of State to conduct business (if required)? (Check One) YES: <input type="checkbox"/> NO: <input type="checkbox"/> Not Applicable: <input type="checkbox"/>			
Are you properly licensed/certified by the Federal and/or State of North Carolina to perform the specified work? YES: <input type="checkbox"/> NO: <input type="checkbox"/> Not Applicable: <input type="checkbox"/> ATTACH COPY OF ALL APPLICABLE LICENSING/CERTIFICATION DOCUMENTS			
Are/will you be properly insured to perform the work? YES: <input type="checkbox"/> NO: <input type="checkbox"/>			
Contact for this Contract:		Title:	
Phone:	Fax:	E-Mail:	
Have you ever defaulted or failed on a contract? (If yes, attach details) YES: <input type="checkbox"/> NO: <input type="checkbox"/>			
List at least three (3) references for which you have provided these services (same scope/size) in the past three years - preferably government agencies. Do not include City of Raleigh as a reference to meet the requirement of listing at least (3) references. PROPOSERS ARE RESPONSIBLE FOR SENDING REFERENCE QUESTIONNAIRE (APPENDIX V) TO THEIR REFERENCES.			
1.	Company:		
Contact Person:		Title:	
Phone:	Fax:	E-Mail:	
Describe Scope of Work:			
2.	Company:		
Contact Person:		Title:	
Phone:	Fax:	E-Mail:	
Describe Scope of Work:			
3.	Company:		
Contact Person:		Title:	
Phone:	Fax:	E-Mail:	
Describe Scope of Work:			
4.	Company:		
Contact Person:		Title:	
Phone:	Fax:	E-Mail:	
Describe Scope of Work:			
5.	Company:		
Contact Person:		Title:	
Phone:	Fax:	E-Mail:	
Describe Scope of Work:			
The undersigned swears to the truth and accuracy of all statements and answers contained herein:			
Authorized Signature:		Date:	

APPENDIX IX: REFERENCE QUESTIONNAIRE
(Instructions)

274-ES-Janitorial Services-2025

The City of Raleigh, as a part of the RFP, requires proposing companies to submit a minimum of three (3) business references as required within this document. The purpose of the references is to document the experience of the proposer relevant to the scope of services and assist in the evaluation process.

- The Proposer is required to send the reference form (the following two pages) to each business reference listed on Proposer Questionnaire.
- The business reference, in turn, is requested to submit the Reference Form directly to the City of Raleigh Point of Contact identified on the Reference Questionnaire form for inclusion in the evaluation process.
- The form and information provided will become a part of the submitted proposal. The business reference may be contacted for validation of the response.
- It is the Proposer's responsibility to verify their references have been received by the City of Raleigh Point of Contact by the date indicated on the reference form.

APPENDIX IX: REFERENCE QUESTIONNAIRE FORM

274-ES-Janitorial Services-2025

(Name of Business Requesting Reference)

This form is being submitted to your company for completion as a business reference for the company listed above.

For ES groups: This form is to be returned to the City of Raleigh, **ATTN: Will Allwardt** via email to will.allwardt@raleighnc.gov no later than **12:00 p.m. EST, Monday, April 14, 2025** and **MUST NOT** be returned to the company requesting the reference.

For PRCR groups: This form to be returned to the City of Raleigh, **ATTN: Kira Stewart** via email to kira.stewart@raleighnc.gov no later than **12:00 p.m. EST, Monday, April 14, 2025** and **MUST NOT** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the City of Raleigh, Point of Contact above.

Company Providing Reference

Contact Name and Title/Position

Contact Telephone Number

Contact Email Address

Questions:

1. In what capacity have you worked with this company in the past? If the company was under a contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments:

2. How would you rate this company's knowledge and expertise?

3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments:

3. How would you rate the company's flexibility relative to changes in the scope and timelines?

3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments:

4. What is your level of satisfaction with hard-copy materials, e.g. reports, logs, etc. produced by the company?

3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments:

5. How would you rate the dynamics/interaction between the company and your staff?

3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments:

6. Who were the company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating? (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: _____	Rating: _____
Name: _____	Rating: _____
Name: _____	Rating: _____
Name: _____	Rating: _____

Comments:

7. With which aspect(s) of this company's services are you most satisfied?

Comments:

8. With which aspect(s) of this company's services are you least satisfied?

Comments:

9. Would you recommend this company's services to your organization again?

Comments:

APPENDIX XI: CONTRACT STANDARD TERMS AND CONDITIONS

The contract terms provided herein shall become a part of any contract issued as a result of this solicitation. Any exceptions to the contract terms must be stated in the submittal. Any submission of a proposal without objection to the contract terms indicates understanding and intention to comply with the contract terms. If there is a term or condition that the firm intends to negotiate, it must be stated in the proposal. The successful firm will not be entitled to any changes or modifications unless they were first stated in the proposal. The City of Raleigh reserves the right, at its sole discretion, to reject any or all submittal package(s) containing unreasonable objections to standard City of Raleigh contract provisions.

1. **Compensation; Time of Payment**

The standard City of Raleigh payment term is NET 30 days from the date of invoice. For prompt payment all invoices should be emailed to (accountspayable@raleighnc.gov) or mail to the City of Raleigh, Accounts Payable, PO Box 590, Raleigh, North Carolina 27602-0590. All invoices must include the Purchase Order Number. Invoices submitted without the correct purchase order number will result in delayed payment.

2. **Workmanship and Quality of Services**

All work performed under this Contract shall be performed in a workmanlike and professional manner, to the reasonable satisfaction of the City, and shall conform to all prevailing industry and professional standards.

3. **Non-discrimination**

To the extent permitted by North Carolina law, the Parties for themselves, their agents, officials, directors, officers, members, representatives, employees, and contractors agree not to discriminate in any manner or in any form based on actual or perceived age, mental or physical disability, sex, religion, creed, race, color, sexual orientation, gender identity or expression, familial or marital status, economic status, veteran status or national origin in connection with this Contract or its performance.

The Parties agree to conform with the provisions and intent of Raleigh City Code §4-1004 in all matters related to this Contract. This provision is incorporated into the Contract for the benefit of the City of Raleigh and its residents and may be enforced by an action for specific performance, injunctive relief, or any other remedy available at law or equity. This section shall be binding on the successors and assigns of all parties with reference to the subject matter of the Contract.

4. **Minority and Women Owned Business Enterprise**

The City of Raleigh prohibits discrimination in any manner against any person based on actual or perceived age, race, color, creed, national origin, sex, mental or physical disability, sexual orientation, gender identity or expression, familial or marital status, religion, economic status, or veteran status. The City maintains an affirmative policy of fostering, promoting, and conducting business with women and minority owned business enterprises.

5. **Assignment**

This Contract may not be assigned without the express written consent of the City.

6. **Applicable Law**

All matters relating to this Contract shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and venue for any action relating to this Contract

shall be Wake County Civil Superior Court or the United States District Court for the Eastern District of North Carolina, Western Division.

7. Insurance

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of this Contract the following coverages and limits. The requirements contained herein, as well as City's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under this Contract.

Commercial General Liability – Combined single limit of no less than \$1,000,000 each occurrence and \$2,000,000 aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Automobile Liability – Limits of no less than \$1,000,000 Combined Single Limit. Coverage shall include liability for Owned, Non-Owned and Hired automobiles. In the event Contractor does not own automobiles, Contractor agrees to maintain coverage for Hired and Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Auto Liability policy. Automobile coverage is only necessary if vehicles are used in the provision of services under this Contract and/or are brought on a COR site.

Worker's Compensation & Employers Liability – Contractor agrees to maintain Worker's Compensation Insurance in accordance with North Carolina General Statute Chapter 97 with statutory limits and employees liability of no less than \$1,000,000 each accident.

Additional Insured – Contractor agrees to endorse the City as an Additional insured on the Commercial General Liability, Auto Liability and Umbrella Liability if being used to meet the standard of the General Liability and Automobile Liability. The Additional Insured shall read '**City of Raleigh is named additional insured as their interest may appear**'.

Certificate of Insurance – Contractor agrees to provide COR a Certificate of Insurance evidencing that all coverages, limits and endorsements required herein are maintained and in full force and effect, and Certificates of Insurance shall provide a minimum thirty (30) day endeavor to notify, when available, by Contractor's insurer. If Contractor receives a non-renewal or cancellation notice from an insurance carrier affording coverage required herein, or receives notice that coverage no longer complies with the insurance requirements herein, Contractor agrees to notify the City within five (5) business days with a copy of the non-renewal or cancellation notice, or written specifics as to which coverage is no longer in compliance. **The Certificate Holder address should read:**

**City of Raleigh
Post Office Box 590
Raleigh, NC 27602-0590**

Umbrella or Excess Liability – Contractor may satisfy the minimum liability limits required above under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability, however, the Annual Aggregate limits shall not be less than the highest 'Each Occurrence' limit for required policies. Contractor agrees to endorse City of Raleigh as an 'Additional Insured' on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a 'Follow-Form' basis.

Professional Liability – Limits of no less than \$1,000,000 each claim. This coverage is only necessary for professional services such as engineering, architecture or when otherwise required by the City.

All insurance companies must be authorized to do business in North Carolina and be acceptable to the City of Raleigh's Risk Manager.

8. Indemnity

Except to the extent caused by the sole negligence or willful misconduct of the City, the Contractor shall indemnify and hold and save the City, its officers, agents and employees, harmless from liability of any kind, including all claims, costs (including defense) and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims, costs (including defense) and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this Contract. This representation and warranty shall survive the termination or expiration of this Contract.

The Contractor shall indemnify and hold and save the City, its officers, agents and employees, harmless from liability of any kind, including claims, costs (including defense) and expenses, on account of any copyrighted material, patented or unpatented invention, articles, device or appliance manufactured or used in the performance of this Contract.

9. Intellectual Property

Any information, data, instruments, documents, studies, reports or deliverables given to, exposed to, or prepared or assembled by the Contractor under this Contract shall be kept as confidential proprietary information of the City and not divulged or made available to any individual or organization without the prior written approval of the City. Such information, data, instruments, documents, studies, reports or deliverables will be the sole property of the City and not the Contractor.

All intellectual property, including, but not limited to, patentable inventions, patentable plans, copyrightable works, mask works, trademarks, service marks and trade secrets invented, developed, created or discovered in performance of this Contract shall be the property of the City.

Copyright in and to any copyrightable work, including, but not limited to, copy, art, negatives, photographs, designs, text, software, or documentation created as part of the Contractor's performance of this project shall vest in the City. Works of authorship and contributions to works of authorship created by the Contractor's performance of this project are hereby agreed to be 'works made for hire' within the meaning of 17 U.S.C. 201.

10. Force Majeure

Except as otherwise provided in any environmental laws, rules, regulations or ordinances applicable to the parties and the services performed under this Contract, neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by an act of war, hostile foreign actions, nuclear explosion, earthquake, hurricane, tornado, or other catastrophic natural event or act of God. Either party to the Contract must take reasonable measures and implement reasonable protections when a weather event otherwise defined as a force majeure event is forecast to be eligible to be excused from the performance otherwise required under this Contract by this provision.

11. Advertising

The Contractor shall not use the existence of this Contract, or the name of the City of Raleigh, as part of any advertising without the prior written approval of the City.

12. Acknowledgement of City Brand and Tree Logo Ownership and Restrictions

The City of Raleigh has developed proprietary branding (the "City Brand") centered around the Raleigh tree mark logo (the "Tree Logo"). The City's exclusive rights and ownership in and to the Tree Logo are protected under trademark and copyright, including U.S. Copyright Reg. No. VAu1-322-896, N.C. State Trademark Registration Reg. No. T-23070 and Federal Trademark Registration Reg. No. 5,629,347, as well as under other federal and state laws.

Contractor acknowledges and understands that the City is not conferring any license to Contractor under this Agreement to use or depict the Tree Logo or other aspects of the City Brand.

Contractor shall not make any use or depiction of the Tree Logo or other aspects of the City Brand without the prior express written approval of the City. In this regard, should any materials being produced by Contractor for the City under this Agreement contemplate use or depiction of the Tree Logo, including, but not limited to, printed materials, digital media, signage and/or display materials, Contractor shall proceed under the auspices and direction of the City's Communications Department and shall comply with all guidelines and restrictions governing use or depiction of the Tree Logo.

13. Communications

If communications to the public and/or City employees are required as part of the Contractor's scope of work under this Contract, then the Contractor shall work with the City in the development of a communications plan ("Communications Plan") that must first be approved by the City in writing before any such communications are delivered to the public and/or City employees.

For purposes of this Section 13, such written approval by the City shall be provided by electronic mail by the applicable City Communications Department employee who is responsible for reviewing and approving the Communications Plan, such electronic mail to be sent to the electronic mail address listed in Section 5, above, as part of the contact information for the Contractor representative identified in Section 5, above.

Among other things, the Communications Plan must establish whether the City or the Contractor will be responsible for sending any such communications to the public and/or City employees as required either by this Contract or the Communications Plan. The Communications Plan also shall include, but not be limited to, communications objectives, target audience, and deliverables (print, video, website, social, direct, or digital). The Contractor shall comply with the Communications Plan when communicating to the public and/or City employees pursuant to this Contract and the Communications Plan. All such communications shall comply with the City's brand and communications guidelines, as the same may be amended or modified from time to time.

The City's current brand and communications guidelines are incorporated into this Contract by reference and can be found on the City's website here: <https://raleighnc.gov/doing-business/city-brand-guidance-vendors>.

For purposes of this Section 13, “Communications” is defined as any public or City employee facing information presented in channels such as, but not limited to, a website, mobile applications, social media, printed materials, vehicles, billboards, and videos.

a. Communications Plan Approval:

Any materials, messaging or outreach from the Contractor related to marketing and communications of any service or effort under this Contract must first be reviewed and approved by the City’s Communications Department. This is to ensure that the Communications Plan: (i) complies with the City’s brand and communication guidelines; (ii) integrates with the City’s other communications channels and digital strategy; (iii) meets accessibility guidelines; and (iv) conforms to communications best practices with respect to general user experience.

b. Accessibility Requirements:

For web content that the Contractor is to make accessible to the public and/or City employees as part of an approved Communications Plan that is included in the Contractor’s scope of work under this Contract, all web materials including, but not limited to, tools, mobile applications, and websites, generated by, or on behalf of, the Contractor must meet at least the mid-range conformance level, AA compliance of the current Web Content Accessibility Guidelines, as the same may be amended from time to time.

Any such web content generated by, or on behalf of the Contractor, as part of a Communications Plan associated with this Contract shall meet all standards of good cognitive web accessibility, which include the following:

- i. Using proper headings and lists
- ii. Using unique links
- iii. Using alternative text and captions
- iv. Using more white space
- v. Dividing content into more manageable pieces
- vi. Making forms manageable by breaking them into multiple, sequential steps
- vii. Providing a logical reading order
- viii. Being consistent with fonts, colors and locations of page elements
- ix. Offering keyboard access
- x. Offering content in multiple formats
- xi. Understanding minimum contrast

c. Languages:

Digital sites/ tools that are for public use/consumption, including for use by City employees, under a Communications Plan associated with this Contract must have translation module (e.g., G-translate, Weglot) so that the service is available in all languages. At minimum, Spanish translation is required on all such digital sites/tools based on low English proficiency requirements:

- i. In most cases, entities that are recipients of federal financial assistance through U.S. Department of Health and Human Services (HHS) must provide language assistance services in order to comply with their legal obligation to take reasonable steps to ensure meaningful access to their programs by persons with [Limited English Proficiency \(LEP\)](#).

d. Content:

For any communications content that the Contractor is required to generate, or have generated, as part of its scope of work under this Contract, the Contractor shall send such content to City Communications Department staff in raw, high-resolution format for inclusion in communications materials to be made accessible to the public and/or City employees as set forth in the Communications Plan that arises from this Contract (i.e., websites, mobile applications, printed materials collateral, and social media). PDF attachments shall be used only as a last resort and only after written approval by the City, with such written approval to be provided by the City in electronic mail format as described elsewhere in this Section 13.

- i. Contractor shall only provide to the City communications materials for which the City has rights to use, with written documentation of such use rights being provided to the City as requested from time to time by the City in its sole discretion.
- ii. All working files agreed upon for the specific Communications Plan shall be provided to the City Communications Department, i.e., text, graphics, charts and data, infographics, and original native files such as Illustrator, Excel, ArcGIS, etc. Following are the file format specifications:
 1. Images: At least 300dpi for printing at actual size; 96dpi and at least 1920x1080px for digital/Web.
 2. Video: Any video should be no less than Standard HD (1920x1080) but preferable 4k.
 3. Text: Word document using accessibility best practices (heading structure, table of contents, and tables).

14. Cancellation

The City may terminate this Contract at any time by providing thirty (30) days written notice to the Contractor. In addition, if Contractor shall fail to fulfill in timely and proper manner the obligations under this Contract for any reason, including the voluntary or involuntary declaration of bankruptcy, the City shall have the right to terminate this Contract by giving written notice to the Contractor and termination will be effective upon receipt. Contractor shall cease performance immediately upon receipt of such notice.

In the event of early termination, Contractor shall be entitled to receive just and equitable compensation for costs incurred prior to receipt of notice of termination and for the satisfactory work completed as of the date of termination and delivered to the City. Notwithstanding the foregoing, in no event will the total amount due to Contractor under this section exceed the total amount due Contractor under this Contract. The Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Contract, and the City may withhold any payment due to the Contractor for the purpose of setoff until such time as the City can determine the exact amount of damages due the City because of the breach.

Payment of compensation specified in this Contract, its continuation or any renewal thereof, is dependent upon and subject to the allocation or appropriation of funds to the City for the purpose set forth in this Contract.

15. Laws/Safety Standards

The Contractor shall comply with all laws, ordinances, codes, rules, regulations, safety standards and licensing requirements that are applicable to the conduct of its business, including those of Federal, State, and local agencies having jurisdiction and/or authority.

All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate state inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization, such as the American Society of Mechanical Electrical Engineers for pressure vessels; the Underwriters' Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type(s) of devices offered and furnished. Further, all items furnished by the Contractor shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

Contractor must comply with *North Carolina Occupational Safety and Health Standards for General Industry 13 NCAC 07F (29CFR 1910)*. In addition, Contractor shall comply with all applicable occupational health and safety and environmental rules and regulations.

Contractor shall effectively manage their safety and health responsibilities including:

- a. Accident Prevention
Prevent injuries and illnesses to their employees and others on or near their job site. Contractor managers and supervisors shall ensure personnel safety by strict adherence to established safety rules and procedures.
- b. Environmental Protection
Protect the environment on, near, and around their work site by compliance with all applicable environmental regulations.
- c. Employee Education and Training
Provide education and training to all contractors employees before they are exposed to potential workplace or other hazards as required by specific OSHA Standards.

16. Applicability of North Carolina Public Records Law
Notwithstanding any other provisions of this Contract, this Contract and all materials submitted to the City by the Contractor are subject to the public records laws of the State of North Carolina and it is the responsibility of the Contractor to properly designate materials that may be protected from disclosure as trade secrets under North Carolina law as such and in the form required by law prior to the submission of such materials to the City. Contractor understands and agrees that the City may take any and all actions necessary to comply with federal, state, and local laws and/or judicial orders and such actions will not constitute a breach of the terms of this Contract. To the extent that any other provisions of this Contract conflict with this paragraph, the provisions of this section shall control.

17. Miscellaneous
The Contractor shall be responsible for the proper custody and care of any property furnished or purchased by the City for use in connection with the performance of this Contract and will reimburse the City for the replacement value of its loss or damage.

The Contractor shall be considered to be an Independent Contractor and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. Nothing herein is intended or will be construed to establish any agency, partnership, or joint venture. Contractor

represents that it has, or will secure at its own expense, all personnel required in performing the services under this Contract. Such employees shall not be employees of or have any individual contractual relationship with the City.

This Contract may be amended only by written agreement of the parties executed by their authorized representatives.

18. Right to Audit and Access to Records

- a. The City may conduct an audit of any services performed and fees paid subject to this Contract. The City, or its designee, may perform such an audit throughout the contract period and for three (3) years after termination thereof or longer if otherwise required by law.
- b. The Contractor and its agents shall maintain all books, documents, papers, accounting records, contract records and such other evidence as may be appropriate to substantiate costs incurred under this Contract. The City, or its designee, shall have the right to, including but not limited to: review and copy records; interview current and former employees; conduct such other investigation to verify compliance with contract terms; and conduct such other investigation to substantiate costs incurred by this Contract.
- c. "Records" shall be defined as data of every kind and character, including but not limited to books, documents, papers, accounting records, contract documents, information, and materials that, in the City's sole discretion, relate to matters, rights, duties or obligations of this Contract.
- d. Records and employees shall be available during normal business hours upon advanced written notice. Electronic mail shall constitute written notice for purposes of this section.
- e. Contractor shall provide the City or its designee reasonable access to facilities and adequate and appropriate workspace for the conduct of audits.
- f. The rights established under this section shall survive the termination of the Contract, and shall not be deleted, circumvented, limited, confined, or restricted by contract or any other section, clause, addendum, attachment, or the subsequent amendment of this Contract.
- g. The Contractor shall reimburse the City for any overcharges identified by the audit within ninety (90) days of written notice of the City's findings.
- h. Contractor shall, upon request, provide any records associated with this engagement to the North Carolina State Auditor that are necessary to comply with the provisions of G.S. § 147-64.7.

19. E – Verify

Contractor shall comply with E-Verify, the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law and as in accordance with N.C.G.S. § 64-25 et seq. In addition, to the best of Contractor's knowledge, any subcontractor employed by Contractor as a part of this contract shall be in compliance with the requirements of E-Verify and N.C.G.S. § 64-25 et seq.

20. Iran Divestment Act Certification

Contractor certifies that, as of the date listed below, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86.55, *et seq.* In compliance with the requirements of the Iran Divestment Act and N.C.G.S. § 147-86.59, Contractor shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

21. Companies Boycotting Israel Divestment Act Certification

Contractor certifies that it has not been designated by the North Carolina State Treasurer as a company engaged in the boycott of Israel pursuant to N.C.G.S. § 147-86.81.

APPENDIX XII: EXCEPTIONS TO THE RFP

CHECK ONE:

- NO EXCEPTIONS, PROPOSER COMPLIES WITH ALL DOCUMENTS IN RFP.
 EXCEPTIONS ARE LISTED BELOW:

#	RFP Page #, Section, Name, Title, Item #	Exceptions (Describe nature of Exception)	Explain Why This is an Issue	Proposed Alternative	Indicate if exception is Negotiable (N), or Non-negotiable (NN)
1.					
2					
3					
4					
5					
6					
7					
8					
9					
10					

FAILURE TO IDENTIFY ANY EXCEPTIONS WILL INDICATE ACCEPTANCE OF ALL TERMS AND CONDITIONS, AND REQUIREMENTS OF THE RFP AND ANY CORRESPONDING ADDENDUM ISSUED. THE CITY, AT ITS SOLE DISCRETION, MAY MODIFY OR REJECT ANY EXCEPTION OR PROPOSED CHANGE.

Firm:	Authorized Signature:	Title:
Printed Name of Signer:		Date: