

CITY OF CONOVER



REQUEST FOR PROPOSALS:

JANITORIAL SERVICES

DATE ISSUED

April 17, 2025

DUE DATE

May 21, 2025

10:00 AM

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INVITATION TO BID

NOTICE IS HEREBY GIVEN that the City of Conover ("City") is requesting proposals for Janitorial Services at City buildings.

SUBMISSION REQUIREMENTS

Bid submissions may be mailed, hand delivered, or emailed to the addresses below and must arrive prior to the **submission deadline of May 21, 2025, at 10:00 AM. No bid shall be considered if received after the deadline.**

Mailing Address: City of Conover
Attn: Kaitlyn Lindler
Re: City of Conover Janitorial Services
PO Box 549 Conover, NC 28613

Physical Address: City of Conover
Attn: Kaitlyn Lindler
Re: City of Conover Janitorial Services
101 1st St E, Conover, NC 28613

Email Submissions: Kaitlyn.Lindler@conoverncc.gov
Re: "City of Conover Janitorial Services"
in the subject line.

All bids must be made on the form furnished by the City. Each bid must be submitted in an envelope addressed to Kaitlyn Lindler and labeled Janitorial Services or emailed in PDF format. Bids must remain valid and shall not be subject to withdrawal for sixty (60) calendar days after the bid opening date.

All communications concerning this RFP should be directed to:

Kaitlyn Lindler, Project Manager
kaitlyn.lindler@conoverncc.gov

SCHEDULE

EVENT	DATE AND TIME
RFP Issued	04/17/2025
Mandatory Pre-Bid Meeting with Site Visits	05/01/2025 9:00 am Council Chambers 101 1 st St E
Submit Written Questions	05/09/2025
Final Addendum Issued	05/13/2025
Deadline for Proposals	05/21/2025 10:00am
Award Contract	05/29/2025
Estimated Contract Effective Date	07/01/2025

MANDATORY PRE-BID MEETING

It shall be MANDATORY that each Bidder representative be present for a pre-bid site visit on May 1, 2025 at 9:00 am at City Hall Council Chambers 101 1st St E. All attendees must sign in upon arrival and clearly indicate the prospective Vendor represented on the sign in sheet

SCOPE OF WORK

Bidders shall be responsible for the upkeep and cleanliness of the City of Conover's buildings listed below and set forth in the proposal. Bidders must be capable of providing the minimum services outlined in this document.

- a) City Hall 101 1st St E
- b) Police Department 115 2nd Ave NE
- c) Conover Station 403 Conover Station SE (Exclude NC Works and Narrow Gauge)

The work covered in this specification includes furnishing all labor and equipment, cleaning supplies, supervision, and transportation necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided.

GENERAL CLEANING EXPECTATIONS

It is the expectation that City employees and the public are greeted each morning to a clean and sanitized facility at each location. The following routine schedule and list of expectations are not to limit the pleasant experience of a clean facility, but rather to provide a guide to assist with expectations of both parties. Additional tasks may be needed by the contractor to ensure that work performed at each facility meets the intent of the contract. It is understood that the contractor shall take precautions when relocating trash to prevent stains caused by leaking bags and receptacles. It is also understood that the contractor keeps all equipment in good clean working order to prevent wheels, power cords, and slides from marking or scaring the floor surfaces.

DAILY

Restrooms

Note: Restroom cleaning is understood to have the highest priority.

1. Clean and service all employee and public restrooms.
2. Wipe restroom dividers.
3. Clean / Disinfect urinals and toilets top to bottom, mirrors, shower fixtures, splash areas such as countertops, and lavatories with approved cleaners and disinfectants. All surfaces shall produce spot free finish.
4. Toilets and urinals shall be cleaned with disinfectant and other quality materials using techniques which will remove and prevent any formation of encrustation or stains under lids, ledges, or rims without harming the finish.
5. Floors in these rooms shall be mopped daily with an approved disinfectant and cleaner which will not harm or remove special floor finishes.
6. Towel dispensers, soap dispensers and toilet paper holders shall be checked and refilled.
7. No film, odors, stains, dust, lint, or spots should be detected on floors, benches,

walls, partitions, ledges, trim, doors, moldings, baseboards, or fixtures within the restroom.

8. The use of highly scented disinfectants, objectionable or odoriferous cleaners and air fresheners shall not be permitted. Deodorant blocks and urinal screens are permitted.
9. Empty sanitary receptacles, wastebaskets, and trash receptacles, all should be lined with plastic bags each time they are emptied. Sanitary receptacles and wastebaskets are to be cleaned, as needed, before replacing liners. Dirty liners must be replaced. Remove all waste to designated dumpsters.
10. Disinfect light switches, doors/doorknobs, stall doors/handles, flush levers, faucets, and soap dispenser touch points.
11. Sweep and damp mop all restroom floors.
12. Disinfect all stall walls and doors.

Kitchen and Break Rooms

1. Empty trash receptacles. Receptacles are to be cleaned, as needed, before replacing liners. Dirty liners must be replaced daily. Remove all waste and dispose in designated rollout trash receptacles outside the building.
2. Empty recycle receptacles. Dirty receptacles are to be cleaned as needed. Remove all recycle material to designated rollouts.
3. Dust and clean all counter tops and tables.
4. Disinfect counters, microwave handles, refrigerator/freezer handles, sink faucets, breakroom tables, light switches, and doors/doorknobs where applicable.
5. Towel dispensers, soap dispensers and toilet paper holders shall be checked and refilled.
6. Sweep and damp mop floors.

Offices, Meeting Rooms, Training Rooms & other General Rooms

1. Empty trash receptacles. Receptacles are to be cleaned, as needed, before replacing liners. Dirty liners must be replaced daily. Remove all waste and dispose in designated rollout trash receptacles outside the building.
2. Empty recycle receptacles. Dirty receptacles are to be cleaned as needed. Remove all recycle material to designated rollouts.
3. Dust all furniture and office equipment, including desks, tables, chairs, tops of filing cabinets, bookcases, shelves, exposed office equipment, plaques, pictures, etc. (Without disturbing papers or materials on furniture and office equipment).
4. Clean and disinfect telephones and light switches with a damp cloth using disinfectant. Extreme care must be used. Do not spray or drip any water or cleaning products into or onto the telephone.
5. Thoroughly vacuum and spot clean all carpet.
6. Damp mop and spot clean tile and LVT floors.
7. Towel dispensers, soap dispensers and toilet paper holders shall be checked and refilled.

Windows

1. All windows are to be spot cleaned daily with window blinds dusted and spot cleaned as needed to maximum hand reach height 10 feet or less.

2. Spot clean entrance way door glass at all entrances.

Common Areas, Corridors, Stairwells, Hallways & Walk Areas

1. Empty trash receptacles. Receptacles are to be cleaned, as needed, before replacing liners. Dirty liners must be replaced daily. Remove all waste and dispose in designated rollout trash receptacles outside the building.
2. Vacuum and spot clean all carpeted traffic areas.
3. Dust mop, Damp mop and spot clean floors as needed (spills and mud for example)
4. Sweep and Vacuum floor mats.
5. All Entrance/Common Area Doors – Disinfect handles/push bars in and out.
6. Clean and disinfect all handrails and light switches.
7. Dust and wipe down all pictures and furniture (without disturbing papers and materials).

Elevators/Lift

1. Clean and polish elevator bright work.
2. Detail clean elevator tracks.
3. Sweep floor.
4. Dust elevator ceiling light lenses.
5. Disinfect elevator touch point surfaces (operating controls).

Water Fountains

1. Damp wipe, Clean and Disinfect.

Exterior

1. Sweep landings, entryways, steps, sidewalks, loading and dumpster areas, as needed.

Janitorial Closets

1. Maintain janitor closets in clean, neat, odor-free manner.
2. Perform minor spot cleaning as requested or needed to keep buildings in clean condition.
3. Dirty mops, dust mops, cleaning towels should be placed in receptacle to maintain a clean environment.

Reporting

1. Leave notice to City Designee of any observed problems, irregularities, or needs (building damage or defects, unusual, unlocked doors or burning lights, utilities malfunctions, supplies).

Closing

1. Turn off all lights except designated security lights when leaving and make sure all doors are locked.

Weekly

1. Damp wipe waste baskets inside and outside as needed to keep in clean condition.
2. Damp mop and spot clean all tile floor surfaces.

3. Burnish Common Areas, Corridors, Hallways & Walk Areas (all floors with a wax finish as needed).
4. Dust tops of cubical dividers.

Monthly

1. Clean baseboards.
2. High dust area above 6' for cobwebs including air vents, etc. (Exclude high area above 12').
3. Sanitize and wash restroom walls.
4. Vacuum clean fabric on furniture.
5. Clean Stainless Steel kickplates
6. Clean all interior doors.

Quarterly

1. Scheduled dusting of a facility to focus on furniture tops, desktops, and other surfaces that would normally not be accessible.

As Needed

1. Scrub tiles floors in restrooms to ensure the grout is clean and without build up.
2. Strip, Top Scrub and recoat finished floors. Treat and clean carpet.

Extra Work

1. **Conover Station:** On a regular basis, the Community Room is rented for private events and requires cleaning before and after each event. Includes, but not limited to:
 - Dispose of any trash left behind in rollout containers outside the building
 - Clean the inside of trash cans and replace trash can liners
 - Sweep and mop floors
 - Clean and disinfect door handles and light switches.
 - Ensure kitchen and refrigerator are emptied and clean.
2. See below for guidelines for renters. Report to Pam Clohesy at City Hall (828)464-1191 to let her know if cleanup guidelines were met after each rental.

Conover Station Cleanup Guidelines for Renters



Please look at the photo(above) to see how the tables and chairs need to be put up, so your deposit is refunded.

Remove trash out of each small bin and place in green rollout trash can, clean tables, and sweep.

FLOOR CARE MAINTENANCE

GENERAL FLOOR MAINTENANCE DEFINITIONS

1. Dust Mopping- Removal of dust and debris from all major traffic areas. Obstacles will be moved as needed to dust mop edges of walls and ensure complete dust mopping of area. Mop heads will be cleaned as needed to keep dust and debris from loading up in the strands.
2. Wet/Damp Mopping- Use caution signs to alert staff and public of areas when performing this task. Use clean mop heads and change solution regularly to avoid streaking and tracking to other rooms. Move obstacles such as furniture as needed to avoid any damage that could occur.
3. Stripping and Refinishing- Use caution signs to alert staff and public of areas when performing this task. Move obstacles such as furniture as needed to avoid any damage that could occur. Wipe down all areas such as baseboards, kick plates and corners where splatters may have occurred. Make sure floors are dry before moving furniture back in place and removing caution signage. Top scrub and recoat floors as needed if floor finish looks dull and yellow.
4. Floor Burnishing- Perform as needed to bring floor to a high gloss shine. Use caution signs to alert staff and public of areas when performing this task. Move obstacles such as furniture as needed to avoid any damage that could occur.

5. Floor Auto Scrubbing- Perform as needed. Use caution signs to alert staff and public of areas when performing this task. Move obstacles such as furniture as needed to avoid any damage that could occur. Follow the manufacturer's recommended dilution and appropriate pad for cleaning.
6. Carpet Cleaning- Perform as needed. Use caution signs to alert staff and public of areas when performing this task. Cordon off the entire area and move obstacles such as furniture as needed to avoid any damage that could occur. Follow the manufacturer's recommended dilution and appropriate materials for cleaning.
7. Rubber Floor- Dust mop to remove abrasive dirt and dust particles from the floor. Don't perform the following: a) Use abrasive cleaning pads like scouring pads or street wool that can scratch and damage the rubber floor, b) Completely soak the floor when mopping, and c) use any acidic chemical cleaners like bleach, vinegar, and solvent based. Mops should be nylon, microfiber, or sponge. When using an automatic scrubber or buffing machine, use a nonabrasive pad or soft nylon brush.

ANNUAL FLOOR MAINTENANCE

1. Upon request, the Contractor shall provide an annual floor care maintenance to:
 - a. City Hall 101 1st St E
 - b. Police Department 115 2nd Ave NE
 - c. Conover Station 403 Conover Station SE
2. The contractor is responsible for ensuring that all floorcare maintenance is in accordance with the manufacturer's recommendations. Maintenance types include:
 - a. Carpet cleaning- Washed and Deodorized
 - b. VCT- Stripped and Wax
 - c. Tile- Scrub and Wash
 - d. Hardwood – Scrub and Wash
 - e. LVT –Scrub and Wash
 - f. Rubber- Scrub and Wash

WINDOW CLEANING MAINTENANCE

1. Upon request, the Contractor shall perform an annual window washing service for City-owned buildings.
2. Windows to be cleaned include the interior and exterior portion of all external windows within each building.
3. Locations
 - a. City Hall 101 1st St E
 - b. Police Department 115 2nd Ave NE
 - c. Conover Station 403 Conover Station SE
4. Cleaning Requirements – Contractor Shall:
 - a. Provide internal and external window washing services to remove dirt, grime,

- grease, smears, insects, graffiti, markings, stains, streaks, mildew, mold, soap residue, foreign material, and do everything necessary to effectively clean the window surface.
 - b. Thoroughly wipe dry all excess water, drippings, and cleaning solutions from all windows during the cleaning services.
 - c. Correct any window washing defect as soon as possible but no later than forty-eight (48) hours after receiving written notice from the City designee.
 - d. Clean in accordance with the glass manufacturer's cleaning recommendations.
 - e. Protect such things as flooring, furniture, plants, fixtures, decorations.
 - f. Not climb on desks, chairs, windowsills or any other item or furniture that is not intended to be stood on.
 - g. Wear protective gear and clothing appropriate to the task being performed.
5. Building Premises and Access- Contractor shall:
- a. Be escorted by a City designee in cases where windows need to be cleaned in secured areas.
 - b. Not disturb any items left on desks or other surfaces unless otherwise stated by the City Designee.
 - c. Notify the City's designee regarding any potential hazards or need to adjust / close access to specific areas of the City Buildings.

INSTRUCTIONS TO BIDDERS

FORM OF BID

All bids shall be prepared and submitted in accordance with the following requirements. Failure to comply with any requirement shall cause the bid to be considered irregular and may be grounds for rejection of the bid.

The bid form furnished by City of Conover shall be used and shall not be altered in any manner. The Bidder shall submit a cost per month and 1-year cost for janitorial services and a unit price for extra work on the bid form. All prices for the various contract items shall be written in figures limited to two decimal places. It is the City's intent to issue a three-year contract with the option to renew for an additional two years if both parties are satisfied and pricing remains the same.

QUANTITIES APPROXIMATE

Any quantities shown in the bid form or elsewhere herein shall be considered as approximations listed to serve as a general indication of the amount of work or materials to be performed or furnished, and as a basis for the bid comparison. The City does not guarantee that the actual amounts required will correspond with those shown. As deemed necessary or convenient, the City may increase or decrease the amount of any item or portion of work or material to be performed or furnished or omit any such item or portion, in accordance with the contract documents.

PROPOSAL QUESTIONS

Proposal questions shall be emailed to Kaitlyn.Lindler@conoverncc.gov by the date and time specified above. Bidder should enter "RFP Janitorial Services Questions" in the subject line.

PROPOSAL CONTENTS

RFP responses shall include the following items and those items should be arranged in the following order:

- a. Cover Letter
- b. Title Page: Include the company name, address, phone number and authorized representative.
- c. Describe the background, experience, and capabilities of your firm as it relates to the Scope of Work outlined in the RFP.
- d. List at least 3 client references public and private of similar size for whom you have provided services in the past three years. Provide telephone numbers and contact names for references.
- e. Cost of Services
- f. Each Vendor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.

ADDENDA

The City may, from time to time, issue addenda to this bid solicitation. Bidders are responsible for ensuring that they have received any and all addenda. Each bidder is responsible for verifying that it has received all addenda issued, if any. Bidders must acknowledge all addenda in their bid receipt, if any. Failure to acknowledge receipt of all addenda may cause a bid to be deemed incomplete and nonresponsive.

BIDDER'S EXAMINATION OF SITE AND CONTRACT DOCUMENTS

Each bidder must carefully examine the project site and the entirety of the contract documents. Upon submission of a bid, it will be conclusively presumed that the bidder has thoroughly investigated the work and is satisfied as to the conditions to be encountered and the character, quality, and quantities of work to be performed and materials to be furnished. Upon bid submission, it also shall be conclusively presumed that the bidder is familiar with and agrees to the requirements of the contract documents, including all addenda. No information derived from an inspection of records or investigation will in any way relieve the Contractor of its obligations under the contract documents nor entitle the Contractor to any additional compensation. The Contractor shall not make any claim against the City based upon ignorance or misunderstanding of any condition of the project site or of the requirements set forth in the contract documents. No claim for additional compensation will be allowed which is based on a lack of knowledge of the above items. Bidders assume all risks in connection with performance of the work in accordance with the contract documents, regardless of actual conditions encountered, and waive and release the City with respect to any and all claims and liabilities in connection therewith, to the extent permitted by law.

SELECTION PROCESS

The City will take into account such matters it considers appropriate in selecting the successful contractor. **Cost will not be the sole factor in awarding the contract.** The City reserves the right to reject, for any reason, any and all proposals. Evaluation criteria will include the following:

- The contractor's understanding of the assignment and ability to follow proposal instructions.

- The experience and qualifications of the contractor
- References (provide a minimum of three account references)
- Price

GENERAL SPECIFICATIONS

CONTRACT PERIOD

Bids must be submitted on the forms provided herein. The target for this contract period is to commence from July 1, 2025, after award and end June 30, 2028. The City reserves the right to cancel this contract by giving a 45-day written notice to the Contractor awarded the contract. Should it become necessary, the City reserves the right to cancel the contract verbally followed by written documentation. Should the Contractor be awarded the contract wish to discontinue the contract, the Contractor shall notify the City by given a 45-day written notice stating the reason. The award period for this contract will be for a three (3) year period with the City reserving the right to extend this contract for an additional two (2) year period if both parties are in agreement and there are no cost increases. The successful bidder will be required to sign an agreement to provide the specified cleaning services per these specifications. The City of Conover reserves the right to reject any or all bids, to waive any and all informalities therein should it be deemed to be in the best interest of the City.

CONTRACT AMENDMENTS AND ADDENDUMS

Amendments and Addendums can be requested anytime by the City Designee. This request will be negotiated when City facilities are brought online or offline within the contract period.

NOTICE TO PROCEED

The Contractor receiving award of this contract shall be ready to start the contract 30 days after receiving a written NOTICE TO PROCEED from the City's Designee. The Contractor shall start the contract with a sufficient number of employees to perform all specification requirements in an acceptable manner.

The Contractor receiving award of this contract shall be responsible for providing all labor, insurance, equipment, and supplies, except where otherwise stated, for a clean building and work areas at all times. This proposal does include several administrative buildings and facilities.

The Contractor shall be properly licensed and shall have been established in the Janitorial Service contracting business in North Carolina for a minimum of five years.

CLEANING HOURS

All the requirements of these specifications are to be performed as assigned by the City's Designee. Specific schedule details are subject to change regarding the City's programming needs. See "Janitorial General Cleaning Schedule" for guidance. The majority of the buildings will be cleaned between the hours of 5:00 p.m. and 7:00 a.m., and/or prior to the next scheduled occupancy of City Staff/Citizens (events), Monday through Sunday. Alternates to the regular cleaning schedule specification will be approved by the City Designee on an individual basis. Extra work such as special cleanings and/or other cleaning projects may be

performed outside the specified time as well as some Saturday or Sunday cleaning with prior approval from the City's Designee. The cleaning hours are subject to be affected by certain City holidays.

SECURITY

Keys and badges are to be issued to the company representative awarded the contract. The company representative shall be responsible for issuing the keys and badges to employees for their assigned cleaning areas.

LOST KEYS AND/OR BADGES MUST BE REPORTED TO THE CITY'S DESIGNEE IMMEDIATELY. BADGES WILL BE ASSIGNED TO SPECIFIC PERSONNEL AND NOT SHARED WITH OTHER CONTRACTOR EMPLOYEES. KEYS SHALL NOT BE DUPLICATED UNDER ANY CIRCUMSTANCE.

Should a key or keys be lost by a Contractor's employee, the Contractor will be responsible for the cost of having all door locks associated with the lost key or keys rekeyed. The City will have the work done and bill the Contractor for all costs or subtract the cost from that month's invoice. The contractor shall always keep City buildings in a secure state. The contractor should not prop or hold any exterior doors open while cleaning any of the listed buildings. Should any badge or key become lost by a Contractor's employee, the Contractor must contact the City's Designee immediately. The Contractor will be responsible for the cost of the replacement badge.

FAMILIARITY WITH THE WORK

Prior to submitting a bid, each bidder shall visit the premises to examine the building and all areas to be cleaned and service areas (Floor & Windows) and familiarize himself or herself with the full nature and extent of the work to be done. Contact the City's Designee in advance to schedule a visit. Bidders shall obtain all information they feel may be necessary for the satisfactory performance of the contract work required per these specifications.

INSURANCE

The successful Bidder shall not begin work until it has given the City evidence of all required insurance coverage (including all additional insured endorsements), and the City has issued a formal Notice to Proceed.

Coverage - During the term of the Contract, the Bidder at its sole cost and expense shall provide and maintain the following coverage and limits:

1. Commercial General Liability Insurance
 - a. Coverage Amount: A minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate.
 - b. Scope: Should include premises and operations, independent contractors, products and completed operations, broad form property damage, and contractual liability.
2. Automobile Liability Insurance
 - a. Coverage Amount: At least \$1,000,000 combined single limit per occurrence for bodily injury and property damage.
 - b. Scope: Should cover owned, hired, and non-owned vehicles used in

connection with the contract.

3. Workers' Compensation and Employers' Liability Insurance
 - a. Coverage Amount: Employers' liability limits of at least \$100,000 per accident, \$100,000 per employee for disease, and \$500,000 policy limit for disease.
4. Umbrella or Excess Liability Insurance
 - a. Purpose: Provides additional coverage beyond the limits of general liability and automobile liability policies.
 - b. Coverage Amount: Typically, an additional \$1,000,000 or more, depending on the city's assessment of potential risks.
5. Janitorial Bond (Surety Bond)
 - a. Purpose: Protects the city against losses resulting from employee theft or dishonesty.
 - b. Requirement: Often required in contracts involving access to sensitive areas or handling of valuables.

Additional Considerations:

- a. Policy Endorsements: All policies should include endorsements naming the city as an additional insured.
- b. Waiver of Subrogation: The city should be granted a waiver of subrogation on all policies, preventing insurers from seeking recovery from the city.
- c. Certificate of Insurance: The janitorial service must provide a certificate of insurance evidencing all required coverages before commencing work.
- d. Policy Duration: All insurance policies should remain in effect for the duration of the contract.

COMPLIANCE WITH LAWS

Contractor shall comply with all state, federal or local laws, or ordinances, codes, rules, or regulations governing performance of this Agreement, including but not limited to, equal opportunity employment laws, O.S.H.A., minimum wage and hour regulations.

The Contractor agrees not to use any cleaning materials or equipment for the work under this agreement that does not meet the necessary requirements for public safety and the safety of the City of Conover employees. The contractor shall have SDS sheets available for all cleaning supplies used in fulfilling the requirements of the contract. The SDS sheets shall be kept in the janitorial closets at each facility location where the supplies are stored in all locations.

The work shall be performed so as to minimize inconvenience to the City workforce. Access as required by the City to the buildings shall be maintained by the Contractor throughout the duration of the agreement unless prior written approval is otherwise obtained in advance. The Contractor shall provide signs, barricades, and warning devices to ensure safe passage for pedestrian traffic at all times.

SAFETY

The Contractor will be responsible for instructing their employees in safety measures considered appropriate. Cleaning personnel shall not place or use mops, brooms, or any equipment in traffic lanes or other locations in such a manner as to create safety hazards. They will provide, place, and remove appropriate warning signs for wet or slippery floor areas caused by cleaning or waxing operations. General safety requirements shall be complied with in all activities.

The Contractor shall make necessary provisions to protect all work areas and shall be responsible for full restoration of any damages and costs of restoration to the work areas. All damages to the work areas, incidental to the performance of the work described in these specifications, shall be repaired, or replaced by the Contractor at their expense.

The Contractor shall make necessary provisions to protect structures and property from any and all damages arising out of, relating to or resulting from this work.

The Contractor shall at all times keep the premises free from accumulations of waste materials or rubbish caused by their employees at work; and at the completion of the agreement, they shall remove all of their supplies and/or materials from and about the buildings and all tools, leaving the premises "broom clean" or its equivalent.

The Contractor upon completion of the agreement, and before final payment as authorized by the City of Conover or its agent, may be required to furnish the City (at the City's option) an affidavit certifying that all charges for labor, materials and any other expenses incurred by the Contractor pertaining to the execution of this Agreement have been paid in full, to the end that no liens of any kind or character (save and except those between the parties hereto) may be affixed against the above described properties. Final payment on the Agreement amount will be made only after final inspection and acceptance of all work to be performed by the Contractor, and the Contractor submits (at the City's option) satisfactory releases of liens or claims for liens by the Contractor, laborers, and materials suppliers under their control.

The Contractor shall be responsible for keeping the storage rooms provided by the City for their equipment and supplies neat and orderly at all times.

HOURLY RATES

Each bidder shall submit with their bid specification a statement of hourly rates for each class of employee to be used in the performance of each type of work of the contract, such rates are to be used in computing additions to or deductions from the monthly payment to the contractor for changes to the specified duties and services, or for extra work required by the owner. Provide the hourly rates information with the bid submittal.

EMERGENCY CLEANING REQUESTS

The City reserves the right to request emergency cleanings, including but not limited to floor care maintenance and window cleanings, to be provided by the Contractor on an as needed basis. The Contractor shall respond on-site within 1.5 hours of the

initial contact.

These requests will be paid as referenced on the Extra Work Bid Sheet as “Emergency Hourly Rate”. Floor Care Maintenance will be a minimum of 100 sq. ft. per request with the option for the City’s Designee to request additional work. This emergency extra floor care work will include trip charges, etc. and will be billed at the rate provided on the Bid Sheet.

CONTRACTOR’S PERSONNEL

1. Employee Roster and Identification

Prior to the commencement of work, the Contractor shall submit to the City a complete list of all employees and supervisors assigned to perform services in City-owned buildings. The Contractor must employ an adequate number of experienced personnel to fulfill the duties outlined in this agreement. All personnel shall wear visible company-issued identification badges or uniform shirts while on duty. Personnel must maintain a neat, clean, and professional appearance and conduct themselves in a courteous and professional manner. All assigned staff shall be familiar with the specific requirements and expectations of the various office areas in which they will be working.

2. Background Checks and Security Compliance

All personnel must undergo and pass a criminal background check prior to beginning work under this contract. The City reserves the right to reject or request the replacement of any employee whose background, conduct, or behavior is deemed inappropriate or detrimental to City operations. Any personnel assigned to work within the Police Department or areas containing sensitive information must be **CJIS (Criminal Justice Information Services)** compliant. The Contractor is responsible for ensuring full compliance with all applicable safety regulations, including OSHA standards.

3. Emergency Contact Information

The Contractor shall provide the City with up-to-date contact information for all supervisors and primary points of contact, including the owner(s) of the company, prior to the start of work.

4. Employee Training and Building Orientation

The Contractor shall ensure that all personnel are properly instructed regarding the rules, procedures, and emergency protocols of each City facility. This includes, but is not limited to, the use and location of emergency equipment (e.g., fire extinguishers, alarms) and contact information for emergency personnel.

5. Supervision and Quality Control

The Contractor shall assign a qualified, full-time foreman or supervisor to oversee the daily operations of janitorial services. The supervisor shall:

- Develop and implement detailed work schedules
- Conduct weekly site visits to evaluate service levels
- Maintain open communication with the City’s designated representative to address concerns, scheduling, or service issues
- Maintain a written log of tasks performed, available for City inspection
- Ensure staff maintain appropriate conduct and discipline
- Train staff to perform duties in the absence of the supervisor
- Be familiar with emergency contact numbers and building-specific safety procedures

6. Unauthorized Personnel

Contractor’s employees are strictly prohibited from bringing family members, friends, or any unauthorized individuals into City facilities during working hours or while performing contracted services.

7. Responsibility for Loss or Damage

The Contractor shall be held fully responsible for any theft, loss, or damage to City property caused by its employees while on duty. This includes any actions that directly or indirectly arise from their employment under this contract.

CONFIDENTIALITY

The Contractor shall protect and keep all material and information which Contractor and/or Contractor's staff may be exposed to confidential including waste materials intended for destruction or removal to a waste disposal site. Any disclosure or unauthorized removal of any information, material, or property shall be cause for immediate termination of this Contract.

WALK-THROUGH INSPECTIONS

Perform monthly walk-through inspections to include a Contractor's representative and the City's Designee. The walk-through inspection schedule will be determined by the City's Designee and conducted on a regular reoccurring monthly basis. Upon request and in conjunction with these inspections the Contractor will provide detailed cleaning reports for the past (30) days that document: weekly, monthly, and annual (when applicable) frequency tasks performed with dates, times and building locations.

DAY PORTER SERVICE

Day Porter Service is considered extra work and can be requested by the City's Designee as needed and when funding is available. This service ensures that City facilities look neat and presentable to the public as needed. Perform general janitorial tasks such as keeping restrooms cleaned and restocked with paper goods and trash removal. Frequent support in high public/high traffic areas such as lobbies. Emergency cleaning during working hours such as spot carpet cleaning from spills, etc. General cleaning throughout facilities as needed and as time permits.

Always maintain a courteous and positive attitude towards the public and facility occupants.

LICENSING

The contractor shall possess and keep current all appropriate state and local licenses and permits.

REPORTS AND PAYMENT

In case of default of the contractor, the City of Conover may procure the services from other sources and hold the contractor responsible for any excess cost incurred thereby.

Payment by the City of Conover is due thirty (30) days after receipt of the invoice and upon satisfactory completion of work, unless otherwise specifically provided; subject to any discounts allowed.

The City will have the ability to make contract modifications, e.g. adding or subtracting facilities. Such modifications may be subject to a change in the monthly fee.

The contractor shall provide a monthly Inventory Report with the monthly invoice. The Inventory Report is described under Supplies and Equipment.

SUBCONTRACTORS

The Contractor shall not subcontract any or all of this work without the express written permission of the City. Such permission shall not be unreasonably withheld; provided, however, that the subcontractor will abide by all the terms and conditions stated herein.

SUPPLIES AND EQUIPMENT

The Contractor will furnish all necessary cleaning supplies and equipment, including but not limited to cleaning agents, disinfectants, soaps, sanitizer, 2-ply toilet paper, mats, waxes, sealants, polishers, shampoos, brooms, mops, pails, brushes, rags, buffers, vacuum cleaners, shampooers, ladders, and mobile bins. All supplies and equipment shall be of good quality, appropriate for the work to be done, and well- designed to preserve the buildings and facilities.

Storage space is limited in the City's facilities requiring large or specialized equipment such as polishers and shampooers to be stored temporarily only while required maintenance is being performed. The City's Designee can only authorize long-term storage for large, specialized equipment as dedicated space is available and it does not interfere with safe practices.

The contractor will properly maintain the janitorial closets.

FACILITY DISINFECTING

Sanitizing in common public and City employee areas, as listed under Daily Maintenance Routine, using an EPA-registered disinfectant while following CDC and NCDHHS guidelines. The contractor shall comply with the CDC guidelines found on their website at www.cdc.gov.

Visual and Black light inspections will be conducted randomly at the various facility sites, to ensure compliance with the CDC guidelines.

CLEANING SUPPLIES ALLOWED

All cleaning supplies and sanitizing products will be approved by the City Designee before use. The City Designee can request alternative products at any time and at any location, but not limited to the multiple facilities as employee sensitivity or allergic reactions have been identified.

JANITORIAL SERVICES BID FORM

I have carefully examined the Request for Proposal and the requirements for the janitorial services, and hereby propose to furnish all supplies, equipment, and labor to provide the services as described within RFP # for the fees listed below:

DESCRIPTION	PROPERTY ADDRESS	APPROX SQ. FT.	1 YEAR COST
City Hall	101 1 st St E		\$
Police Department	115 2 nd Ave NE		\$
Conover Station	403 Conover Station SE		\$
TOTAL BID:			

I certify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the company and that the company is ready, willing and able to perform the services if awarded the contract.

It is distinctly understood that the City reserves the right to reject any or all proposals.

	Federal Tax ID: _____
Name of Firm	Phone: _____
	Fax: _____
Authorized Signature	Email: _____
	Date: _____
Printed or Typed Name and Title	
Mailing Address	
City/State/Zip Code	

BIDDER'S REFERENCES

Bidder must demonstrate that he has a successful record of experience in the type of service specified. Otherwise, proposal may not be considered.

Provide three (3) references of comparable size in which your company has provided services.

COMPANY	CONTACT	PHONE NUMBER	DATES SERVICED