



**NOTICE OF REQUEST FOR PROPOSALS
TOWN OF CHAPEL HILL, NORTH CAROLINA
FOR**

PARKS AND RECREATION JANITORIAL SERVICES

DATE: April 13, 2026

RFP: Q26-112

To: All Prospective Vendors

From: Lenore Bishop, Purchasing & Contracts Manager

Subject: Parks And Recreation Janitorial Services

The Town of Chapel Hill is seeking proposals from qualified Companies to provide janitorial services at multiple Parks and Recreation facilities in the Town of Chapel Hill.

Prospective Companies can view the Request for Proposal (RFP) on the Town of Chapel Hill website (www.chapelhillnc.gov. Click on the “Town Government” menu, then “Doing Business with Chapel Hill” option, then select “Bids: Current”, then click on the name of this project).

A **mandatory** pre-proposal conference and site visits to each facility will be held on **April 30, 2026, from 9:30 A.M. – 1:30 P.M.**, at the Homestead Aquatics Center, 300 Aquatic Drive, Chapel Hill, N.C. Site visits will directly follow the meeting. All potential Companies are hereby notified that attendance at the pre-proposal conference and all site locations is required for a proposal to be considered by the Town of Chapel Hill; failure to attend will disqualify the proposal.

Questions concerning this RFP must be submitted in writing no later than 2:00 P.M. on May 6, 2026, to Lizzie Burrill, Parks and Recreation via e-mail at lburrill@chapelhillnc.gov. All responses to submitted questions will be sent through email to the pre-proposal conference attendees by May 12, 2026.

All proposal submittals must be emailed to the Purchasing and Contracts Manager, Lenore Bishop, at lbishop@chapelhillnc.gov. Proposals must be received by 2:00 P.M. on May 20, 2026. All submissions must have the subject line – **“RFP # Q26-112 – Parks and Recreation Janitorial Services – “Company Name””**.

If you have any questions concerning the solicitation process, please contact the Purchasing Division at (919) 969-5022.

Section 1 – Procurement Process and Contract Guidelines

1.1 Project Schedule.

Date	Event
RFP Released	April 13, 2026
Pre-proposal Conference and Site Visits	April 30, 2026
Deadline for Vendor Questions	May 6, 2026
Responses to Vendor Questions Posted on Town website	May 12, 2026
Proposals Due	May 20, 2026
Evaluation Review to Short List Proposals	May 20, 2026 – May 28, 2026
Contract Start	July 1, 2026

1.2 Questions about the RFP.

Any questions regarding this RFP should be sent in writing via email to Lizzie Burrill via e-mail at lburrill@chapelhillnc.gov with “**Parks and Recreation Janitorial Services**” in the subject line. Questions should be sent no later than 2:00 P.M. on May 6, 2026.

Answers will be published in the form of an addendum by May 12, 2026, on the Town’s website site at www.chapelhillnc.gov, under Town Government > Doing Business with Chapel Hill > Bids: Current > Parks and Recreation Janitorial Services.

No personal contact with Town of Chapel Hill employees or Town Council, except for the designated project contacts, is allowed during the RFP process. Any vendors contacting Town department(s) directly may subject the proposal to being rejected.

1.3 Proposal Submission.

Company’s proposal must be emailed to the Purchasing and Contracts Manager, Lenore Bishop at lbishop@chapelhillnc.gov. **All proposals must be received by 2:00 P.M. on May 20, 2026.** The email subject line must read “RFP # Q26-112 – Parks and Recreation Janitorial Services – Company Name”. **Any submissions received after 2:00 P.M. on the Town’s internal server will be rejected.**

1.4 The Town’s Rights and Options.

1.4.1 The Town reserves the right to take any action during the process of this RFP that is in the best interest of the Town.

1.4.2 The Town of Chapel Hill reserves the right to reject any and all proposals.

1.5 Preparation Costs.

The Town of Chapel Hill will not pay any costs associated with preparing, submitting, or evaluating proposals.

Company must be registered with the Office of the North Carolina Secretary of State in order to contract with the Town.

1.6 Contract Requirements.

The Town seeks to award a two-year contract with the selected Company starting on July 1, 2026, with the option for the Town of Chapel Hill to continue services under the same terms and conditions set forth herein for up to one (1) subsequent year. The Company shall sign a Contract with the Town similar to Section 5 – Sample Contract before providing the Services.

1.6.1 The following Contract sections are **required** for Town contracts:

1.6.1.1 Indemnification and Hold Harmless: The Company agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents, and employees from all loss, liability, claims, or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Company, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibit attached hereto, the Town shall not consent to limitations of Company liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibit attached hereto that calls for the Town to indemnify the Company shall be only to the extent allowed by law.

1.6.1.2 Insurance Provisions: The Company shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Company's Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers' Compensation - \$100,000 for both employer's liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for Company's having access to personal identifying information and/or computer networks. The Town may also require evidence of supplementary insurance coverages depending on the services provided under this agreement.

1.6.1.3 Non-Discrimination: The Company contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.

1.6.1.4 Federal and State Legal Compliance: The Company must be in full compliance with all applicable federal and state laws, including those on immigration.

1.6.1.5 E-Verify: The Company shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any sub's are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.

1.7 Prohibited Contract Terms.

In no event shall there be any of the following unless Town's express written agreement is obtained: (1) any limitation on, or disclaimer of, implied or express warranties or the liability of the Company; (2) any limitation on damages, including a limitation of consequential damages; (3) any requirement for arbitration or for mandatory mediation; (4) any requirement that Town officials or employees

keep information confidential or any requirement that records be kept confidential by the Town unless the requirement for confidentiality meets the requirements of the Public Records Law.

1.8 Open Records.

Information submitted to the Town of Chapel Hill is public information and is available upon request in accordance with the North Carolina Public Information Act. As provided by North Carolina statute and rule, the Town will consider keeping confidential the trade secrets, which the Company does not wish to be disclosed. For such information, the Company must mark each page in boldface at the top and bottom as “CONFIDENTIAL.” In spite of what is labeled as a trade secret, the determination of whether it is or not will be determined by North Carolina General Statutes 132-1.2(1). Once a final price is negotiated, the cost information will not remain confidential.

Section Two – Scope of Work

1. Overview.

The Town of Chapel Hill (hereinafter referred to as the “Town”) is requesting proposals to establish a contract to provide professional janitorial services, including labor, equipment, and supplies, at identified Town Parks and Recreation owned and operated facilities.

Anticipated start date for services to begin will be July 1, 2026. The Town anticipates the contract term to be for two (2) years with the option to renew for one (1) additional one-year term.

The Town reserves the right to enter into Contracts with one (1) or more Companies, whichever is deemed to be in the best interest of the City.

2. Facilities.

The Town operates several types of facilities: each with its own unique combination of janitorial services.

See Appendix I-V for detailed tasks, service frequencies and schedules.

2.1 Chapel Hill Community Center – provides athletic, aquatic, and recreational opportunities for the community, located at 120 S. Estes Drive. This is a high-volume multi-use public building located within the Community Center Park and serves two (2) greenways/walking trails. This site fluctuates in their weekly and seasonal demand to meet the needs of the community. This facility operates seven (7) days a week, evenings and weekends, with varying hours based on seasons. This facility is approximately 5,500 square feet, and includes an indoor gymnasium with a climbing wall, indoor pool, locker rooms, meeting room, lobby, restrooms, and staff offices.

2.2 Hargraves Center and Nate Davis Sr. Gymnasium - provides athletic and recreational opportunities for the community, located at 216 N. Roberson Street. This is a high-volume multi-use public building located within Hargraves Park. This site fluctuates in their weekly and seasonal demand to meet the needs of the community. This facility operates seven (7) days a week, evening and weekends, with varying hours based on seasons. This facility includes two (2) buildings, the main building is approximately 6,200 square feet, and includes an auditorium, meeting space, kitchen, bathrooms, lobby, and staff offices. The gym building is approximately 3,800 square feet, and includes indoor gymnasium, meeting room, locker rooms, and staff offices.

2.3 Homestead Aquatics Center - provides aquatic and recreational opportunities for the community, located at 300 Aquatics Drive. This is a high-volume multi-use public building located within Homestead Park. This site fluctuates in their weekly and seasonal demand to meet the needs of the community. This facility operates seven (7) days a week, early mornings, evenings and weekends, with varying hours based on seasons. This facility is approximately 6,000 square feet, and includes indoor pools, locker rooms, meeting room, lobby, restrooms, and staff offices.

2.4 Parks and Recreation Administrative Office and Community Clay Studio - provides art, ceramic, and recreational opportunities for the community, located at 200 Plant Road. The administrative offices operate five (5) days a week, Monday – Friday, from 8:30 a.m. – 5:00 p.m. and is approximately 1,200 square feet of office space. The Community Clay Studio operates

seven (7) days a week, evening and weekends, with varied hours based on seasons and is approximately 1,300 square feet.

2.5 Teen Center – provides recreational opportunities for the community, located at 179 East Franklin Street. This is a public building located downtown Chapel Hill. This site fluctuates in their weekly and seasonal demand to meet the needs of the community. This facility operates six (6) days a week, Monday – Saturday, evenings, with varying hours based on seasons. This facility is approximately 2,100 square feet, and includes a main space with game room, additional programming rooms/spaces, restrooms, and staff offices.

3. Work Schedules, Inclement Weather, Holidays.

3.1 Work Schedules.

Facilities shall be cleaned in accordance with assigned schedules. Work will be performed during the hours stipulated in Appendix I-V, however the Town Contract Manager shall inform the Company as necessary to avoid interfering with rentals, classes, and other meetings that may go beyond regular facility hours. Failure to provide service as scheduled is subject to Deficient Performance Notification (Section 5.3) that could result in a possible probationary period determined by the Town Contract Manager. See Appendix I-V for each site’s cleaning schedule.

3.2 Inclement Weather.

The Company is expected maintain normal working schedules during inclement weather (snow, ice, rain) unless otherwise instructed by the assigned Town Contract Manager.

3.3 Holidays Observed.

The Town closes most of its facilities in observance of thirteen (13) holidays a year.

Regularly scheduled janitorial services will not be conducted at Town facilities during the following holidays:

1. New Year’s Day
2. Martin Luther King Jr. Day
3. Easter Sunday
4. Memorial Day
5. Juneteenth
6. Independence Day
7. Labor Day
8. Veteran’s Day
9. Thanksgiving (2 days)
10. Christmas (3 days)

4. Service Provider Responsibilities.

The Town is seeking a service provider that can meet the following services and expectations.

4.1 Personnel.

The Company shall provide qualified persons in all areas of operations. Personnel employed by the Company shall be competent, trustworthy, and properly trained for the work requirements. All personnel furnished by the Company will be considered employees of the Company and will not for any purpose be considered employees or agents of the Town. The Company and all its

employees will conduct themselves in a professional manner that promotes a safe, healthful, inclusive, and productive work environment that aligns with the Town's core values of Responsibility, Equity, Safety, Professionalism, Ethics, Communication, and Teamwork.

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

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

Employees of the Company shall not be assisted nor accompanied by any individual that is not an employee of the Company while performing duties related to the contract. This includes friends, children and/or other relatives.

The Company's employees shall be prohibited in the use or possession of the following items while working on Town premises: guns, knives, other weapons, alcohol and/or controlled substances.

4.2 National Background Check and Sex Offender Registry.

The Company's and all employees who will work in facilities owned and operated by the Town shall be required to have an initial background screening with annual renewal background screenings performed throughout the contract. The Company will provide the initial background screening to the Town Contract Manager for approval before an employee is allowed to work on Town premise. The Company will be responsible, at the cost of their company, to provide background screening on each employee working under the awarded contract. The background investigation shall at a minimum include a search of the Statewide Felony and Misdemeanor database, the National Criminal and Sex Offender Public Protection Registration Program, the Sexually Violent Predator Registration Program, and the National Sex Offender Registry and a Social Trace of the individual.

Upon request, Company shall provide documentation that criminal background checks were conducted on each of the applicants prior to hiring. The background investigation shall be conducted in compliance with all federal and state statutes and regulations, and Company should be mindful of requirements to obtain candidates'/employees' written authorization before obtaining a criminal background check. Any person who has been found, through this investigation to have been (1) listed on any of the above-referenced registries; (2) convicted of a felony; (3) convicted of any crime, whether misdemeanor or felony, involving sex, violence, or drugs; or who has engaged in any crime or conduct indicating that the individual may pose a threat to the safety or well-being of children or the general public will be disqualified and prohibited from working on Town premises.

Failure to provide an employee who can successfully pass a background check, that is expected to perform janitorial services for the Town, may result in a rejection of the proposal and if awarded a contract, probable termination of the contract.

4.3 Health.

The Company is responsible for the safety of all its personnel and for assuring the continuing safety in connection with the services it provides hereunder. The Company shall comply 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 (OSHA), 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 Company must have each employee trained and/or certified in Bloodborne Pathogen Safety and ensure that they are provided with and utilize the appropriate Personal Protective Equipment.

4.4 Equipment and Supplies.

The Company shall provide all equipment, paper products, hand soap, air fresheners, disposable trash/liner bags, urinary screens, and cleaning supplies (adequate in kind, quantity and quality) for maintaining and cleaning to **hospitality level of cleanliness**. Paper and soap products provided should be specific to fit the dispensers. If the Company wishes to switch out dispensers it must first be approved by the Town Contract Manager and at no additional cost to the Town. All mop heads must be kept in a condition that is clean and odor-free. Must be replaced at a minimum weekly. All supplies shall be stored in the designated Janitorial Storage Closest, and the Company is responsible for receiving and distributing all supplies.

The Company will provide Town staff with access to additional toilet paper, paper towels, soap, and trash bags so that we may replenish supplies during high volume times (Summer and/or Winter), equivalent to one (1) week of supplies.

The Company shall use paper products that have at least 50% post-consumer recycled content and the paper towels shall be bleach-less. All toilet paper is required to be two-ply.

The Company shall provide a detailed list of all products used at each site location, the proposed use, and three (3) copies (Contract Manager, Site Supervisor, and Janitorial Storage Area) of each product Safety Data Sheet (SDS) before commencement of work. All products must be approved by the Town Contract Manager and/or Site Supervisor. Specific products may be required to clean specific surfaces. The Company must use only approved products for the designated uses and all products must be clearly marked and identified.

4.5 Legal Requirements.

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

4.6 Billing Requirements.

Company billing shall be done on a timely basis. The Company 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@chapelhillnc.gov).

5. Performance Standards.

5.1 Expectation.

The Company shall provide Town facilities with quality cleaning to **hospitality level of cleanliness**, 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 result in unsolicited compliments and minimize cleaning complaints.

5.2 Proof of Performance and Adherence.

The proof of performance and adherence to standards and specifications set in this RFP are the responsibility of the Company. Supporting documentation such as daily checklists, photos/video or other pertinent information will be submitted by the Company to the Town Contract Manager upon request, at no cost to the Town. The Town shall be the sole judge as to the adequacy of supporting documentation.

5.3 Deficient Performance.

The Town Contract Manager will notify the Company of performance issues and complaints received in writing. The Town reserves the right to deduct from the payments due or to become due to the Company for deficient performance. The amount of the deductions will be based on the value and extent of the deficiency. A written explanation will be furnished to the Company prior to a deduction being made. All work determined by the Town Contract Manager to be deficient, in any of the requirements, shall be remedied by the Company at the Company's expense. The inability of the Company to correct and eliminate reoccurring performance deficiencies may result in the Town initiating a probation period and a monthly deduction (determined by the assigned Town Contract Manager) on the selected contracted vendor and may result in the termination of this contract upon continuous neglected items.

In the event the Company does not complete all required services as scheduled and outlined in the specifications, the Company will be required to make corrections of all discrepancies within four (4) hours of notification of an occurrence of nonperformance for that location.

5.4 Negligence, Non-Performance, Security Breaches, and Deduction Schedule.

5.4.1 Scope of Violations.

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

- A. Negligence and Failure to Perform Duties.
 - i. Missed services or tasks (e.g. overflowing trash bins, unclean restrooms).
 - ii. Substandard work does not meet quality standards outlined in the contract.

- B. Security and Access Breaches.
 - i. Unauthorized individuals allowed into the buildings.
 - ii. Failure to lock and secure the facility.
 - iii. Failure to immediately contact the alarm monitoring station for false alarm activations.

- C. Failure to Comply with Health and Safety Standards.
 - i. Violations of OSHA regulations or mishandling hazardous materials.
 - ii. Failing to properly address biohazards (e.g. bodily fluids or hazardous spills).
- D. Inadequate Staffing or Untrained Personnel.
 - i. Failure to provide sufficient staff or use of untrained or unauthorized personnel.
- E. Repeated Missed Services or No-Shows.
 - i. Multiple incidents of missed or rescheduled services without proper notice.
- F. Poor Quality Control or Substandard Work.
 - i. Multiple failed inspections due to poor service quality (e.g. dirty restrooms, dust accumulation, etc.).
- G. Damage to Property.
 - i. Damaging Town owned property, furnishing, or equipment during service.
- H. Unauthorized Use of City Facilities or Equipment.
 - i. Use of Town facilities or equipment for personal or non-approved purposes.

5.5 Deduction Schedule for Violations.

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

- A. Level 1 Probation – Deduction of 5% of the monthly fee. The Town will place Company on probation for a period of 30-90 days. If performance has not improved after 90 days of probationally period, Company will move to Level 2 Probationary status.
- B. Level 2 Probation (same type or unresolved prior violation) - Deduction of 10% of the monthly fee. The Town will place Company on probation for a period of 30-90 days. If performance has not improved after 90 days of probationally period, Company will move to Level 3 Probationary status.
- C. Level 3 Probation (same type or unresolved prior violation) - Deduction of 15-20% of the monthly fee.
- D. Critical Violation Probation (e.g. significant safety violation, damage to property) – 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.

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

5.5.1 Probationary Measures.

For each level of probation, the Company must submit a Corrective Action Plan (CAP) within five (5) business days of receiving the invoice. The CAP must outline corrective actions, timelines, and preventive measures.

The Company is required for providing proof of adherence to the CAP for the duration of the assigned probationary period.

The Town will monitor the Company's performance and review progress during and after probation.

5.5.2 Termination for Continued Non-Compliance.

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

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

6. Subcontracting.

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

7. Amendments.

Contract Amendments to change the areas serviced and/or scope of work may be necessary during the term of the awarded contract. The Town reserves the right to add or delete services/facilities at any time with thirty (30) day notice to Company.

8. Service Provider Requirements.

The Company shall have been established in the commercial janitorial service contracting business for a minimum of three (3) years in North Carolina.

The Company must assign a specific individual as the Contract Manager. Said person shall have full authority to administer the terms of the awarded contract. The Company, via the assigned Contract Manger, 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 Town's Contract Manager of any personnel changes
- 5. Training of new personnel
- 6. All cleaning supplies
- 7. Providing SDS information for all projects used at each site, in a binder, indexed as "Janitorial SDS Information". The binder must always remain onsite, in an approved designated accessible area.

The Company's Contract Manager shall possess cleaning supervisory experience, be fully and adequately trained and have full working knowledge of cleaning and supervision. The Contract

Manager shall be available seven (7) days per week, twenty-four (24) hours per day by phone and/or email, replying within two (2) hours to Town staff.

9. Town Responsibilities.

The Town shall:

- Designate a staff point of contact with the Company at the start of the service contract. This point of contact will serve to address any Company concerns or needs for completing the outlined service responsibilities. At minimum, the Town Contract Manager will attend quarterly scheduled meetings with the Company’s Contract Manager and site supervisors.
- Facilitate any requests for meetings with additional Town staff.
- The Company shall be issued building keys and alarm codes, where applicable, for the performance of services as specified herein. A lost or stolen key jeopardizes the security of Town facilities, and the Company shall be solely responsible for all costs incurred by the Town rekeying the lock system. No keys shall be duplicated, shared, or loaned out.

Form 2: Pricing

Company shall list pricing based on the requirements and terms listed in this RFP. This form is required to be considered a responsive Proposal. Provide pricing for all location(s) and additional operational services desired for both Year One and Year Two.

Companies are NOT required to pricing for all facilities and/or services. For each line, either provide the Total Annual Cost or mark the line as NI for Not Interested.

All costs associated with the Services including taxes, fees, labor, materials, and equipment must be included in this form for the service dates from July 1, 2026 – June 30, 2028.

Site	Year One Total Annual Cost <i>(7/1/26-6/30/27)</i>	Year Two Total Annual Cost <i>(7/1/27-6/30/28)</i>
Community Center		
Hargraves Center & Nate Davis Sr. Gymnasium		
Homestead Aquatics Center		
Parks & Recreation Administrative Offices & Community Clay Studio		
Teen Center		

Optional Additional Services				
Service	Site	Description	Year One Total Annual Costs (7/1/26-6/30/27)	Year Two Total Annual Costs (7/1/27-6/30/28)
Gymnasium Floor	Community Center	Daily dust mops entire floor, including under bleachers Three (3) days/week wet mop entire floor, including under bleachers		
Gymnasium Floor	Nate Davis Sr. Gym	Daily dust mops entire floor, including under bleachers Three (3) days/week wet mop entire floor, including under bleachers		
Clay Studio Floor	Clay Studio	Daily wet mop entire floor, REMOVING ALL CLAY DUST		
Scrub, Wax, & Buff	Community Center	Twice a year: scrub, wax, and buff all linoleum floors		
Scrub, Wax, & Buff	Hargraves Center & Nate Davis Sr. Gym	Twice a year: scrub, wax, and buff all linoleum floors		
Scrub, Wax, & Buff	Homestead Aquatics Center	Twice a year: scrub, wax, and buff all linoleum floors		
Scrub, Wax, & Buff	Parks & Recreation Administrative Office	Twice a year: scrub, wax, and buff all linoleum floors		

Section Four – Proposal Content

4.1 Proposal Components.

Companies are required to prepare their proposals in accordance with the instructions outlined in this section and elsewhere in this RFP.

In order to be eligible for consideration, the submitted proposal must include all of the following:

1. Cover letter stating intentions of the proposal and why your company should be considered for contract award.
2. Completion and return of all Section Three – Forms.
3. Proposed Solution in order of the Proposal Requirements listed below.

4.2 Vendor Proposal Requirements.

Company proposals must clearly demonstrate the required qualifications, expertise, competence, and capability of the vendor. Please include completed answers organized accordingly.

A. Organizational Overview.

1. Please describe your organizational structure and provide a brief history.
2. Include the key team members' names and credentials who will be working under the Town's contract. Include a brief description of their qualifications, current job functions, proposed roles, and how they will work with the Town of Chapel Hill.
3. List three similar projects you have previously or are currently providing in the last five years that are similar size and scope to this project.
 - Provide the total dollar amount of the contract and length of term.
 - List the services provided and describe how the project was managed over the life of the contract.
 - Provide the contact information for the project manager in charge of the contract that the Town may contact to verify.
4. Describe the contractual relationships, including all subcontractors, that will be used to provide the services requested.
5. Please describe the hiring and onboarding process for new employees.

B. Service Coordination and Project Approach.

1. Please provide a Project Plan that effectively meets the overall needs of the services requested.
 - 1.1 Describe the approach the company will take to oversee and manage the services needed including a proposed schedule.
 - 1.2 Describe the resources, including labor and equipment, that will be dedicated to managing the requested services.

- 1.3 Describe the current or suggested process, including response times, for issues or problems to be submitted to the Company's Contract Manager.
- 1.4 Describe the evaluation process that is used to determine facility cleanliness and staff performance.
- 1.5 Detail the process that Company staff use if there is an issue that occurs while they are on-site.
- 1.6 Identify any services that your company offers that would apply to this project that were not listed or identified in the Scope of Work.

Section Five - Evaluation of Proposals

5.1 Proposal Evaluation.

Responses to the RFP will be evaluated based on:

- Company Experience
- Project Understanding
- Project Approach
- Cost Effectiveness

Section Six - Sample Contract

STATE OF NORTH CAROLINA
COUNTY OF ORANGE

CONTRACT FOR
{DESCRIPTION OF SERVICES
TO BE PROVIDED UNDER
THIS CONTRACT}

This Contract is made and entered into by and between the “Town of Chapel Hill,” herein “Town,” and “{Company’s Full Legal Name},” herein “Contractor,” for the services as described in this agreement.

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the Town and Contractor agree:

1. Duties of the Contractor: The Contractor agrees to perform those duties described in Exhibit A, attached hereto and incorporated herein by reference.
2. Duties of the Town: The Town will pay for the Contractor’s services as set forth in Exhibit A.
3. Maximum Sum: Contract amount is not to exceed {insert a not to exceed amount} plus applicable sales tax.
4. Billing and Payment: The Contractor shall submit an invoice to the Town for work performed under the terms of this Contract. The Town will make payment within thirty (30) days of receipt of an accurate invoice, approved by the department which contracted for these services.
5. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys’ fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Contractor, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to limitations of Contractor liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibits, attachments, or subsequent purchase orders that calls for the Town to indemnify the Contractor shall be only to the extent allowed by law.
6. Insurance Provisions: The Contractor shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Contractor’s Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers’ Compensation - \$100,000 for both employer’s liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for Contractors having access to personal identifying information and/or computer networks. The Town may also require evidence of supplementary insurance coverages depending

on the services provided under this agreement.

7. Non-Discrimination: The Contractor contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
8. Federal and State Legal Compliance: The Contractor must be in full compliance with all applicable federal and state laws, including those on immigration.
9. E-Verify: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any subcontractors are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.
10. Amendment: This Contract may be amended in writing by mutual agreement of the Town and Contractor.
11. Termination: Either party may terminate this Contract at any time by giving the other party thirty (30) days written notice of termination prior to the end of the term.
12. Interpretation/Venue: This Contract shall be construed and enforced under the laws of North Carolina. The courts and the authorities of the State of North Carolina shall have exclusive jurisdiction over all controversies between the parties which may arise under or in relation to this Contract. In the event of any dispute between the parties, venue is properly laid in Orange County, North Carolina for any state court action and in the Middle District of North Carolina for any federal court action. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to 1) resolving any dispute by means of arbitration and/or 2) waiver of a trial by jury.
13. Preference: If the terms of any exhibits, attachments, or subsequent purchase are not consistent with the terms of this Contract, this document shall have preference; provided that where either any exhibit attached hereto or this document establishes higher standards for performance by either party, the higher standard, wherever located, shall apply.
14. Severability: The parties intend and agree that if any provision of this Contract or any portion thereof shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.
15. Assignment: This Contract shall not be assigned without the prior written consent of the parties.
16. Entire Agreement: This Contract shall constitute the entire agreement of the parties and no other warranties, inducements, considerations, promises, or interpretations shall be implied or impressed upon this Contract that are not expressly addressed herein. All prior agreements, understandings and discussions are hereby superseded by this Contract.
17. Construction Project Related Sales Tax: If applicable, the Contractor must provide certified

statements regarding the cost of materials purchased and the amount of North Carolina sales and use taxes paid by Contractor and any subcontractors. Contractor further agrees to provide the Town with any additional information and documentation the Town might request in the event the Commissioner of Revenue of the State of North Carolina requires more information to substantiate a refund claim by the Town for sales or use tax. The Town will not make payment until these statements are submitted. Any tax refunds received by the Town will remain with the Town.

18. Non-Appropriation of Funding: Contractor acknowledges that the Town is a governmental entity, and the Contract validity is based upon the availability of public funding under the authority of its statutory mandate.

In the event that public funds are unavailable and not appropriated for the performance of Town's obligations under this Contract, then this Contract shall automatically expire without penalty to the Town, thirty (30) days after written notice to Contractor advising of the unavailability and non-appropriation of public funds. It is expressly agreed that the Town shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this Contract, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.

19. Term: This Contract, unless amended as provided herein, shall be in effect until _____, 20____. Any renewal provisions that may be contained in any exhibits, attachments, or subsequent purchase orders are void and without effect.

[SIGNATURES ON FOLLOWING PAGE.]

IN WITNESS WHEREOF, the parties hereto cause this Contract to be executed in their respective names.

{CONTRACTOR’S FULL LEGAL NAME}

SIGNATURE

PRINTED NAME & TITLE

TOWN OF CHAPEL HILL

DEPARTMENT HEAD/EXECUTIVE DIRECTOR OR DEPUTY/TOWN MANAGER

PRINTED NAME & DEPARTMENT

ATTEST BY TOWN CLERK:

TOWN CLERK/DEPUTY TOWN CLERK

TOWN SEAL

Town Clerk attests this the _____ day of _____ 20 _____ .

Approved as to Form and Authorization

ATTORNEY FOR TOWN

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

FINANCE OFFICER

DATE

APPENDIX I: Community Center

Cleaning Expectations, Tasks, and Frequencies

Address: 120 S. Estes Drive, Chapel Hill, NC 27514

Sq. Footage: approximately 5,500

Facility Hours of Operation:

Monday-Friday	Saturday	Sunday
10 a.m. – 8 p.m.	9 a.m. – 6 p.m.	12 noon – 5 p.m.
*7 a.m. – 8 p.m. <i>*Extended facility hours June-August</i>		

Frequency of Cleaning: 7 days/week

Janitorial Crew – Time Availability to be Onsite: Monday-Sunday (after close)

Entry/Lobby/Meeting Room

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids.
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free)
- Vacuum all floor doormats and rugs
- Clean and disinfect all water fountains, door handles, and light switches
- Spot clean as needed, glass doors and windows

Services to be performed every other visit (spot cleaned daily as needed):

- Wet mop and disinfect all hard floors

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean all glass doors and windows
- Clean under raised vending machine
- Low and high dusting of window ledges, wall plaques, walls, and doors

Bathrooms/Locker Rooms/Family Changing Rooms/Hallway

Services to be performed each visit:

- Empty all trash cans and sanitary dispensers; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean all SANIGLAZED floors according to manufacturer’s instructions
- Clean and disinfect all sinks and counter tops
- Clean and disinfect all toilets and urinals, inside and outside
- Clean and disinfect all door handles, light switches, soap dispensers, and hand dryers

- Clean, disinfect, and polish all grab bars and stainless
- Clean and disinfect handicap shower seat and baby changing stations
- Clean all mirrors
- Remove all hair from drains
- Replenish all supplies, soap, paper towels, toilet paper, air fresheners, and urinal screens
- Spot clean as needed, glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and disinfect shower partitions, bathroom partitions, and bathroom stall doors
- Clean all glass doors and windows
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors

Kitchenette

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids.
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and disinfect sink and counter
- Clean and disinfect all door handles, light switches, and soap dispensers
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and sanitize cabinet doors and handles
- Wet mop and disinfect all hard floors
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors

Offices

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).

Outdoor Entrances and Doors

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and sanitize door handles

Gymnasium

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids.
- Empty all recycling; recycling taken to designated recycling area
- Clean and disinfect all door handles
- Spot clean as needed, glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Low and high dusting of window ledges, wall plaques, walls, and doors

Optional additional Gymnasium Services

Optional additional service to be performed each visit:

- Dust mop entire gym floor, including under bleachers all hard floors; wet mop as needed to keep floors clean (dirt-free, trash-free, dust-free).

Optional additional service to be performed three (3) times per week (spot cleaned daily as needed):

- Wet mop entire gym floor, including under the bleachers
- Clean all glass doors and windows

APPENDIX II: Hargraves Center & Nate Davis Sr. Gymnasium

Cleaning Expectations, Tasks, and Frequencies

Address: 216 N. Roberson Street, Chapel Hill, NC 27514

Sq. Footage: approximately 10,000

Facility Hours of Operation:

Monday-Friday	Saturday	Sunday
10 a.m. – 8 p.m.	9 a.m. – 6 p.m.	12 noon – 5 p.m.
*7 a.m. – 8 p.m. <i>*Extended facility hours June-August</i>		

Frequency of Cleaning: 7 days/week

Janitorial Crew – Time Availability to be Onsite: Monday-Sunday (after close)

Entry/Lobby/Hallways/Meeting Rooms/Auditoriums/Activity Spaces

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Vacuum all floor doormats and rugs
- Clean and disinfect all water fountains, door handles, and light switches
- Spot clean as needed, glass doors and windows

Services to be performed every other visit (spot cleaned daily as needed):

- Wet mop and disinfect all hard floors

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean all glass doors and windows
- Low and high dusting of window ledges, wall plaques, walls, and doors

Bathrooms/Locker Rooms

Services to be performed each visit:

- Empty all trash cans and sanitary dispensers; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean all SANIGLAZED floors according to manufacturer’s instructions
- Clean and disinfect all sinks and counter tops
- Clean and disinfect all toilets and urinals, inside and outside
- Clean and disinfect all door handles, light switches, soap dispensers, and hand dryers
- Clean, disinfect, and polish all grab bars and stainless

- Clean and disinfect handicap shower seat and baby changing stations
- Clean all mirrors
- Remove all hair from drains
- Replenish all supplies, soap, paper towels, toilet paper, air fresheners, and urinal screens

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and disinfect shower partitions, bathroom partitions, and bathroom stall doors
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors

Kitchen Areas

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and disinfect all sinks, counter tops, tabletops, outside of refrigerators and appliances
- Clean and disinfect all door handles, light switches, and soap dispensers
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and sanitize cabinet doors and handles
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors

Offices

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).

Outdoor Entrances and Doors

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and sanitize door handles
- Clean all glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Low and high dusting of window ledges, wall plaques, walls, and doors

Gymnasium

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Clean and disinfect all door handles
- Spot clean as needed, glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Low and high dusting of window ledges, wall plaques, walls, and doors

Optional additional Gymnasium Services

Optional additional service to be performed each visit:

- Dust mop entire gym floor, including under bleachers all hard floors; wet mop as needed to keep floors clean (dirt-free, trash-free, dust-free).

Optional additional service to be performed three (3) times per week (spot cleaned daily as needed):

- Wet mop entire gym floor, including under the bleachers
- Clean all glass doors and windows

APPENDIX III: Homestead Aquatics Center

Cleaning Expectations, Tasks, and Frequencies

Address: 300 Aquatic Drive, Chapel Hill, NC 27514

Sq. Footage: approximately 6,000

Facility Hours of Operation:

Monday - Thursday	Friday	Saturday	Sunday
6 a.m. – 8 p.m.	6 a.m. – 7 p.m.	10 a.m. – 6 p.m.	12 noon – 5 p.m.

Frequency of Cleaning: 7 days/week

Janitorial Crew – Time Availability to be Onsite: Monday-Sunday after close

Entry/Lobby/Meeting Room

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Vacuum all floor doormats and rugs
- Clean and disinfect all water fountains, door handles, and light switches
- Spot clean as needed, glass doors and windows

Services to be performed every other visit (spot cleaned daily as needed):

- Wet mop and disinfect all hard floors

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean all glass doors and windows
- Clean under raised vending machine
- Low and high dusting of window ledges, wall plaques, walls, and doors

Bathrooms/Locker Rooms/Family Changing Rooms/Hallway

Services to be performed each visit:

- Empty all trash cans and sanitary dispensers; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean all SANIGLAZED floors according to manufacturer’s instructions
- Clean and disinfect all sinks and counter tops
- Clean and disinfect all toilets and urinals, inside and outside
- Clean and disinfect all door handles, light switches, soap dispensers, and hand dryers
- Clean, disinfect, and polish all grab bars and stainless

- Clean and disinfect handicap shower seat and baby changing stations
- Clean all mirrors
- Remove all hair from drains
- Replenish all supplies, soap, paper towels, toilet paper, air fresheners, and urinal screens
- Spot clean as needed, glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and disinfect shower partitions, bathroom partitions, and bathroom stall doors
- Clean all glass doors and windows
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors

Offices

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).

Outdoor Entrances and Doors

Services to be performed each visit:

- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and sanitize door handles
- Clean all glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Low and high dusting of window ledges, wall plaques, walls, and doors

APPENDIX IV: Parks & Recreation Administration Offices & Community Clay Studio

Cleaning Expectations, Tasks, and Frequencies

Address: 200 Plant Road, Chapel Hill, NC 27514

Sq. Footage: approximately 2,500

Facility Hours of Operation:

Area	Monday-Friday	Saturday	Sunday
Offices	8:30 a.m. – 5 p.m.		
Clay Studio & Restrooms	9 a.m. – 9 p.m.	9 a.m. – 6 p.m.	9 a.m. – 6 p.m.

Frequency of Cleaning: 7 days/week

Janitorial Crew – Time Availability to be Onsite: Offices Monday – Friday after close; Clay Studio and Restrooms Monday-Sunday after close.

Entry/Lobby (*five (5) times per week*)

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans
- Clean all open surfaces of furniture (damp-wiped)
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Vacuum all floor doormats and rugs
- Clean and disinfect all door handles, and light switches
- Spot clean as needed, glass doors and windows

Offices/Meeting Room/Copy Room (*five (5) times per week*)

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans
- Clean all open surfaces of furniture (damp-wiped)
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Clean and disinfect all door handles, and light switches
- Spot clean as needed, glass doors and windows

Kitchen/Sink Area & Hallway/Corridors (five (5) times per week)

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Clean and disinfect all sinks and counter tops, outside of refrigerators and appliances
- Replenish paper towels
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Clean and disinfect water fill unit, door handles, and light switches
- Vacuum all floor doormats and rugs

Bathrooms (Seven (7) times per week)

Services to be performed each visit:

- Empty all trash cans and sanitary dispensers; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and disinfect all sinks and counter tops
- Clean and disinfect all toilets inside and outside
- Clean and disinfect all door handles, light switches, and soap dispensers
- Clean, disinfect, and polish all grab bars and stainless
- Clean all mirrors
- Replenish all supplies, soap, paper towels, toilet paper, and air fresheners

Clay Studio (Seven (7) times per week)

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Clean and disinfect all sinks
- Replenish soap and paper towels
- Clean and disinfect door handles, and light switches

Services provided weekly in ALL AREAS:

- Wet mop and disinfect all hard floors
- Clean all walls around trash cans
- Clean all glass doors and windows
- Low and high dusting of window ledges and sills, wall plaques, walls, shelves, frames, ducts, air handling vents/returns, and doors

Optional additional Clay Studio Services

Optional additional service to be performed each visit:

- Wet mop and disinfect all hard floors, REMOVING ALL CLAY DUST

APPENDIX V: Teen Center Cleaning Expectations, Tasks, and Frequencies

Address: 179 E. Franklin Street, Chapel Hill, NC 27514

Sq. Footage: approximately 2,100

Facility Hours of Operation:

Monday – Saturday
5 p.m. – 9 p.m.

Frequency of Cleaning: 4 days/week

Janitorial Crew – Time Availability to be Onsite: Monday, Wednesday, Friday, & Saturday after close

Entry/Lobby/Hallways/Meeting Rooms/Activity Spaces/Bar Area

Services to be performed each visit:

- Empty all trash cans; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Empty all recycling; recycling taken to designated recycling area
- Spot clean as needed, all walls around trash cans and recycling bins
- Sweep/dust mop all hard floors; wet mop as needed to keep floors clean (dirt-free, scuffmark-free, trash-free, dust-free).
- Clean and disinfect all sinks, counter tops, door handles, and light switches
- Spot clean as needed, glass doors and windows

Services to be performed weekly (spot cleaned daily as needed):

- Wet mop and disinfect all hard floors
- Clean all walls around trash cans and recycling bins
- Clean all glass doors and windows
- Low and high dusting of window ledges, wall plaques, walls, and doors

Bathrooms

Services to be performed each visit:

- Empty all trash cans and sanitary dispensers; trash taken to designated dumpsters; wipe and disinfect trash can lids; replace liners
- Spot clean as needed, all walls around trash cans and recycling bins
- Clean and disinfect all sinks and counter tops
- Clean and disinfect all toilets and urinals, inside and outside
- Clean and disinfect all door handles, light switches, soap dispensers, and hand dryers
- Clean, disinfect, and polish all grab bars and stainless
- Clean all mirrors
- Replenish all supplies, soap, paper towels, toilet paper, air fresheners, and urinal screens
- Sweep/dust mop all hard floors
- Wet mop and disinfect floors to keep clean (dirt-free, scuffmark-free, trash-free, dust-free).

Services to be performed weekly (spot cleaned daily as needed):

- Clean all walls around trash cans and recycling bins
- Clean and disinfect bathroom partitions, and bathroom stall doors
- Low and high dusting of horizontal surfaces, wall plaques, walls, and doors