



**CITY OF MEMPHIS**

**REQUEST FOR PROPOSAL**

**#144753**

**JANITORIAL SERVICES FOR CITY OF MEMPHIS GENERAL  
SERVICES AND CITY OF MEMPHIS LIBRARIES**

**Date Issued: 12 June 2023**

**Proposal Submission Deadline: 12 July 2023**

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## 1. OVERVIEW

The purpose of this RFP is to receive proposals from qualified vendors for complete professional janitorial services at for the City of Memphis General Services Division and the City of Memphis Public Libraries throughout the City.

The contractor must be reputable, experienced, and capable of providing superior cleaning services for City-owned facilities. The intent in soliciting proposals is to obtain a timely, consistent, and cost-effective contract from one contractor to ensure clean and safe facilities for employees, citizens, and visitors doing business with the City.

This procurement is subject to the requirements of City Ordinance No. 5366 which establishes a local preference for local businesses located within the City of Memphis therefore, the contractor shall award fifty (50%) of the work to Small Business Enterprise (SBE) Certified Vendors only. A list of certified vendors can be found on the City of Memphis website under Business, Contract Compliance, OBDC Registry.

### 1.1 GENERAL CONDITIONS

The following data is intended to form the basis for submission of proposals to provide janitorial services for City of Memphis General Services Division and the City of Memphis Libraries as outlined in these specifications. This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal. All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all documents pertaining to this Request for Proposal shall be kept confidential, to the extent necessary for review, until the proposal evaluation is complete. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee established by the City and other appropriate designated City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected consultant.

Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in accordance with the requirements listed in Section 4.5 Initial Questions Submission, Final Questions Submission. The City of Memphis is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. Any questions or concerns not submitted by the stated time and date will be deemed waived.

If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at <https://www.memphistn.gov/business/rfps-rfqs/>. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive such addendum or interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.

The City of Memphis reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.

## 1.2 OBJECTIVE

It is the intent that the City of Memphis (City) will contract with one contractor to provide janitorial services for the City of Memphis General Services Division and the City of Memphis Public Libraries.

## 2. SCOPE OF SERVICES

### 2.1 SCOPE

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for various locations as listed below within the City of Memphis as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as “free of dirt, pure, spotless, sanitary, sterile, and uncontaminated”. This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

The terms “proposer”, “respondent”, “vendor”, “company”, “firm”, “bidder”, and “contractor” may be used interchangeably throughout this document.

Facility Locations:

City Division	Building Name	Address	Square Footage
General Services	Memphis City Hall	125 North Main Street, Memphis, TN 38103	178,121 SF w/90,000 SF of carpet
General Services	Public Safety Building	170 North Main Street, Memphis TN 38104	118,000 SF w/93,000 SF of carpet
Library	Central Library	3030 Poplar Ave., Memphis TN, 38111	325,000 SF 35 restrooms
Library	Cordova Library	8457 Trinity Rd., Cordova, TN 38018	28,030 SF 6 restrooms
Library	Hollywood Library	1530 N. Hollywood, Memphis, TN 38108	14,500 SF 3 restrooms
Library	Randolph Library	3752 Given, Memphis, TN 38122	11,640 SF 3 restrooms
Library	Poplar-White Station Library	5094 Poplar, Memphis, TN 38117	11,181 SF 3 restrooms
Library	Raleigh Library	3452 Austin Peay, Memphis, TN 38128	17,500 SF 4 restrooms
Library	North Library	1192 Vollintine, Memphis, TN 38107	9,200 SF 3 restrooms
Library	Frayser Library	3712 Argonne, Memphis, TN 38127	6,400 SF 3 restrooms
Library	East Shelby Library	7200 E Shelby Dr., Memphis, TN 38125	30,000 SF 5 restrooms
Library	Whitehaven Library	4120 Mill Branch Rd., Memphis, TN 38116	28,000 SF 6 restrooms
Library	South Library	1929 S. Third,	11,376 SF 3 restrooms



		Memphis, TN 38109	
Library	Cherokee Library	3300 Sharpe, Memphis, TN 38111	10,000 SF 4 restrooms
Library	Parkway Village Library	4655 Knight Arnold, Memphis, TN 38118	8,800 SF 3 restrooms
Library	Cornelia Crenshaw Library	531 Vance Ave., Memphis, TN 38126	6,690 SF 3 restrooms
Library	Cossitt Library	33 S. Front, Memphis, TN 38103	15,608 SF 4 restrooms
Library	Gaston Park Library	1040 S. Third, Memphis, TN 38106	5,100 SF 3 restrooms
Library	Levi Library	3676 Hwy 61 S., Memphis, TN 38109	4500 SF 2 restrooms

## 2.2 GENERAL CONDITIONS AND SPECIFICATIONS

### 1. Background Check and Drug Screen (For All Divisions Listed Below)

- a. The Contractor will ensure all employees have undergone a criminal background check as well as a drug test screen and be deemed drug free and evidence of pass or fail will be given to the building manager prior to start of contract.
- b. Upon reasonable suspicion that an employee is under the influence, the contractor may require the employee to take a random drug test and must document the behavior on which the suspicion is based on within 24 hours or before the drug test results are released, whichever is earlier. The City shall be given a copy of the results of the drug test.
- c. As new employees are hired the contractor will follow the guidelines listed above to ensure any new employees pass a background check as well as drug screen prior to starting work at any City of Memphis properties.

2. **BID BOND REQUIRED** – A bidder’s bond or certified check on a solvent bank payable to the City of Memphis in the amount of five percent (5%) of the bid must accompany the proposal. Said instrument to remain in effect until (and will be returned only after) the contract has been fully executed and secured.
3. **CONTRACTOR:** The contractor will have 30 DAYS in which to bring about an acceptable level of cleanliness that the Contractor and the Building Manager agree upon. After the 30 days the Contractor will be assessed a \$100 a day reduction in his monthly bill until the conditions are up to the level of cleanliness agreed upon by the Contractor and the Building Manager.
4. **LIQUIDATED DAMAGES** for non-performance shall be itemized and deducted from each month’s billing by the City as fixed and settled damages in the following manner:

- a. The City of Memphis has several locations included in this proposal. Within each building, each floor will be treated independently of the others in the determination of monthly liquidated damages except for the restrooms. Restrooms shall be counted as if they were one floor for the purposes of liquidated damages. Complaint calls from the various facilities are normally received by their Building Manager and after complaints are investigated, the Contractor will be notified, giving him a detailed description of the work not performed as required by the contract.
- b. Each of these calls shall have a nuisance value of \$100.00 but this amount will not be deducted from the Contractors monthly billing until a third (3rd) complaint for any floor, or the third (3rd) complaint about restrooms has been investigated, verified and the Contractor notified. This third (3rd) complaint for any said floor, or restrooms, shall cause the City to have \$300.00 deducted from the monthly billing of the Contractor. Any complaints over and above the third complaint on a particular floor or restrooms, will cause the City to have \$200.00 deducted from the monthly billing for each of these additional complaints.
- c. After each month or each 30 days, the accumulation of complaints will be stopped, and the new month or 30-day period will start over again. The Contractor could have as many as 30 such complaints, for example (9 floors with 3 complaints each and the restrooms with 3 complaints) before liquidated damages are deducted and then these accumulated complaints will be dismissed at the end of each monthly period.

**5. ADDITIONAL CLEANING:**

- a. In the event that additional floor space is added to the amount already specified, the Contractor shall be paid extra compensation based upon a prorating of applicable unit price/s quoted on the Bid Form.

**6. CONTRACT TERMINATION BY THE CONTRACTOR FOR OTHER THAN BREACH:**

- a. The contractor may refuse to renew the contract term beyond the first or second term by giving written notice to the City of Memphis a minimum of one hundred and twenty (120 days) prior to the anniversary date of the contract--regarding any intention not to extend the contract otherwise, the contract will remain in full force and effect.

**7. SPECIAL NOTE:**

- a. The contractor will attach a **reference list from three or more commercial customers (current and former – see Exhibit 7) along with his/her proposal.**
- b. The contractor will provide letters of reference from verifiable clients and must include a performance statement, square footage of buildings cleaned from current, or previous (last 3 to 5 years) contracts worked. Letters of reference will be dated signed and list a phone number and point of contact,
- c. The contractor must have experience in nightly cleaning office buildings in excess of **200,000 square feet.**



8. The contractor must provide years of experience as it relates to this proposal.

**9. FINANCIAL STATEMENT:**

- a. Contractor must provide a financial statement with bid package. Vendor must provide an income statement, balance sheet, and a solvency statement from CPA.

**10. EQUIPMENT:**

- a. The Contractor **must** supply an equipment list with his/her proposal, see (exhibit 8).
- b. Propane buffers are required for floor maintenance nightly. Combustible materials storage will be provided in Room 2B-70.

**11. PROVISIONS FOR ADDING/DELETING CLEANABLE SPACES**

- a. The contractor will perform services in accordance with the attached cleaning specifications and the total amounts in the bid section may be used to adjust the cost to the owner for additions of "Cleanable Area" as determined by the Building Manager, or to decrease the cost to the City in the event areas are removed from the "Cleanable Area".

**12. UNIFORMS**

**All personnel uniforms shall be clean and neat in appearance when reporting for work daily.**

- a. For all Divisions listed below, the contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and ensure that every employee is in uniform prior to commencing work.
- b. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls, or smocks. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram identifying the company.
- c. Employees are required to wear slip-resistant shoes and work gloves.

**13. SUPPLIES**

- a. The Contractor shall provide all cleaning products used in the performance of the work as noted in the cleaning specifications. The Contractor will replenish all disposable restroom supplies.
- b. The City will supply tissue paper, paper towels, and hand soap; the building engineer will be responsible for getting supplies to the contractors' storage area.
- c. The Contractor shall in no way use City supplies in the cleaning of the building, i.e., paper towels. Each use of City's expendable paper goods shall be considered as a nuisance complaint and will be counted each month for liquidated damage.

#### **14. CARPET CLEANING**

- a. All Carpets will be shampooed (dry cleaned) in City Hall semi-annually and billed per square foot. The vendor must be ready and able to clean carpet on demand within a 24-Hour notice at the locations where carpets are installed.

#### **15. FLOOR CARE MAINTENANCE**

- a. All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.



**GENERAL SERVICES FACILITY REQUIREMENTS – LOCATION:**

**125 N. Main St. Memphis, TN 38103**

**NIGHTLY CLEANING SCHEDULE**

The present total square feet for housecleaning are 178,121 and approximately 90,000 square feet of that total is carpeted. A breakdown of space by approximate area will follow the description of the work to be performed.

1. **All floors** to be swept with treated clothes, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
2. **All carpeted** areas to be vacuumed and spot-cleaned nightly.

**BREAKDOWN OF SPACE BY APPROXIMATE AREA:**

**SEVENTH FLOOR**

- Carpet	4,148
- Stone Hallway	1,248
- Carpet	<u>652</u>
- Total areas to be cleaned	<b>6,048</b>

**SIXTH FLOOR**

- Tile floor	14,439
- Carpet	<u>12,304</u>
- Total areas to be cleaned	<b>26,743</b>

**FIFTH FLOOR**

- Tile floor	12,599
- Carpet	<u>14,144</u>
- Total areas to be cleaned	<b>26,743</b>

**FOURTH FLOOR**

- Tile floor	13,943
- Carpet	<u>12,800</u>
- areas to be cleaned	<b>26,743</b>

**THIRD FLOOR**

- Tile floor	7,303
- Carpet	<u>19,440</u>
- Total areas to be cleaned	<b>26,743</b>

**SECOND FLOOR**



- Hardwood floor	644
- Four terrazzo hallways	4,660
- Carpet	<u>3,004</u>
- Total areas to be cleaned	<b>8,308</b>

**LOBBY, EXHIBITION HALL AND COUNCIL CHAMBERS**

- Terrazzo floors	12,350	
- Carpets at lobby doors	400	
- Carpeted area in Council Chamber and lounge and caucus areas.	<u>6,600</u>	
- Total areas to be cleaned, including elevators and passageway fire doors	<b>19,350</b>	-to four

**FIRST BASEMENT**

- Tile floor	12,050
- Carpet	<u>11,457</u>
- Total areas to be cleaned	<b>23,507</b>

**SECOND BASEMENT**

- Tile floor	8,493
- Carpet	<u>5,443</u>
- Total areas to be cleaned	<b>13,936</b>

**MISCELLANEOUS SPACE**

- Thirty (30) between-floor stair landings	1,050
- Terrazzo stairs in first basement center to lobby and stairs from lobby to second floor	<u>242</u>
- Total miscellaneous space to be cleaned	<b>1,292</b>

**DAYS/HOURS OF WORK**

- a. All nightly cleaning services listed below shall be performed five (5) days each week, Monday through Friday, excluding holidays – **see Section 2.5 City Holidays** (Additional holidays may be added)
- b. Services for this contract will be provided between 6:00 p.m. and 6:00 a.m. No work shall be performed on weekends except where specified unless prior approval of the Building Manager is obtained.

**GENERAL**

- a. Upon completion of the duties, all lights will be turned off, doors locked, offices and other areas left in a neat and orderly condition.
- ***Note: Doors are to be kept locked while offices are being cleaned.***

**MISCELLANEOUS**

- a. Building Manager shall designate entrance to be used by Contractor's employees for entrance to the building. Employees are not to use any other entrance or exit to the building at any time. The designated entrance at this time will be the City Hall garage door, where *each employee will be required to sign in and out*. Also, employees are to wear an *identification badge provided by Contractor*.
- b. Contractor shall maintain a logbook on the premises for recording anything unusual that comes to the attention of the Contractor's employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Building Manager.
- c. Contractor shall make reasonable and prompt restitution by cash, replacement, or repairs, subject to the Building Manager's approval, covering any damage for which Contractor is liable.
- d. Should any employee's work prove unsatisfactory, or behavior is deemed unprofessional, the Building Manager shall inform the Contractor that such employee's services are no longer desired on the premises, and the employee shall be replaced immediately.
- e. At the Building Manager's election, the City may eliminate from the contract the requirements that the Contractor furnish office cleaning services to one or more of the floors of the building, or to any part of any such floor, upon not less than ten (10) day notice to the Contractor, which notice shall specify the last day of a month as the date for the elimination of these services. In the event of the elimination of such services with respect to one or more floors, the monthly and annual sums payable by the City to the Contractor under the contract shall be decreased, in the amounts set forth opposite each such floor in the breakdown of charges. In the event of the elimination of such services with respect to party of any floor, the monthly and annual sums payable by the City to the Contractor hereunder shall be decreased in the proportion of the amounts so set forth opposite such floor as the number of square feet so eliminated shall bear to the aggregate number of square feet on such floor.
- f. Notwithstanding the elimination of office cleaning services with respect to any floor or part floor, Contractor shall continue to clean and inspect the restrooms contained on such floor or part floor.

#### **CLEANING AFTER SPECIAL EVENTS**

- a. After "special events" have been held at City Hall, it may be necessary for the Contractor to bring in special attendants to sweep up the debris on the plaza, clean the lobby rest rooms, clean the Council Chamber and any other area that may need special attention as a result of the "special event". All work under this item will be performed at the request of the Building Manager and is to be quoted as a separate price on the Bid Form.

#### **PERIODIC SERVICE LOG**

- a. A periodic service log will be accurately maintained, recording the frequencies defined in the housecleaning specifications.

#### **INSPECTIONS**

- a. Nightly inspections will be made by the Contractor's supervisor and properly logged. Periodic inspections will be made by the City Hall Building Manager and the Contractor's officials.

## **SUPERVISOR'S DAILY REPORT**

- a. The Supervisor's Daily Report is to be filled out each workday by the Contractor's supervisor on duty. This report is to be electronically sent to the Building Manager.

## **CUSTOMER LOGBOOK/EMAIL**

- a. Contractor will provide a logbook or an email address for nightly service request. (Preferable email)

## **EMERGENCY NUMBERS**

- a. Contractor shall provide answering service 24 hours per day 7 days per week and representatives must be available for emergency. Contractor must provide the building manager a contact list of names, and phone numbers of representatives for emergency response.

## **BUILDING KEYS**

- a. All keys for cleaning personnel will be assigned to janitorial supervisor nightly. The supervisor is responsible for returning the keys nightly to the building engineer in Room 1B-01.

## **LOST KEYS/BADGES**

- a. Keys not returned within eight (8) hours will be considered lost. Contractors are responsible for City badges; any lost or damaged badges are the responsibility of the contractor. Contractor will pay all expenses for re-keying doors and for reissuing badges.

## **LOBBY - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday - Friday)**

- Vacuum and mop vestibule mats at main entrances.
- Clean interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed.
- Clean metal trim surrounding main entrances.
- Sweep, wet-mop, and spray-buff to a high gloss all terrazzo flooring. Spot clean spillage. Sweep corners after buffing.
- Dust and wipe all low ledges, counters, sills, and molding - those up to 8' from the floor.
- Vacuum and/or wipe clean lobby furniture. Dust and polish furnishings with a clean cloth. Detail vacuum and spot clean area rugs.
- Spot clean wall marble and buff.
- Empty trash receptacles and remove trash. Install fresh liners in receptacles. Scrub residue from trash cans as needed.
- Sweep, wet-mop, and spray buff all tile. Spot-clean any spillage.
- High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.

## **LOBBY - SEVENTH FLOOR - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday – Friday)**



- Only one cleaning person, accompanied at all times by the cleaning supervisor, will be allowed on the 7th Floor to work each night.
- This floor is to remain secure at all times. After all cleaning has been completed, the glass doors between the hallways and the main reception area are to be locked; but no inner office doors are to be locked.
- The mayor's personal office and restroom must be cleaned daily when filling in for the Operation City Hall's Day personnel. The vendor's daytime person will clean at the discretion of the mayor or his secretary. (See "Day Person's Schedule of Duties").

### **OFFICES - SPECIFIC CLEANING**

#### **NIGHTLY (Monday - Friday)**

- Dust mop with treated mop and/or sweep all composition flooring, removing all dirt from corners and edges. Spot clean stains and spillage.
- Dust mop floor with treated dust mop.
- Vacuum all carpets and rugs. Do not bump or rub furniture or wooden base moldings.
- Damp wipe and dry polish all desktops, counter tops, credenza tops, bookshelves and file cabinet tops, including glass tops. Do not move papers, books, etc., from any of these surfaces.
- Lightly dust telephones, typewriters, adding machines, projectors and other similar office equipment.
- Dust all ledges and horizontal surfaces that are no higher than 6' from the floor.
- Spot-clean all glass walls, glass partitions, entrance glass, glass doors, wall windows and side lights. (Glass windows go up to 10feet high)
- Spot clean inside of building exterior windows.
- Empty trash cans and replace liners. Scrub trash cans as needed.
- Dust plant urns. Clean and dust brass and chrome plant urns.
- Spot clean bottom of office doors where scuffed.
- Spot clean carpets.
- Dust air diffusers, air intake vents, and light fixtures.
- Clean door kick plates, push plates, and the door area immediately surrounding such plates.

### **STAIRWELLS - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Sweep and damp mop stairs. Also, lobby to 1st basement stairs.
- Dust and clean handrails. (Remove all grit and residue from handrails.)
- Sweep, wet-mop, and spray buff to a high gloss all landings.

### **CARPETING - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Continuously sight inspect and spot clean all office and public area carpeting as well as spot clean upon request.
- Shampoo all carpets in City Hall semi-annually. Contractor will be paid for carpet cleaning as per square footage area completed. Contractor must coordinate with the Building Manager when to clean carpets. Dry Carpet Cleaning Method or Building Managers Cleaning Method. (Can be subcontracted with the Building Manager's approval)

## **ELEVATORS, LOBBIES, CORRIDORS, and GARAGE - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday - Friday)**

- Sweep, wet-mop, and spray buff to a high gloss all flooring.
- Vacuum all carpeting, including hallway mats, entry mats, and edges.
- Clean and polish drinking fountains.
- Remove trash in interior areas including garage.
- Spot clean carpet and flooring.
- Dust furniture, light fixtures, and air vents.
- Spot clean walls, vinyl and painted.
- Spot clean doors and door frames.
- Scrub and remove debris from elevator walls, baseboards, and tracks.
- Clean door kick plates, push plates, and the door area immediately surrounding such plates.

## **REST ROOMS - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday - Friday)**

- Sweep, soap mop, rinse clean and disinfect tile floors.
- Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- Clean and refill rest room paper dispensers.
- All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- Spot and/or wash clean all tile wet walls or wainscot.
- Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- Scrub floor around base of urinals and toilet.

## **STORAGE AND JANITORIAL ROOMS - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday - Friday)**

- Check room for general cleanliness and neatness.
- Clean, organize and properly store janitorial equipment. Store combustible materials and rags in proper containers.
- Sweep concrete floors with dust treated broom as needed.

## **GYM - SPECIFIC CLEANING SPECIFICATIONS**

### **NIGHTLY (Monday - Friday)**

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.

## **TRASH REMOVAL**

- The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area outside of the City Hall building at the Front Street entrance (garage doors).

## **DAY EMPLOYEE**

- Day person shall consist of one person employed by the Contractor.
- In the case where the regular (City Employee) is out the contractor shall provide a Day person to work from 7:00 a.m. to 3:00 p.m. each weekday, Monday – Friday on an as needed basis (approximately 14 times per year).
- Day person shall be neatly attired uniform approved by the Building Manager.
- Day person shall be equipped with a communication device at all times.
- Day person shall take instructions from the Building Manager, building secretary or building engineer only. Day person shall refer tenant requests for service to the building management office.
- Day person shall perform the “Schedule of Duties” and adhere closely to the time allotted for performance of each duty.
- Cleaning materials and equipment should be left out of sight or stored on the cleaning barrel when not in use.
- 

## **DAY PERSON’S SCHEDULE OF DUTIES**

- Spot-clean the glass doors at the Main Street and Front Street entrances to the building. Inspect the entire door for dirt.
- Vacuum the carpet in the Main Street and Front Street entrance vestibules and in the First Basement vestibule.
- Dust lobby furniture and security desk. Use furniture polish on wood furniture weekly.
- Inspect and wipe or police the flowerpots in the Lobby.
- Check daily before 9:00am with the Mayor’s administrative assistant on the 7th Floor. The mayor’s personal office and restroom are to be cleaned only when he is not in. The secretary will schedule the time for the cleaning.
- Sweep, spot mop all spillages as requested.
- Wipe outside of elevator doors and elevator button panels.
- Inspect and clean elevator lobbies on all floors.
- Remove trash from 2nd Floor Press Room.
- Spot-clean the glass doors at the major entrance on the Second Floor.
- Clean building directory and the job posting cabinets on the First Basement with glass cleaner.
- Police the floor mats at the garage entrance vestibule on the First Basement and Second Basements.
- Wipe bright work on all building elevator cabs. Sweep and mop elevator floors.
- Report to the management office for special duties.
- Acceptance of a day person will be at the Building Manager’s discretion.

## **WALLS** (Weekly)

- Hallways – Clean Virginia Steel walls, solid walls, and wood panel walls. Wood panel walls must be polished weekly with an approved cleaner.
- Marble – Wash, clean and polish all marble walls in the building.
- Elevator Outside – Clean panel walls free of debris and any wax.

## **FLOOR CARE MAINTENANCE**



## Scope of Work

- a. The contractor shall provide all management, supervision, labor, materials, supplies, and equipment (except as otherwise provided), and will plan, schedule, coordinate and assure effective performance of all services described herein.
- b. The contractor will be required to provide Floor Care Maintenance and related services in accordance with the specifications of this solicitation. Floor care maintenance will be schedule after 9:00 pm weekdays or weekends.

### Scope Floor maintenance will be broken down into two categories:

- Interim Maintenance
- Restorative Maintenance

### Interim Floor Maintenance

- Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs.
- The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

### Interim Floor Maintenance Requirements

- Scrub and recoat heavy traffic areas every 2 months.
- Scrub and recoat moderate traffic areas every 4 months.
- Scrub and recoat light traffic areas every 6 months.

### Restorative Floor Maintenance

- Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied.
- Strip and wax process must follow the manufactures guidelines on how to use the chemicals. (Example how much wax is considered an individual coat.)

### Restorative Floor Maintenance Requirements

- Strip heavy traffic areas every 12 months.
- Strip moderate traffic areas every 12 months.
- Strip light traffic areas every 12 months.

**For this contract the floors will be divided into Heavy, Moderate and Light traffic areas to be determined by the Building Manager.**

**Heavy** - Traffic areas are defined as those areas receiving the bulk of the facilities traffic soiling. These areas will include but not be limited to elevators, elevator lobbies, core traffic lanes, doorway entrances, etc. Heavy traffic areas will be scrubbed and recoated every two months (5 x per year)) after restorative

cleaning. These areas represent about twenty-five percent (25%) or 22,255 sq. ft of the facilities tile surface areas.

**Floors – 2B, 1B, Lobby entryway, 3<sup>rd</sup>, and Elevators**

**Moderate** - Traffic areas are defined as secondary traffic lanes. These areas will include but not be limited to traffic lanes adjacent to office areas, conference rooms, service areas, print shop, mail room, etc. Moderate traffic areas will be scrubbed and recoated every four months (3 x per year) after restorative cleaning. These areas represent about fifty-two percent (52%) or 46,285 sq. ft of the facilities tile surface areas.

**Floors – 2<sup>nd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup>**

**Light** - Traffic areas are defined as low usage areas. These areas will include but not be limited to general and executive office space, libraries, storage rooms, uncarpeted offices, exit staircases and landings, etc. Light traffic areas will be scrubbed and recoated once yearly (1 x per year) after restorative cleaning. These areas represent about twenty-three percent (23%) 20,481 sq. ft of the facilities tile surface areas.

**Floors – 7<sup>th</sup>, Restrooms, Rm. 577, and Service areas**

**The contractor will submit a preliminary schedule with bid package.**

**Breakdown of tile floor space by approximate area:**

- Seventh floor, stone hallway	1,248
- Sixth floor	14,439
- Fifth floor	12,599
- Fourth floor	13,943
- Third floor	7,303
- Second floor	5,304
- Lobby, Exhibition Hall and Council Chambers	12,350
- First basement	12,050
- Terrazzo stairs in first basement to lobby	
- And stairs from lobby to second floor	242
- Second basement	8,493
- Thirty (30) between-floor stair landings	1,050
- Total area square footage	89,021

## **GENERAL SERVICES FACILITY REQUIREMENTS – LOCATION:**

**170 NORTH MAIN MEMPHIS, TN 38103**

### **NIGHTLY CLEANING SCHEDULE**

The approximate total square feet of housecleaning is 118,000 square feet with carpeted surfaces 93,000 square feet and hard floor surfaces 25,000 square feet.

- a. **All floors** to be swept with treated clothes, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
- b. **All carpeted** areas to be vacuumed and spot-cleaned nightly.

### **DAYS/HOURS OF WORK**

#### **Floors: Garage, Lobby, 3, 4, 5, and 6 (non-MPD)**

- a. All nightly cleaning services listed below shall be performed between the hours of 6:00pm and 6:00am five (5) days each week, Monday through Friday, excluding holidays – **see Section 2.5 City Holidays** (Additional holidays may be added)

#### **Floors: 2, 7, 8, 9, 10, 11, and 12 (MPD)**

- b. MPD Floors will be cleaned on a day schedule with three employees that will carry out janitorial duties on each floor, hours to services the floors will be from 7:30am to 5:30pm. MPD floors will also require Saturday and Sunday cleaning from 9:00am to 1:00pm.

### **GENERAL**

Upon completion of the duties, all lights will be turned off, doors locked, offices and other areas left in a neat and orderly condition.

***Note: Offices are to be kept secure while being cleaned.***

### **MISCELLANEOUS**

- a. Building Manager shall designate entrance to be used by Contractor's employees for entrance to the building. Employees are not to use any other entrance or exit to the building at any time.
- b. The designated entrance at this time will be the garage entrance. Also, employees are to wear an identification badge provided by Contractor.
- c. Contractor shall maintain a logbook on the premises for recording anything unusual that comes to the attention of the Contractor's employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Building Manager.



- d. Contractor shall make reasonable and prompt restitution by cash, replacement, or repairs, subject to the Building Manager's approval, covering any damage for which Contractor is liable.
- e. Should any employee's work or attitude prove unsatisfactory, the Building Manager shall inform the Contractor that such employee's services are no longer desired on the premises, and the employee shall be replaced immediately.
- f. Contractor should ensure that all employees have undergone a criminal background check.
- g. The Building Manager at his/her discretion may eliminate from the contract the requirements that the Contractor furnish office cleaning services to one or more of the floors of the building, or to any part of any such floor, upon no less than ten (10) days' notices to the Contractor.
- h. The notice shall specify the last day of a month as the date for the elimination of these services. In the event of the elimination of such services with respect to one or more floors, the monthly and annual sums payable by the City to the Contractor under the contract shall be decreased, in the amounts set forth in the contract.
- i. In the event of the elimination of such services with respect to part of any floor, the monthly and annual sums payable by the City to the Contractor hereunder shall be decreased in the proportion of the amounts so set forth opposite such floor as the number of square feet so eliminated shall bear to the aggregate number of square feet on such floor.

Notwithstanding the elimination of office cleaning services with respect to any floor or part floor, Contractor shall continue to clean and inspect the restrooms contained on such floor or part floor.

#### **CLEANING AFTER SPECIAL EVENT OR EMERGENCY**

- a. After "special events" or "emergency", it may be necessary for the Contractor to bring in special attendants to clean and assist in making the building occupant ready.
- b. All work under this item will be performed at the request of the Building Manager and is to be quoted at a separate price on the Bid Form.

#### **PERIODIC SERVICE LOG**

- a. A periodic service log will be accurately maintained, recording the frequencies defined in the housecleaning specifications.

#### **INSPECTIONS**

- a. Nightly inspections will be made by the Contractor's supervisor and properly logged. Periodic Inspections will be made by the Building Manager and the Contractor's officials.

#### **SUPERVISOR'S DAILY REPORT**

- a. The Supervisor's Daily Report is to be filled out each workday by the Contractor's supervisor on duty. This report is to be electronically sent to the Building Manager.

#### **CUSTOMER LOGBOOK/EMAIL**

- a. Contractor will provide a logbook or an email address for nightly service request. (Preferable email)

## **EMERGENCY NUMBERS**

- a. Contractor shall provide answering service 24 hours per day 7 days per week and representatives must be available for emergency. Contractor must provide the building manager a contact list of names, and phone numbers of representatives for emergency response.

## **LOST KEYS/BADGES**

- Keys not returned within eight (8) hours will be considered lost.
- Contractors are responsible for City badges; any lost or damaged badges are the responsibility of the contractor.
- Contractor will pay all expenses for re-keying doors and for reissuing badges.
- LOBBY - SPECIFIC CLEANING SPECIFICATIONS
- (Monday - Friday)
- Vacuum and mop vestibule mats at main entrances.
- Clean interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed. lean metal trim surrounding main entrances.
- Clean metal trim surrounding main entrances.
- Sweep, wet-mop, and spray-buff to a high gloss all terrazzo flooring. Spot clean spillage. Sweep corners after buffing.
- Dust and wipe all low ledges, counters, sills, and molding - those up to 8' from the floor.
- Vacuum and/or wipe clean lobby furniture. Dust and polish furnishings with a clean cloth. Detail vacuum and spot clean area rugs.
- Spot clean wall marble and buff.
- Empty trash receptacles and remove trash. Install fresh liners in receptacles. Scrub residue from trash cans as needed.
- Sweep, wet-mop, and spray buff all tile. Spot-clean any spillage.
- High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.

## **OFFICES - SPECIFIC CLEANING**

### **(Monday - Friday)**

- Sweep and/or mop all composition flooring, removing all dirt from corners and edges. Spot clean stains and spillage.
- Dust mop floor with treated dust mop.
- Vacuum all carpets and rugs.
- Damp wipe and dry polish all desktops, counter tops, credenza tops, bookshelves and file cabinet tops, including glass tops. Do not move papers, books, etc., from any of these surfaces.
- Lightly dust telephones, adding machines, projectors and other similar office equipment. Dust all ledges and horizontal surfaces that are no higher than 6' from the floor.
- Spot-clean all glass walls, glass partitions, entrance glass, glass doors, wall windows and side lights, if applicable. (Glass windows go up to 10 feet high)
- Spot clean interior windows.
- Empty trash cans and replace liners. Scrub trash cans as needed.
- Dust plant urns. Clean and dust brass and chrome plant urns.

- Spot clean bottom of office doors where scuffed.
- Spot clean carpets.
- Dust air diffusers, air intake vents, and light fixtures.
- Clean door kick plates, push plates, and the door area immediately surrounding such plates.

### **STAIRWELLS - SPECIFIC CLEANING SPECIFICATIONS**

#### **(Monday - Friday)**

- Sweep and wet-mop stairs. Dust and clean handrails. (Remove all grit and residue from handrails.)
- Sweep, wet-mop, and spray buff to a high gloss all landings.

### **CARPETING - SPECIFIC CLEANING SPECIFICATIONS**

#### **(Monday - Friday)**

- Continuously sight inspects and spots clean all office and public area carpeting as well as spot clean upon request.
- Shampoo all carpets *semi-annually* in the building. Contractor will be paid for carpet cleaning as per square footage area completed.
- Contractor must coordinate with the Building Manager when to clean carpets.
- **Dry Carpet Cleaning Method or Building Managers Cleaning Method.** (Can be subcontracted with the Building Manager's approval)

### **ELEVATORS, LOBBIES, CORRIDORS, and GARAGE - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Sweep, wet-mop, and spray buff to a high gloss all flooring.
- Vacuum all carpeting, including hallway mats, entry mats, and edges.
- Clean and polish drinking fountains.
- Remove trash in interior areas, including garage.
- Spot clean carpet and flooring.
- Dust furniture, light fixtures, and air vents.
- Spot clean walls, vinyl and painted.
- Spot clean doors and door frames.
- Scrub and remove debris from elevator walls, baseboards, and tracks.
- Clean door kick plates, push plates, and the door area immediately surrounding such plates.

### **REST ROOMS - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Sweep, soap mop, scrub, rinse clean and disinfect tile floors.
- Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- Clean and refill rest room paper dispensers.
- All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- Spot and/or wash clean all tile wet walls or wainscot.



- Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- Scrub floor around base of urinals and toilet.

### **STORAGE AND JANITORIAL ROOMS - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Check room for general cleanliness and neatness.
- Clean, organize and properly store janitorial equipment, combustible materials and rags.
- Sweep and wet-mop floors weekly.

### **GYM - SPECIFIC CLEANING SPECIFICATIONS**

#### **NIGHTLY (Monday - Friday)**

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.

### **TRASH REMOVAL**

- The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed.
- All trash shall be taken by the Contractor to an assigned area outside of the Public Safety Building at the garage door entrance.

### **WALLS**

#### **(Weekly)**

- Hallways and Offices – Clean panel walls, solid walls, and wood panel walls.
- Marble – Wash, clean and polish all marble walls in the building.
- Elevator Outside – Clean walls free of debris and any wax.

### **FLOOR CARE MAINTENANCE**

#### **Scope of Work**

- The contractor shall provide all management, supervision, labor, materials, supplies, and equipment (except as otherwise provided), and will plan, schedule, coordinate and assure effective performance of all services described herein.
- The contractor shall provide Floor Care Maintenance and related services in accordance with the specifications of this solicitation.
- Floor care maintenance will be schedule after 9:00 pm weekdays or weekends, and upon MPD scheduling.
- The Contractor must have experience stripping and finishing floors in excess of 75,000 square feet.

#### **Floor maintenance will be broken down into two categories:**

- Interim Maintenance
- Restorative Maintenance

## Interim Floor Maintenance

- Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs.
- The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

## Interim Floor Maintenance Requirements

- Scrub and recoat heavy traffic areas every 2 months.
- Scrub and recoat moderate traffic areas every 4 months.
- Scrub and recoat light traffic areas every 6 months.

## Restorative Floor Maintenance

- Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied. Strip and wax process must follow the manufactures guidelines on how to use the chemicals. **(Example: How much wax is considered an individual coat.)**

## Restorative Floor Maintenance Requirements

- Strip heavy traffic areas every 12 months.
- Strip moderate traffic areas every 12 months.
- Strip light traffic areas every 12 months.

**For this contract the floors will be divided into Heavy, Moderate and Light traffic areas to be determined by the Building Manager.**

- **HEAVY** - Traffic areas are defined as those areas receiving the bulk of the facilities traffic soiling. These areas will include but not be limited to elevators, elevator lobbies, core traffic lanes, doorway entrances, etc. Heavy traffic areas will be scrubbed and recoated every two months (5 x per year) after restorative cleaning.

### - **Floors – Ground, Main Lobby, Entrances, and Elevator Lobby (2-12)**

- **Moderate** - Traffic areas are defined as secondary traffic lanes. These areas will include but not be limited to traffic lanes adjacent to office areas, conference rooms, service areas, storage rooms, etc. Moderate traffic areas will be scrubbed and recoated every four months (3 x per year) after restorative cleaning.

### **Floors – 2 through 12 (VCT)**

- **Light** - Traffic areas are defined as low usage areas. These areas will include but not be limited to general and executive office space, libraries, storage rooms, uncarpeted offices, exit staircases and landings, etc. Light traffic areas will be scrubbed and recoated once yearly (1 x per year) after restorative cleaning.

### **Floors – (2 through 12 Breakrooms, Offices, Restrooms, Landings and Staircases, and Service areas)**

- **The contractor must submit a preliminary floor cleaning schedule with bid package.**





## **MEMPHIS PUBLIC LIBRARY'S FACILITY REQUIREMENT'S LOCATION:**

### **17 LIBRARY FACILITIES (LISTED IN EXHIBIT 10)**

The MPL strives to advance a culture of excellence in operations and outreach. The presentation and maintenance of facilities is essential in upholding this culture of excellence. MPL received nearly two million annual visitors in 2018, encompassing a diverse set of users, and serves as a critical community asset that supports a range of programming – from literacy education to workforce development. Within this generally high volume of usage is seasonal and daily variation in facility usage: library visitation is concentrated in the summer months when youth programming is heavier, while schools are in session, after school hours are high demand times that bring youth of all ages to libraries, and bathroom facilities are used more heavily in the morning hours year-round. Given the volume and variation of usage, facility cleanliness is challenging to maintain.

A successful partnership with the selected vendor will involve the following:

**1. Libraries that consistently reflect a high standard of cleanliness at a reasonable cost**

The City seeks a partner that will regularly complete assigned cleaning tasks using products of sufficient quality to sustain a high standard of presentation and meet health regulations. While the City expects competitive cost proposals, it is looking for a partner that delivers the greatest value in maintaining the cleanliness of library facilities.

**2. Close collaboration through proactive communication and regular performance tracking**

The City seeks a partner that proactively reports progress in the completion of assigned duties and is responsive to trends identified or issues raised during regular performance tracking. In addition to reporting progress on the completion of work, the selected vendor will play a valuable role in proactively communicating issues relating to the maintenance of facility infrastructure and safety.

**3. Usage and enjoyment of library facilities by Memphians**

The City seeks a partner that will contribute to the MPL's goal of advancing a culture operational excellence because facilities that are well-maintained create an inviting atmosphere for visitors. The outcomes of this partnership should include a minimization of visitor complaints regarding facility cleanliness.

General Conditions and Specifications:

- 1. All contractors must tour the premises of Benjamin L. Hooks Central Library, 3030 Poplar Avenue, Memphis, TN 38111 with the Library's Facilities Manager, or his designee before submitting bid. For additional information or to schedule a tour of the building, call William Jones, 901-412-5911.**
- 2. Contractor must supply an equipment list with bid. Combustible materials storage will be provided in designated storage rooms at each location.**
- 3. Contractor shall furnish all supplies and equipment necessary for the completion of all cleaning tasks. Cleaning products must be bleach-free and fragrance-free. Cleaning equipment should be sufficiently**

powerful and maneuverable to allow for thorough completion of regular cleaning tasks outlined below. MPL will furnish all paper products, hand soap, plastic liners, and other expendable supplies. ***The Contractor shall in no way use City supplies in the cleaning of the building, i.e., paper towels.***

4. Contractor will not be required to maintain the carpeted flooring beyond normal vacuuming and obvious spot cleaning. Major spot cleaning and deep extraction cleaning will be provided by a separate carpet cleaning contract.
5. At **Central Library Location only**, all contract employees shall park in the main public parking lot and enter at the main entrance and obtain a work badge from security dispatch.
6. Contractor shall maintain a logbook on the premises for recording anything unusual that comes to the attention of the Contractor's employees and that library employees can use to communicate with the Contractor's employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Library's Facilities Manager.
7. The contractor shall be responsible to the City of Memphis for any theft, fraudulent, dishonest, vandalism or malicious mischief act or acts committed by their employees either alone or in collusion with others during the performance of this contract.
8. Should any employee's work or attitude prove unsatisfactory, the Libraries Facilities Manager shall inform the Contractor that such employee's services are no longer desired on the premises, and the employee shall be replaced immediately. Employees shall abide by the general standards of conduct of library facilities to which visitors are subject. Consult customer behavior guidelines on location.
9. Contractor must ensure that all employees have undergone a criminal background check.
10. Individuals who are not contracted employees (i.e., family members, friends, etc.) shall not accompany contract employees to work locations while the contracted employees are in the performance of their duties.
11. Libraries Facilities Manager and/or designee will direct the housekeeping services. A representative of the contractor will visit installation monthly to check on any problems and will contact the Building Manager weekly in person or by phone. All work performed under this contract shall be subject to the acceptance of the Building Manager, or their designated agent, and if performance is found to be unsatisfactory and not in accordance with the requirements of this contract, the Building Manager will notify the contractor who shall take immediate steps for corrective action.
12. Contractor shall provide answering service 24 hours per day 7 days per week and representatives must be available for emergency. Contractor must provide the building manager a contact list of names, and phone numbers of representatives for emergency response.
13. All employees will be required to wear a laminated photo ID badge at all times. This badge shall contain the employee's name, height, weight, and date of birth.
14. The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks, or smocks, as appropriate, for women. The uniform shall have the contractor's

name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

15. The contractor shall furnish all personnel, supplies, materials, and equipment necessary for the performance of the work of this contract unless otherwise specified herein. These supplies and materials shall be of a quality to produce satisfactory results and not cause damage to property.
16. The Contractor must submit a list of chemicals with Material Safety Data Sheets. List must specify the name of the manufacturer, the brand name and intended use of each of the materials that contractor proposes to use. Contractor shall not use any materials the Libraries Facilities Manager determines would be unsuitable for the purpose or harmful to the surfaces to which applied. The Contractor shall only use supplies that have been approved by the Libraries Facilities Manager. THE MANUFACTURES Safety Data Sheets MUST ACCOMPANY all materials used.
17. All necessary floor maintenance equipment including floor scrubbing machines, extraction machines, and all necessary equipment, etc., needed for the performance of the work of this contract shall be furnished by the contractor.

**PERSONNEL AND TIME OF SERVICES**

- The contractor will staff library facilities with sufficient resources to complete the cleaning tasks to the standards outlined in the “Specific Conditions” section below.
- The contractor will recommend the number of personnel staffed at each location, and the timing and length of their shifts. However, all cleaning activities that disrupt library operation or pose a safety risk to library employees or customers must be completed during the time the library is closed to the public.
- Changes to cleaning shift times and scheduled tasks may be necessary due to special events or in response to an emergency. All work under this item will be performed at the request of the Building Manager.

Memphis Public Library is open to the public the following times:

<b>Library</b>	<b>Hours of Operation</b>
Central Library	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm; Sunday 1pm – 5pm
Cordova	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm
Frayser	Monday – Saturday 10am-6pm
Hollywood	Monday – Saturday 10am-6pm
North	Monday – Saturday 10am-6pm
Poplar-White Station	Monday – Saturday 10am-6pm
Raleigh	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm



Randolph	Monday – Saturday 10am-6pm
Cherokee	Monday – Saturday 10am-6pm
Cossitt	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm
East Shelby	Monday – Saturday 10am-6pm
Gaston Park	Monday – Saturday 10am-6pm
Levi	Monday – Saturday 10am-6pm
Parkway Village	Monday – Saturday 10am-6pm
South	Monday – Saturday 10am-6pm
Cornelia Crenshaw	Monday – Saturday 10am-6pm
Whitehaven	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm

The staffing plans outlined below are *not requirements*, but instead are illustrative of staffing patterns that the City believes can be successful in maintaining a high standard of cleanliness at library facilities:

- Central Library: Six (6) staff members present all hours the library is open to the public. Of the six (6) staff members, five (5) staff members perform the routine cleaning tasks outlined in the “Specific Conditions” section below and monitor public area restrooms to maintain a high standard of cleanliness throughout the day. The remaining one (1) staff member provides meeting room set-up, trash removal (indoor and outdoor), discard removal, and emergency cleaning service as needed.
- Branches: Branches that are 20,000- 30,000 square feet in size have two (2) staff members work four (4) hours, Monday – Saturday. Branches that are 8,000-15,000 square feet in size have one (1) staff member work four (4) hours, Monday – Saturday. Branches that are 4,000 – 7,000 square feet in size have one (1) staff member work three (3) hours, Monday – Saturday.
- Should the contractor determines the number of employees will need to be increased based on the size of the facilities, in order to complete the work in a timely manner for any of the above sites listed, it should be stated so in his/her proposal.
- Due to the smaller building sizes and the limited number of restrooms, all cleaning activities at the library branches have previously been performed when the library is closed. If the vendor continues to perform all cleaning activities after closing, it is required that the vendor schedule janitorial staff to report to their respective branch libraries one hour before closing time, one day each week. The purpose of this schedule accommodation is to provide time for the branch manager or designee to directly discuss problems, priorities, and questions with the janitorial staff.

Specific Conditions:

The specifications are organized around MPL’s janitorial services goals:

Libraries that consistently reflect a high standard of cleanliness at a reasonable cost.

Close collaboration through proactive communication and regular performance tracking.

Usage and enjoyment of library facilities by Memphians.

**1. Libraries that consistently reflect a high standard of cleanliness at a reasonable cost- DEFINITION OF ‘HIGH STANDARD OF CLEANLINESS’**

The vendor shall complete the following **daily** cleaning tasks:

Area	Daily Tasks	Central Library	Regional Branches
Restrooms	Commodes and urinals will be washed inside and out. Seats will be washed top and bottom and dried. This work will be performed using an acceptable, non-pungent germicidal disinfectant solution.	X	X
Restrooms	Washbasins are to be washed and dried inside and outside. Bright metal parts are to be dry shined.	X	X
Restrooms	All waste receptacles are to be emptied. Sanitary napkin waste disposal containers are to be emptied, sprayed with an approved disinfectant spray and wiped dry. The contents of these containers will be emptied into special carryout containers for removal from the premises.	X	X
Restrooms	Toilet tissue, toilet tissue seat covers, paper towels and liquid soap are to be installed by the cleaner. Note: Toilet tissue to be replaced only after roll is empty. Do not dispose of partial rolls. All of the above items are to be furnished by the library. (It will be the Contractor’s responsibility to assist in keeping a close inventory of these items.) All dispensing units are to be kept clean.	X	X
Restrooms	Mirrors are to be cleaned and dry-shined.	X	X
Restrooms	Walls will be spot cleaned to remove water splashes and runs, soap splashes, fingerprints and smudges.	X	X
Restrooms	Stall partition walls will be spot- cleaned with a detergent disinfectant solution. (Particular attention is to be paid to stall dividers next to the urinals in men’s rooms.) Tops of all partitions will be dusted.	X	X

Restrooms	Floors will be swept and wet-mopped with a detergent disinfectant solution with a scraper or abrasive synthetic pad used for stains or adherents.	X	X
Restrooms	All diaper change stations are to be opened to their full extension and washed thoroughly with a disinfectant solution, rinsed and dried.	X	X
<b>Area</b>	<b>Daily Tasks</b>	<b>Central Library</b>	<b>Regional Branches</b>
General	Clean and sanitize water fountains.	X	X
General	Empty all trash cans, recycle bins and other waste receptacles in all areas of the library and replace plastic liners as needed.	X	X
General	Dust all work surfaces, desks, tables, counter tops, file cabinets, credenzas, miscellaneous office furniture, low ledges, sills, and rails. Damp wipe as needed to remove spills.	X	X
General	Replace chairs in proper positions adjacent desks and tables.	X	X
General	Vacuum all carpeted areas thoroughly, with special attention given to high usage areas such as traffic lanes, around desks, desk knee- well areas and around furniture. Spot clean carpets to remove obvious spills, stains, and gum as needed. (Please note: Spot cleaning is defined as "large" and "obvious" spills or stains. "Spot cleaning" is not intended for all spillage and normal soiling. Machine cleaning methods may be necessary in heavily traveled areas, which will be contracted separately.)	X	X
General	Spot clean glass partitions/dividers, seating in high usage areas, and walls, especially around light switches. Seating areas are to be given special attention particularly for spots/stains/spills on chair cushions, chair seats and tabletops.	X	X
General	Clean all glass entry doors, both sides, top to bottom, and spot clean glass side panels. Spot-clean all other doors around push plates, doorknobs and door framework.	X	X
Closets	All supply closets are to be kept neat and orderly at all times. No trash or dirty mop water is to be stored overnight. Mops are to be rinsed and hung daily to avoid souring.	X	X
Stairways	Steps, landings, windows, and doors in stairwells will be policed and/or spot cleaned. Scrape gum as needed.	X	X



General	Sweep and/or dust mop all tile, marble, terrazzo, or concrete floor areas. Spot mop hard surface floors to remove spills and remove gum.	X	X
Outside	Pick up paper, bottles, and any other loose debris outside on the library's property, including Central lower-level dock area. Empty outside trash receptacles and replace liners.	X	X
Main Atrium Stairway and Observation Elevators	Steps and landings of the main stairway in the atrium area are to be thoroughly swept and mopped from the second to fourth floor. Damp wipe adjacent handrails and spot clean glass panels beneath handrails, including glass walls around the observation elevators at lobby level. Observation Elevators are to be sweep, damp mop and dry buff with white pad. Vacuum door saddles to remove debris. Elevator walls, doors, and windows to be spot cleaned. (Stainless steel will be cleaned with approved cleaner.)	X	
Elevators	Elevators are swept and wet mopped. Vacuum all elevator door saddles to remove debris. All elevator walls, doors, and windows are to be spot cleaned. (Stainless steel will be cleaned with approved cleaner.) (See special instructions for Central Observation Elevators)	X	X
Children's Department	Particular attention is to be paid to spot-cleaning the glass panels in the "glass house" reading room in the children's area.	x	
Main Entrance	Damp mop and dry buff (with a soft white synthetic pad) the inlaid mosaic terrazzo floor at the main entrance.	X	
<b>Area</b>	<b>Daily Tasks</b>	<b>Central Library</b>	<b>Regional Branches</b>
Escalators	With escalator operating, sweep all trash and debris from threads and spot clean spillage. Thoroughly damp wipe rubber rails with an acceptable disinfectant solution. Spot clean glass panel escalator walls on the inside. Dust exterior ledges along full length of escalator.	X	
Furniture Arrangement	Arrange meeting room furniture as directed by the Facilities Manager and/or Events Coordinator	X	

The vendor shall complete the following **weekly** cleaning tasks:

Area	Weekly Tasks	Central Library	Regional Branches
Shelving Areas	Dust leading edges of shelves where books are stored, all open shelves (shelf space which is void of books), and tops of 90" bookshelves. (Only dry dust cloths are to be used in these areas. Chemically treated cloths, waxes, oils, etc. are not to be used.)	X	X
Restrooms	All tile walls to be thoroughly washed and scoured, using anti-germicidal material	X	X
General	All carpeted floor areas are to be thoroughly vacuumed in all areas including hard-to-reach corners and behind furniture. Use back packs or canister vacuums and appropriate special tools for this service.	X	X
General	Dust low vents, chairs rungs, baseboards, wall hangings and other wall adornments.	X	X
Stairways	All steps and landings will be thoroughly vacuumed, and spot mopped to remove spills. All adjacent ledges and banisters will be dusted.	X	X
Hard Surface	Spray buff and spot scrub as needed all tile floors in service areas, corridors, break rooms and coffee stations.	X	X
Elevators	Elevator cab walls, interior doors, exterior doors and trim will be thoroughly cleaned. Door saddles will be wet cleaned. Machine scrub rubber tile floors and rinse thoroughly.	X	X
Main Atrium Observation Elevators	The inside and outside of the observation elevators glass enclosure walls are to be thoroughly cleaned with squeegee method. The inside and outside window walls in the elevator cabs are to be squeegee cleaned. (Special safety arrangement: A two-person method is to be observed at all times when completing these tasks)	X	
Escalators	Thoroughly clean glass panels on both sides. Escalator must be turned off for this operation. (Important note: All OSHA regulations must be rigidly adhered to in order to ensure the safety of all employees and library patrons.)	X	
Outdoor Garbage Cart	Pull garbage carts to designated collection pick-up location and return the carts to designated storage area after collection day.		X

The contractor shall complete the following **monthly** cleaning tasks:

Area	Monthly Tasks	Central Library	Regional Branches
General	Thoroughly clean all glass side panels, glass partitions and glass dividers.	X	X
Restrooms	Floors will be machine-scrubbed with a detergent disinfectant solution and rinsed thoroughly.	X	X
Restrooms	All tile walls and stall dividers will be thoroughly cleaned and disinfected.	X	X
Main Atrium Stairway and Observation Elevators	Glass panels beneath handrails in the main atrium stairway are to be thoroughly cleaned on both sides from second to fourth floor.	X	
General	Spray buff or spot scrub (as needed) all tile and topcoat with one coat of floor finish.	X	X
Main Entrance	Machine scrub the inlaid terrazzo floor in the lobby. Rinse thoroughly and recoat with approved floor finish (see exhibit A titled "The Care of Terrazzo").	X	
Elevators	Ceiling light diffusers in elevators will be vacuumed and spot- cleaned.	X	X

The contractor shall complete the following **quarterly** cleaning tasks:

Area	Quarterly Tasks	Central Library	Regional Branches
General	Thoroughly wet mop all steps and landings, and buff corridors, hallways, and other walking areas with tile floors	X	X
General	Scrub and recoat (2 coats) all composition tile floors.	X	X
General	Deep clean groove tile throughout public service area.		Whitehaven Branch Only

The contractor shall complete the following **annual** cleaning tasks:

Area	Annual Tasks	Central Library	Regional Branches
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General	Strip to remove all old wax, thoroughly rinse and recoat with 4 coats of finish all wax able floor areas. NOTE: Care is to be taken to avoid splashing and to wipe excess finish from furniture legs, door frames, baseboards and bottom of doors. All furniture is to be replaced in its proper position after the finish has dried.	X	
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**2. Close collaboration through proactive communication and regular performance tracking-  
COMMUNICATION RESPONSIBILITIES**

The city seeks to collaborate with the selected contractor to consistently achieve the standards of well-maintained grounds outlined above. Communication between the city and the contractor will form the basis of this collaboration. The following are the communication roles and responsibilities envisioned under this contract:

a. Contractor

Daily Logbook:

The contractor shall maintain a logbook on the premises and record anything unusual that comes to the attention of the Contractor’s employees and that library employees can use to communicate with the Contractor’s employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Building Manager.

Monthly Performance Review:

The contractor will meet with the building manager and/or designee each month to do a formal inspection of one facility on a rotating basis and review performance as outlined below. The contractor shall take corrective action where persistent failure to meet the performance standards outlined in this scope of work as identified in the performance data.

b. City

Daily Inspections:

A member of the library staff will conduct spot inspections when opening the facility each day. Library staff will note any instances of failure to meet the standards.

Monthly Performance Review:

The Contract Manager will meet with the contractor each month to do a formal inspection of one facility on a rotating basis and to review data collected from the Daily Inspections.

**3. Usage and enjoyment of library facilities by Memphians**

The City assumes responsibility for tracking usage and enjoyment of library facilities by the community. This information will not be used to formally assess the performance of the contractor. Nevertheless, information such as complaints relating to the cleanliness of library facilities, via 311 or on-site complaint forms, at the sites outlined below will be shared in the City’s regular communication with the contractor. The contractor is expected to be responsive to complaints that fall within the responsibilities outlined in this scope of work.

**Cleaning Products (ALL FACILITIES)**

**Material Safety Data Sheets (MSDS)**

- The contractor shall maintain a Material Safety and Data Sheet (MSDS) file on all chemicals and cleaning products that will be used and provide a copy of the MSDS to the City's POC or Representative for any contract arising from this RFP.

### **Product Brand and Quality**

- All products listed below will be Buckeye brand or meet equivalent specifications. At the option of the City, the contractor will be required to show a list of approved chemicals that are in use.

#### **All-Purpose Cleaner:**

- Non-butyl no (C.A.S. 111-76-2), water based, film free, works in cold water, works in hard water pH no higher than 11.2 in concentrate, biodegradable, containing no solvents, abrasives, phosphates or enzymes. No flash points. National Fire Protection Association rating no higher than 0,0,0 on concentrated MSDS. Product must be designed for use mopping, spray and wipe, automatic scrubbers and pressure washers. Packaged in a fully recyclable container. Product can be used in everyday cleaning situations to include scrubbing and recoating floors.

#### **Floor Stripper:**

- Non-butyl no (C.A.S 111-76-2), pH no higher than 12.0 in concentrate. National Fire Protection Association rating no higher than 3,0,0 on concentrated MSDS. Product must be made for use in cold water only. Must not release pungent vapors. Packaged in a fully recyclable container. Product that meets current specs **Buckeye Revelation**

#### **Neutral Floor Cleaner**

- Non-butyl no (C.A.S 111-76-2), pH no higher than 6.8-7.2 in a concentrate form and no higher than 7.4-7.8 when diluted. Product must dry film free and work in cold water. National Fire Protection Association rating no higher than 0,0,0 on concentrated MSDS. No flashpoint. Product must be designed for use on all hard surfaces, and able to be non-corrosive on all metal surfaces. It must be designed for indoors and enclosed areas. Packaged in a fully recyclable container. Product that meets current specs **Buckeye Straight Up**

#### **Floor Finish**

- The film produced by this finish shall show no pronounced whiteness or yellowing, shall be smooth finish, clear, free from powdering, dusting or excessive dirt pickup. The product shall dry to a non-tacky, lustrous finish without buffing or polishing. Product will respond to burnishing without the use of floor restorers and or enhancers. Product must provide slip resistance and be registered as so with the Underwriters Laboratory (UL Listed). Product must have a minimum of 24.8% solids. Packaged in a fully recyclable container. Product that meets current specs **Buckeye Castle Guard.**

### **EXCEPTIONS**

- Failure on the part of the contractor to comply with any and all requirements and conditions of this specification may subject their bid to rejection.

- Any exceptions to or deviations from the specifications as written will be approved by the City of Memphis prior to award of contract.
- The contractor will be required to furnish material exactly as specified herein. The burden of proof of compliance with this specification will be the responsibility of the contractor.

### **MAINTENANCE SPECIFICATION**

- The contractor shall provide a specific operational plan of what areas will be cleaned how they will be cleaned and when they will be cleaned. Bidder's operational plan to include specified cleaning, frequencies, work loading, square footage analysis and a calendar for the first twelve months of service.
- The main cleaning tasks are floor maintenance, routine office cleaning, restroom cleaning, carpet spot cleaning, vacuuming, trash removal, dusting offices and elevator cleaning.

### **FURNISHED BY THE CONTRACTOR**

- The contractor shall furnish all personnel, supplies, materials, and equipment necessary or the performance of the work of this contract unless otherwise specified herein. These supplies and materials shall be of a quality to produce satisfactory results and not cause damage to property.
  - **NOTE: Fifteen (15) days prior to starting the contract**, the contractor must submit a list of chemicals they will use in cleaning the listed facilities along with Material Safety Data Sheets. The list must specify the name of the manufacturer, the brand name and intended use of each of the materials that contractor proposes to use. Contractor shall not use any materials the Building Manager determine **not suitable** for using in City of Memphis Facilities or harmful to the surfaces to which it will be applied.
  - The contractor shall only use supplies that have been approved by the Building Manager. THE MANUFACTURES Material Safety Data Sheets must accompany all materials used.
- All necessary floor maintenance equipment including floor scrubbing machines, extraction machines, and all necessary equipment, etc., needed for the performance of the work of this contract shall be furnished by the contractor.

### **FURNISHED BY THE CITY**

- All utilities to standard outlets
- Storage rooms and janitor closets.
- Expendable restroom supplies, (hand soap, paper towels, seat covers, and toilet tissue).

## **2.3 INSURANCE REQUIREMENTS**

Insurance requirements for this project are listed in the middle of the sample contract, attached as **Exhibit 5**.



## 2.4 DURATION

The contract term shall begin upon date of execution and terminate one (1) year from contract execution. The City shall have the option to extend the Initial Term for 2 additional one-year periods.

## 2.5 CITY HOLIDAYS

Contractor shall not be responsible for providing services during the following City designated holidays:

1. New Year's Day
2. Martin Luther King, Jr.'s Birthday
3. President's Day
4. Martin Luther King Jr.'s Memorial Day
5. Good Friday
6. Memorial Day
7. Juneteenth
8. Independence Day
9. Labor Day
10. Veterans Day
11. Thanksgiving (Thursday and Friday)
12. Christmas Eve
13. Christmas Day

### 3. PROPOSAL RESPONSE

This Section describes the contents of Proposer’s Proposal and provides an outline of how the Proposer should organize it. Proposer’s Proposal will not be considered responsive unless it fully complies with the requirements in this Section, as well as the additional instructions provided in Section 4.6 regarding the required Proposal formats and submission process.

Specifically, Proposer’s Proposal shall include each of the sections referenced in the table below. The preferred method of submittal is in a three-ring binder with tabbed sections. The requirements for each of these Proposal sections are described in more detail in this Section.

**PROPOSER'S PROPOSAL WILL BE DISQUALIFIED FROM THIS RFP PROCESS IF THE PROPOSER FAILS TO CONFORM TO THE PROPOSAL INSTRUCTIONS IN THIS SECTION.**

Sections and Topics
Section 3.1 – Cover Letter
Section 3.2 – Non-Collusion Affidavit
Section 3.3 – Criminal and Civil Proceedings Disclosure
Section 3.4 – Not used
Section 3.5 – Pricing
Section 3.6 – Relevant Experience
Section 3.7 – References
Section 3.8 – Equal Business Opportunity (EBO) Program

#### 3.1 COVER LETTER

Proposer’s Proposal shall contain a cover letter acknowledging Proposer’s understanding of the RFP process and requirements set forth in this RFP, including its commitment to its Proposal. The cover letter shall be signed by an authorized representative of Proposer’s company.

Provide agency’s name, address, web address, telephone, and fax numbers. Please include name, title and e-mail address of the individual who will serve as agency’s primary contact. Describe your agency’s ownership.

#### 3.2 NON-COLLUSION AFFIDAVIT

Please use the form provided in **Exhibit 1**.

#### 3.3 CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

Please use the form provided in **Exhibit 2**.

### 3.4 PRICING

**POA/PRICING** – Plan of Action/Nightly Cost must be included with bid package. The POA will show a break down on pay rate, number of employees, estimate nightly hours worked, number of employees nightly, and cost breakdown for nightly cleaning. The plan of action entered must be used by the contractor that successfully gets the award. The contractor must complete **Exhibit 3** or bid will be disqualified.

Bidder shall provide a minimum one-year price quotation per sq. ft. for a specific dollar amount that will be contractually binding.

Pricing to be annual, lump sum to include all supplies, equipment, chemicals, labor, supervision, storage, transportation, licensees, fees, and miscellaneous expenses.

### 3.5 RELEVANT EXPERIENCE

Briefly describe agency's relevant experience as it relates to this project and provide any company literature, brochures, handouts, etc.

### 3.6 REFERENCES

Please use the form provided in **Exhibit 7** (2 pages).

### 3.7 EQUAL BUSINESS OPPORTUNITY (EBO) PROGRAM

Proposer shall provide a complete participation plan or well documented good faith efforts. See the following pages for descriptions and forms.

#### **SMALL BUSINESS ENTERPRISE PROGRAM**

This contract will be subject to the requirements of the City of Memphis Ordinance #5366 which establishes the Small Business Enterprise (SBE) Program. It is up to the Respondent to ensure that all requirements of this ordinance are met. The Ordinance may be accessed on the City's website at [www.memphistn.gov](http://www.memphistn.gov) under "Doing Business". The intent of the SBE Program is to increase the participation of small business enterprises (SBE) in the City's purchasing activities. Toward achieving this objective, the SBE participation goal for this solicitation is 50%. The percentage of SBE participation is defined as the dollar value of subcontracts awarded to certified small business enterprises divided by the total proposed base bid amount.

### 3.8 PARTICIPATION PLAN

The Participation Plan must include: (1) level and dollar amount of participation your firm anticipates achieving in the performance of contract resulting from this RFP; (2) the type of work to be performed by the SBE



participation; and (3) the names of the SBE's the Respondent plans to utilize in the performance of the contract resulting from this RFP.

### **Good Faith Efforts Documentation**

If a Respondent proposes an SBE percentage less than the established goal, the Respondent must, at the time of the response, submit a Good Faith Efforts statement accompanied by the appropriate documentation justifying its submitted SBE percentage. The ability of the Respondent to perform the work with its own work force will not in itself excuse the Respondent from making good faith efforts to meet participation goals. The determination of whether a Respondent has made a good faith effort will be made by the City's Contract Compliance Officer, Director of Finance and the Purchasing Agent, prior to the award of the project.

### **Eligible SBE Firms**

To qualify as an SBE firm, per the requirements of City of Memphis Ordinance #5366 a firm must be included on the City's list of certified SBE firms. One or a combination of several SBE's may be utilized to meet the established goal.

Requests for verification must be submitted to the City's Contract Compliance Office listed below:

Office of Business Diversity & Compliance  
Phone 901-636-6210; Fax 901-636-6560  
125 North Main Street, Suite 546  
Memphis, TN 38103

**CITY OF MEMPHIS  
EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE FORM**

**PROJECT TITLE: JANITORIAL SERVICES FOR CITY OF MEMPHIS GENERAL SERVICES AND CITY OF MEMPHIS PUBLIC LIBRARIES**

**Project SBE GOAL: 50%**

The following sections must be completed by bidder. A certified subcontractor or supplier is defined as a firm from the list of certified firms provided with this specification.

\_\_\_\_\_  
Bidder's Name

Section A - If the bidder is a certified firm, so indicate here with a check mark.

\_\_\_\_\_ SBE

Section B - Identify below those certified firms that will be employed as subcontractors or suppliers on this project. By submitting this bid, the bidder commits to the use of the firms listed below.

\$ = Show the dollar value of the subcontract to be awarded to this firm

% = Show the percentage this subcontract is of your base bid

SBE = Show by inserting SBE

\$ / %	SBE	SERVICE	CERTIFIED SUBCONTR. NAME, ADDRESS, TEL. #

Total	\$	%
SBE		

**THIS FORM and SUPPORTING DOCUMENTATION MUST BE SUBMITTED WITH THE BID OR THE BID WILL BE CONSIDERED NON-CONFORMING.**

**CITY OF MEMPHIS  
GOOD FAITH EFFORT DOCUMENTATION FORM**

To The Honorable Mayor City of Memphis, Tennessee  
From:

PROPOSER NAME \_\_\_\_\_

PROJECT TITLE: XXXXXXXXXXXXXXXXXXXXXXXX

Enclosed please find the required documents:

Said Bidder \_\_\_\_ did / or \_\_\_\_ did not attend the project pre-bid meeting.

**\*Copies of all written notification to City of Memphis SBE listed firms. (Please attach list of all firms notified, detail how they were notified and when).**

Said Bidder \_\_\_\_\_ did / or \_\_\_\_ did not select economically feasible portions of the work to be performed by SBE firms.

**\*List all SBE firms with which negotiations took place. (Attach list. If no negotiations were held, please state so.) Provide names, addresses, and dates of negotiations.**

**\*Statement of efforts to assist SBE firms, with bonding, insurance, financing, or with document review. (Attach list. If no assistance was provided, please state so.)**

The Bidder \_\_\_\_ did / or \_\_\_\_ did not use all SBE quotations received. If the Bidder did not use all M/WBE quotations received, list on attached sheets, as required as to the reasons those quotes were not used.

**\*List (on attached sheets as required) all SBE firms contacted that the bidder considered not to be qualified, and a statement of the reasons for the bidder's conclusions. If no firms were found to be non-qualified, please state so.**

THIS SIGNED FORM AND REQUESTED DOCUMENTATION (noted by an asterisk ‘\*’) MUST BE SUBMITTED WITH THE BID IF THE BIDDER DOES NOT MEET THE REQUIRED SBE PROJECT GOAL. IF REQUESTED DOCUMENTATION IS NOT SUBMITTED THE BID WILL BE CONSIDERED NON-CONFORMING.

\_\_\_\_\_  
Contractor's Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed or Typed Name and Title



## 4. USE OF INFORMATION

**All correspondence about this RFP and the Initiative should be limited to the Principal Contact listed in Section 4.2 or other designated City personnel or agents.**

### 4.1 PRINCIPAL CONTACT AND INFORMATION REQUESTS

**Kristie Hardy** is the single point of contact (the “Principal Contact”) for all matters relating to this RFP. Proposer should direct all inquiries to the Principal Contact at:

[kristie.hardy@memphistn.gov](mailto:kristie.hardy@memphistn.gov) and [frances.brooks@memphistn.gov](mailto:frances.brooks@memphistn.gov)

Proposer should not, under any circumstances, contact any City personnel (including senior City management or City employees with whom Proposer has an existing business or personal relationship) to discuss this RFP without the Principal Contact’s prior written consent. Utmost discretion is expected of Proposer and all other RFP recipients. Any recipient attempting to circumvent this process will risk elimination from further participation in the bidding process.

### 4.2 SCHEDULE OF ACTIVITIES

- In order to accelerate the business transformation, service improvements and cost savings the City anticipates, the City has developed an estimated timeline for this Initiative. The City will move as quickly and efficiently as possible to determine the feasibility of each Proposer’s Proposal and to move forward with term sheet discussions and ultimately conclude an agreement accordingly.
- As a result, the City requests that Proposer make a dedicated team available to participate in the proposal development and evaluation processes as necessary to participate in the activities and meet the deadlines provided in the table below.
- It is the City’s option to conduct interviews with finalists. However, in no way is the City obligated to interview finalists.
- The City reserves the right to modify or update this schedule at any point in time.

**In no event shall the deadline for submission of the proposal be changed except by written modification by the City of Memphis Purchasing Department.**

<b>Activity</b>	<b>Date</b>
Publish RFP	12 June 2023
Proposer Questions Deadline	19 June 2023
City Response to Questions	23 June 2023
Proposal Submission Deadline	12 July 2023
Finalist Selections – Optional	
Finalist Presentations – Optional (City’s Discretion)	
Negotiations	
Agreement Finalization	

Several of the activities identified in the above table are described in more detail in the remainder of this Section 4.

#### 5. MANDATORY SITE VISITS

A mandatory site visit is required for the City of Memphis Central Library located at 3030 Poplar Ave. Memphis, TN, 38111. Vendors may contact William Jones at (901) 412-5911 to schedule your site visit.

Should vendors require a site visit for any other location/s included in the RFP, please contact Frances Brooks by email at [frances.brooks@memphistn.gov](mailto:frances.brooks@memphistn.gov) or by phone at (901) 636-6181 or email Lenita Winfrey at [lenita.winfrey@memphistn.gov](mailto:lenita.winfrey@memphistn.gov) or by phone (901) 636-6347.

#### 6. INITIAL QUESTIONS SUBMISSION, FINAL QUESTIONS SUBMISSION

Proposer may submit an initial set of questions based on its review of this RFP, by adhering to the format template provided in Exhibit 4 and submitted as an attached WORD document or as part of the body of the email (no pdf documents) and sending it via email by 5:00 pm on the date listed in Section 4.3 Schedule of Activities. Questions received after this time and date will not be answered. This email should be sent to the individual(s) listed in Section 4.2 Principal Contacts and Information Requests, with the subject heading: “Your company’s name – RFP #XXXXX - RFP Name – Questions”. The City will post the responses to the questions on the City’s web site on or before the date listed in Section 4.3 Schedule of Activities. To ensure the fair and consistent distribution of information, no individual answers will be given. The only official answer or position of

the City will be the one posted via the City's website. Any questions or concerns not submitted by the stated time and date will be deemed waived.





## 7. PROPOSAL SUBMISSIONS

### PROPOSAL SUBMISSION AND DUE DATE

Proposer shall submit, in a sealed packet, one (1) original (clearly marked on the outside of the binder as "ORIGINAL"), five (6) complete printed copies, and two (2) CDs or thumb drives containing softcopies of its entire Proposal (including the signed Cover Letters) on or before the date specified in Section 4.3 Schedule of Activities **at 12:00 noon CT**, to the addressee provided below:

**USPS (or other common carrier)**

**City of Memphis  
Purchasing Department, Room 368 or 348  
125 N. Main Street  
Memphis, TN 38103**

**Hand Delivery**

**City of Memphis  
Main Lobby – Bid Drop Box  
125 N. Main Street  
Memphis, TN 38103**

**Ensure your proposals are time stamp and dated prior to putting in the box in the Lobby or leaving with someone at a desk. If it is not timestamped and dated, it will be disqualified.**

The label should identify the contents as:

**Your company name & address.  
RFP Title, RFP #XXXXX.**

**PROPOSALS SUBMITTED AFTER THE DEADLINE OR WHICH STATE THAT INFORMATION WILL BE PROVIDED 'AT A LATER DATE', OR WHICH ARE OTHERWISE INCOMPLETE OR FAIL TO COMPLY WITH THE REQUIREMENTS SET FORTH IN THIS RFP WILL BE DISQUALIFIED FROM PARTICIPATION IN THIS RFP PROCESS.**

Proposals may not be amended after the submission deadline.

Notwithstanding any legends on the proposal or any other statements to the contrary, all materials submitted in connection with proposer's response to this RFP will become the property of the City and may be returned only at the City's option.

### PROPOSAL FORMAT

The City expects the Proposal to be a compilation of various documents, in particular because Proposer's Proposal must utilize the RFP response templates, if provided, set forth in the Exhibits in this RFP.

Proposer shall use Microsoft Office file formats in preparing its Proposal to the maximum extent possible. All pages should be formatted to print on 8 ½" x 11" paper, unless another format is provided by the response template. Proposer responses should be specific, factual, brief and to the point.

### PROPOSAL EXPIRATION DATE

Proposals in response to this RFP shall remain valid for six (6) months from the Proposal due date. The City may request an extension of time if needed.

### PROPOSER DATA

The confidentiality of information and data contained in the firm of contractor's Proposal shall be subject to and governed by the Open Records Act and any other Public Records laws with which the City is legally obligated to comply (including a Freedom of Information Act Request under "FOIA").

### **Deadline Extension**

The City reserves the right to extend the submission deadline, if such action is considered necessary by the City.

### **Ambiguity, Conflict, or other Errors in the RFP**

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, it shall immediately notify, in writing e-mail, the City of such error and request modification or clarification of the document. The Proposer shall include the RFP number, page number and the applicable paragraph title. The City will issue/post any revisions to the RFP on the City's website ([www.memphistn.gov](http://www.memphistn.gov)). The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or any ambiguity, conflict, discrepancy, etc. shall be waived.

### **Withdrawing or Amending a Proposal**

At any time prior to the scheduled deadline for receipt of proposals, the Proposer may withdraw or amend its proposal by submitting a written request from the authorized representative whose name and signature appears on the proposal. A written request to withdraw or amend the proposal must be submitted to the individual and address to whom/which the proposal was submitted in accordance with the section above titled "PROPOSAL SUBMISSION AND DUE DATE."

### **Acceptance/Rejection of Proposals**

The City reserves the right to accept or reject, in whole or in part, any or all proposals submitted. The City shall reject the proposal of any Proposer that is determined to be non-responsive.

### **Informalities/Minor Irregularities**

The City reserves the right to waive minor irregularities or informalities in a Proposer's proposal when the City determines that it will be in City's best interest to do so. Any such waiver shall not modify any remaining RFP specifications or excuse the Proposer from full compliance with the RFP specifications and other contract requirements if the Proposer is awarded the contract.

### **Proposer indebted to the City**

No contract will be knowingly awarded to any organization which, in the City's sole discretion, is in arrears to the City of Memphis upon any debt or contract, or which is a defaulter as surety or otherwise under any obligations to the City of Memphis, or which has failed to perform faithfully on any previous contract with the City of Memphis.

### **Tax Payments**

The City of Memphis is exempt from federal excise, state and local taxes on all purchases and will issue tax exemption certificates, upon request.

## 7.1 FINALIST SELECTIONS (OPTIONAL)

The City may select a number of the RFP respondents who will be asked to give an oral presentation of its proposal to the City. However, the City is not obligated to interview any finalist. If interviews are conducted, these providers will be selected based on an evaluation of their Proposals against the criteria described in Section 5 of this RFP. RFP recipients that are not selected to progress to the oral presentations likely will be excluded from further consideration.

For this reason, Proposer is strongly encouraged to make as complete and compelling a Proposal as possible. The RFP recipient who fails to comply risks being dropped from further consideration without having an opportunity to improve its offer.

## 7.2 RECIPIENT PRESENTATIONS (OPTIONAL)

Details pertaining to the oral presentation phase of the RFP process will be confirmed after Proposal submission, however the presentations are tentatively scheduled to begin on the date listed in Section 4.3 Schedule of Activities.

If Proposer is one of the RFP recipients asked to give an oral presentation, Proposer should prepare a comprehensive presentation that concentrates on the business and technical aspects of the Proposal, and should not be marketing discussions. **PROPOSER'S PROPOSAL WILL NOT BE ALTERED OR ENHANCED DURING THE ORAL PRESENTATION.**

Appropriate visual and written materials are expected, but the format will be left to the discretion of the Proposer. A soft copy of all presentation materials must be delivered to the Principal Contact at least one business day before the beginning of the presentation. Proposer should also bring a sufficient number of printed copies of the materials for the City attendees at the presentation.

The City may provide a last-minute agenda or other direction for the Proposer's presentation based on the City's initial review of the Proposals.

## 7.3 CONTRACT AWARD

The award of contract will be made on the basis of the best proposal, as solely determined by the City, which meets the requirements and criteria set forth in the solicitation. The City will only accept proposals for the services requested. The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which will be based on information provided in the proposal, becomes legally binding once all parties have signed it. Any contract resulting from this RFP shall be subject to the City of Memphis General Terms and Conditions set forth in this solicitation and any additional terms imposed by City. The successful Contractor shall be required to execute the contract originated by the City of Memphis and satisfy all contract requirements as specified by the City. One or more contracts may be awarded under this RFP, and any contract awards and amounts are subject to the availability and appropriation of funds.

## 7.4 PROTESTS



Any protest of award must be filed in writing with the Purchasing Agent within five (5) calendar days of the award announcement at the following address, or via email Kristie Hardy – [kristie.hardy@memphistn.gov](mailto:kristie.hardy@memphistn.gov) and Frances Brooks – [frances.brooks@memphistn.gov](mailto:frances.brooks@memphistn.gov).

City of Memphis Purchasing Agent:

125 North Main, Room 368, Memphis, Tennessee 38103.

## 7.5 MODIFICATION OR TERMINATION OF RFP PROCESS

Subject to the rules and regulations of the City's Procurement Office, including with respect to providing notification and, where applicable, providing the opportunity to revise proposals, the City reserves the right to, in its sole discretion, discontinue, amend, supplement, or otherwise change this RFP, the initiative, the process used for evaluation, and the expected timeline at any time and for any reason, and makes no commitments, implied or otherwise, that this process will result in a business transaction with any provider.

## 7.6 SUPPLEMENTAL INFORMATION

If, after issuance of this RFP, additional relevant material is produced by or becomes available to the City, such material will (where appropriate) be transmitted to all RFP participants for their consideration. The City will make modifications by issuing a written addendum, which will be posted on the City's website. Any revisions to the solicitation will be made only by an addendum issued by the City. It is the responsibility of the Proposer to check the website for possible addenda and should consider such information in its Proposal. The City will assume that all changes or additional requirements transmitted have been considered in the Proposer's Proposal (including with respect to pricing), unless otherwise specified.

## 7.7 NO REPRESENTATIONS OR WARRANTIES

The City makes no representations or warranties regarding the accuracy or completeness of the information contained in this RFP or otherwise provided by the City through the RFP process. Proposer is responsible for making its own evaluation of information and data contained in this RFP or otherwise provided by the City, and for preparing and submitting responses to the RFP. The City has attempted to validate the information provided in this RFP, but it is possible that Proposer may detect inconsistencies or potential errors. While Proposer should identify these potential issues in its questions or in an appendix to its Proposal, Proposer should use the information provided on an "as-is" basis for its initial Proposal. Information regarding the City and the Initiative may be revised or updated and republished for inclusion in a final response.

## 7.8 PROPOSAL PREPARATION COSTS

Proposer will be responsible for all costs it incurs relating to this RFP process (including but not limited to Proposal preparation, personnel time, travel-related costs, and other expenses) and any subsequent agreement negotiations.

# 8 EVALUATION

## 8.1 QUALIFYING PROPOSALS

City will review each submitted Proposal to determine whether it is a Qualifying Proposal. A Qualifying Proposal is one that meets all the criteria set forth below. All Proposals that ARE NOT a Qualifying Proposal will be disqualified from this RFP process. A Qualifying Proposal is a Proposal that:

- Was submitted (in the form and format required) by the due date as specified in Section 4.6.
- Conforms to the requirements of the RFP (as outlined in Section 3).

## 8.2 EVALUATION OF QUALIFYING PROPOSALS

An evaluation team composed of representatives of the City will evaluate proposals on a variety of quantitative and qualitative criteria. The criteria, and their associated weights, upon which the evaluation of the proposals will be based, are as follows: **See Criteria Evaluation - Exhibit 6**



## 6. RFP TERMS AND CONDITIONS

The City of Memphis seeks proposals from firms who have the expertise to provide to provide the products and/or services as is in accordance with this RFP document. This is a Request for Proposal that may be modified by the City in the selection process.

THE CITY OF MEMPHIS ENCOURAGES THE PARTICIPATION OF SMALL, MINORITY AND WOMEN-OWNED BUSINESSES IN THE PURCHASING PROCESS.

The City of Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or handicap status in employment or in the provision of services.

This procurement may be subject to the requirements of Ordinance No. 5366 which establishes a local preference for local businesses located within the City of Memphis. A copy of your current Memphis and Shelby County Tennessee Business Tax Receipt must accompany the proposal for consideration of this ordinance.

Any protest of award must be filed in with the Purchasing Agent pursuant to Section 4.10 Protests. Notice of Intent to Award will be emailed to all contractors that submit a valid proposal. The intent to award notification shall be deemed publicly announced on the date specified on the notice.

Only proposals submitted on the provided form(s) with no changes, additions or deletions to the terms and conditions will be considered. Proposals containing terms and conditions other than those contained herein may be considered nonconforming.

No objections regarding the application, meaning, or interpretation of the specifications will be considered after the opening of the subject proposals. If there are questions or concerns regarding any part of plans, terms, specifications or other proposed documents, a written request for interpretation thereof may be submitted to the City Purchasing Agent prior to the deadline date, pursuant to Section 4.5 Initial Questions Submission, Final Questions Submission. The organization submitting the request shall be responsible for the prompt delivery of the request. Any interpretation in response to the written request will be made only by addendum duly issued, and a copy of such addendum will be mailed or delivered to each organization receiving a set of such documents and/or posted on the City's website. The City of Memphis will not be responsible for any other explanation or interpretation of the proposed documents. By submission of its proposal, a proposer shall be deemed to have understood fully the contents and meaning of the RFP.

All proposals must be signed by an authorized representative of your organization. Unsigned proposals will be considered nonconforming.

Any contract resulting from the proposals received in response to this solicitation shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee without regard to conflicts of laws principles.

By order of the Mayor of the City of Memphis, Tennessee.

**JIM STRICKLAND, MAYOR**



Kristie Hardy, City Purchasing Agent

Published in The Daily News on June 13 & 14, 2023



## **INSTRUCTIONS TO PROPOSERS**

Proposers shall submit their signed proposal in a sealed envelope INDICATING ON THE OUTSIDE: THE COMPANY NAME and THE REQUEST FOR PROPOSAL NUMBER.

Proposers must comply with all applicable licensing requirements. Pursuant to the City of Memphis Charter, Article 71, Section 777 et seq., it is unlawful to operate a business within the limits of the city of Memphis without possessing a Memphis and Shelby County business license, excepting non-profit organizations that qualify as tax exempt under Sec. 501(c)(3) of the Internal Revenue Code. Upon award notification and prior to the City issuing a properly executed purchase order or entering into a contract with the proposer, the successful proposer, whose principal business address is located within the limits of the city of Memphis, will be required to submit, along with the required insurance and other required documentation, a copy of (1) the tax-exempt ruling or determination letter from the Internal Revenue Services; or (2) its current Memphis and Shelby County Business Tax Receipt/License.

Issuance of this RFP does not obligate the City to contract, in whole or in part, for services specified herein. The City of Memphis reserves the right to cancel this solicitation, in whole or in part, or to reject, in whole or in part, all proposals. Bidders will be notified of any cancellation, and cancellation of this RFP or any subsequent award will be posted on the City's website.

To request additional information concerning this solicitation, please see Section 4.5 Initial Questions Submission, Final Questions Submission.

This solicitation shall be in accordance with the City of Memphis Ordinances and Purchasing Policies and Procedures, which may be amended from time to time.

All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all proposals submitted in response to this RFP shall be kept confidential until the proposals have been evaluated and the intent to award is announced. Until the intent to award is announced, no information regarding any proposal will be released to anyone, except members of the Evaluation Committee who are responsible for evaluating the proposals and other appropriate City staff. All information provided by the Proposer in response to this RFP will be considered by the Evaluation Committee in evaluating the proposal and making an award recommendation to the City.

The Mayor of the City of Memphis is the only individual who can legally sign contracts on behalf of the City. Costs chargeable to the proposed contract shall not be incurred before receipt of a fully executed contract.

**EXHIBITS**

**EXHIBIT 1 – NON-COLLUSION AFFIDAVIT**

The Proposer, by its officers and its agents or representatives present at the time of filing this Proposal, being duly sworn on their oaths say, that neither they nor any of them have in any way, directly or indirectly, entered into any arrangement or agreement with any other Proposer, or with any officer of the Owner or Owner’s representative whereby such affiant or affiants or either of them has paid or is to pay such other Proposer or officer any sum of money, or has given or is to give to such other Proposer or officer anything of value whatever, or such affiant or affiants or either of them has not directly or indirectly, entered into any arrangement or agreement with any other free competition into the letting of the contract sought for by the attached prices that no inducement of any form or character other than that which appears on the face of the Proposal will be suggested, offered, paid or delivered to any person whomsoever to influence the acceptance of the Proposal or awarding of the Contract, nor has this Proposer any agreement or understanding of any kind whatsoever, with any person whomsoever to pay, deliver to, or share with any other person in any way or manner, any of the proceeds of the Contractor sought by this Proposal. Please print and sign your name and date in the appropriate place.

**Submitted By:**

**Firm Name** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**SIGNATURES**

**If PROPOSER is:**

**A. An Individual**

**By** \_\_\_\_\_ **(SEAL)**

**(Individual's Name)**

**Doing business as** \_\_\_\_\_

**Business Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Phone Number:** \_\_\_\_\_



**B. A Partnership**

By \_\_\_\_\_ (SEAL)

(Firm Name)

\_\_\_\_\_  
\_\_\_\_\_

(General Partner)

**Business Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**C. A Corporation**

By \_\_\_\_\_ (SEAL)

(Corporation Name)

\_\_\_\_\_

(State of Incorporation)

By \_\_\_\_\_

(Name of Person Authorized to Sign)

Title \_\_\_\_\_

Attest \_\_\_\_\_

(Secretary)

**Business Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**D. A Joint Venture**

By \_\_\_\_\_ (Name)

**Business Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By \_\_\_\_\_ (Name)

**Business Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Each joint venture member must sign. The manner of signing for each individual partnership and corporation that is party to joint venture should be in manner indicated above.**

## EXHIBIT 2 – CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

### PROPOSING FIRM'S DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS

Describe all ongoing and past civil and criminal proceedings within the last 10 years. Indicate the status of current proceeding and the outcome of closed or completed actions. Also, describe, if any, how the outcome of actions impacted company business operations. Attach additional pages if necessary.

Note: If no civil and criminal proceedings within the last 10 years, indicate here and return this attachment with your proposal.





**BID BOND**

BID BOND KNOW ALL MEN BY THESE PRESENTS, that we, the undersigned,

\_\_\_\_\_ (BIDDER) and  
\_\_\_\_\_ (SURETY) are held and firmly bound unto the City of Memphis, Tennessee in the penal sum of FIVE PERCENT (5%) for the payment of which, well and truly to be made, we hereby jointly and severally bind ourselves, our heirs, executors, administrators, successors and assigns, firmly by these presents.

The conditions of the above obligation are such that whereas BIDDER has submitted to the CITY OF MEMPHIS a certain BID, attached hereto and hereby made a part hereof, to execute and enter into a certain CONTRACT resulting from RFP #144753, Janitorial Services for City of Memphis General Services and City of Memphis Public Libraries in compliance with the CONTRACT DOCUMENTS.

NOW, THEREFORE,

(a) If the BID shall be rejected, or

(b) If the BID is accepted and the BIDDER enters into a Contract for said project with the CITY OF MEMPHIS within fifteen (15) days after receipt of the NOTICE OF AWARD accompanied by the Contract and all required attachments, then, this obligation shall be null and void; otherwise the same shall remain in full force and effect; it being expressly understood and agreed that the liability of the SURETY for any and all claims hereunder shall, in no event, exceed the penal sum of this obligation as herein stated but the liability of the BIDDER is not so limited.

The SURETY, for value received, hereby stipulates, and agrees that the obligation of said SURETY on this, its BID BOND, shall in no way be impaired or released by any extension of the time within which the CITY OF MEMPHIS may accept such BID and the SURETY does hereby waive notice of any such extension.

WITNESS THE DUE EXECUTION HEREOF, on the \_\_\_\_\_ day of \_\_\_\_\_, 2023.

NAME OF BIDDER \_\_\_\_\_

BY: \_\_\_\_\_ Signature of BIDDER or Authorized Officer

Title: \_\_\_\_\_

NAME OF SURETY

BY: \_\_\_\_\_ Authorized Representative (Attach Power of Attorney

EXHIBIT 4 – PRICE FORM

**A. Floor Care Maintenance Square Footage Yearly Costs**

General Services				
Building Name	Address	Square Footage	Without Carpet	With Carpet
Memphis City Hall	125 North Main Street, Memphis, TN 38103	178,121 SF w/90,000 SF of carpet	88,121.00	90,000.00
Public Safety Building	170 North Main Street, Memphis TN 38104	118,000 SF w/93,000 SF of carpet	25,000.00	93,000.00
		<b>Total Square Ft.</b>	<b>113,121</b>	<b>183,000.00</b>
Pricing				
Restorative Floor Maintenance (Strip and refurbish all tile floor surfaces) Initial Cleaning - Annual Cleaning:		113,121 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping heavy areas - 5 times a year)		113,121 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping moderate areas - 3 times a year)		113,121 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping light areas - 1 time a year)		113,121 SF.	x \$ _____ /sq. ft = \$ _____	
<b>Yearly Floor care Maintenance Sub-Total</b>			<b>\$</b>	
Library				
Building Name	Address	Square Footage w/restrooms	Square Footage	
Central Library	3030 Poplar Ave., Memphis TN, 38111	325,000 SF 35 restrooms	325,000	
Cordova Library	8457 Trinity Rd., Cordova, TN 38018	28,030 SF 6 restrooms	28,030	
Hollywood Library	1530 N. Hollywood, Memphis, TN 38108	14,500 SF 3 restrooms	14,500	

Randolph Library	3752 Given, Memphis, TN 38122	11,640 SF 3 restrooms	11,640	
Poplar-White Station Library	5094 Poplar, Memphis, TN 38117	11,181 SF 3 restrooms	11,181	
Raleigh Library	3452 Austin Peay, Memphis, TN 38128	17,500 SF 4 restrooms	17,500	
North Library	1192 Volland, Memphis, TN 38107	9,200 SF 3 restrooms	9,200	
Frayser Library	3712 Argonne, Memphis, TN 38127	6,400 SF 3 restrooms	6,400	
East Shelby Library	7200 E Shelby Dr., Memphis, TN 38125	30,000 SF 5 restrooms	30,000	
Whitehaven Library	4120 Mill Branch Rd., Memphis, TN 38116	28,000 SF 6 restrooms	28,000	
South Library	1929 S. Third, Memphis, TN 38109	11,376 SF 3 restrooms	11,376	
Cherokee Library	3300 Sharpe, Memphis, TN 38111	10,000 SF 4 restrooms	10,000	
Parkway Village Library	4655 Knight Arnold, Memphis, TN 38118	8,800 SF 3 restrooms	8,800	
Cornelia Crenshaw Library	531 Vance Ave., Memphis, TN 38126	6,690 SF 3 restrooms	6,690	
Cossitt Library	33 S. Front, Memphis, TN 38103	15,608 SF 4 restrooms	15,608	
Gaston Park Library	1040 S. Third, Memphis, TN 38106	5,100 SF 3 restrooms	5,100	
Levi Library	3676 Hwy 61 S., Memphis, TN 38109	4500 SF 2 restrooms	4,500	
		<b>Total Square Ft.</b>	<b>543,525</b>	
<b>Pricing</b>				
Restorative Floor Maintenance (Strip and refurbish all tile floor surfaces) Initial Cleaning - Annual Cleaning:		543,525 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping heavy areas - 5 times a year)		543,525 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping moderate areas - 3 times a year)		543,525 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping light areas - 1 time a year)		543,525 SF.	x \$ _____ /sq. ft = \$ _____	
<b>Yearly Floor care Maintenance Sub-Total</b>			<b>\$</b>	



Pricing			
Restorative Floor Maintenance (Strip and refurbish all tile floor surfaces) Initial Cleaning - Annual Cleaning:	339,493 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping heavy areas - 5 times a year)	339,493 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping moderate areas - 3 times a year)	3 ,493 SF.	x \$ _____ /sq. ft = \$ _____	
Interim Floor Maintenance (Scrub and recoat, after initial stripping light areas - 1 time a year)	339,493 SF.	x \$ _____ /sq. ft = \$ _____	
Yearly Floor care Maintenance Sub-Total		\$	

**B. Daytime Cleaning /Yearly Costs**

Estimated Manpower required to complete Daytime tasks:

<u>Position</u>	<u>QTY.</u>	<u>x</u>	<u>UNIT PRICE (\$/hr.)</u>	<u>x</u>	<u>Estimate time(hr./days)</u>	<u>=</u>	<u>Total (\$)</u>
Supervisor	_____	X	_____	X	_____	=	_____
Daytime Cleaning Personnel	_____	X	_____	X	_____	=	_____

**Daytime Personnel Yearly Costs**

Total yearly Day Person Costs = 8 hrs./day x 21 days/yr. X \_\_\_\_\_ = \_\_\_\_\_  
(Labor Rate \$/hr.)

Sub-total = \_\_\_\_\_

**Yearly total** = 248 (days/yr.) X \_\_\_\_\_ = \_\_\_\_\_  
(Daytime Sub-total)

**C. Plan of Action and Nightly/Yearly Costs**

Estimated Manpower required to complete Nightly tasks:

<u>Position</u>	<u>QTY.</u>	<u>x</u>	<u>UNIT PRICE (\$/hr.)</u>	<u>x</u>	<u>Estimate time(hr./night)</u>	<u>=</u>	<u>Total (\$)</u>
Supervisor	_____	X	_____	X	_____	=	_____
Floor Technician	_____	X	_____	X	_____	=	_____
Nightly Cleaning Personnel	_____	X	_____	X	_____	=	_____

Nightly Sub-total = \_\_\_\_\_

**Yearly total** = 248 (nights/yr.) X \_\_\_\_\_ = \_\_\_\_\_  
(Nightly Sub-total)

**D. Special Event Cleaning Yearly Costs**

Total yearly Special Event Cleaning Costs = 24 hrs./yr. x \_\_\_\_\_ = \_\_\_\_\_  
(Labor Rate \$/hr)

**E. Carpet Shampoo Yearly Costs**

**(Dry method cleaning only – Semi-annually)**

Total yearly Carpet Shampoo Costs = 183,000 sq. ft. x \_\_\_\_\_ X 2 (times/yr.) = \_\_\_\_\_  
(Labor Rate \$/sq. ft.)

**Grand Total Yearly Cost**

A. Floor Care Maintenance Yearly Costs..... \$ \_\_\_\_\_ +

- B. Daytime Person Yearly Costs ..... \$ \_\_\_\_\_ +
- C. Nightly Yearly Costs..... \$ \_\_\_\_\_ +
- D. Special Event Cleaning Yearly Costs..... \$ \_\_\_\_\_ +
- E. Carpet Shampoo Yearly Costs..... \$ \_\_\_\_\_ +

= **Grand Total Yearly Cost \$ \_\_\_\_\_**





EXHIBIT 5 – PROPOSER QUESTIONS TEMPLATE

RFP Section	QUESTION

## CITY OF MEMPHIS STANDARD CONTRACT FOR GOODS AND / OR SERVICES

**PARTIES TO THE AGREEMENT.** This Agreement is made and entered as of the date of execution by and between **[@CONTRACTOR NAME@]** ("Contractor") and the City of Memphis, a municipal corporation of the State of Tennessee ("City").

### WITNESSETH

**WHEREAS,** the City, by and through its Division of **[@DIVISION NAME@]** has the need for **[@SERVICES / GOODS TO BE PROVIDED@]**; and

**WHEREAS,** Contractor has the knowledge and expertise to provide such goods/services; and

**WHEREAS,** the parties desire to enter into an agreement setting forth the terms and conditions under which Contractor shall provide said goods/services;

**NOW THEREFORE,** for and in consideration of the mutual promises and covenants contained herein and for other good and valuable consideration, the parties hereby agree as follows:

### PAYMENT TERMS AND CONDITIONS

**DESCRIPTION OF GOODS / SCOPE OF SERVICES.** The goods / services to be provided in connection with this Agreement will include, but not be limited to, those items listed, if applicable, in the Request for Quote (RFQ)/Request for Proposal (RFP) and Contractor's response thereto, which are incorporated herein by reference and, if applicable, Exhibit **[@EXHIBIT IDENTIFICATION@]**, attached hereto and incorporated herein as if stated verbatim. Said goods / services shall be provided in accordance with the applicable terms and conditions set forth, if applicable, in the City solicitation, and it is understood and agreed among the parties that in the event of a variance between the terms and conditions of this Agreement and any amendment hereto and the terms and conditions contained, if applicable either in the solicitation document or the response thereto, the order of precedence shall be as follows: (1) This Agreement; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

**TERM.** This Agreement shall not be binding upon the parties until it has been signed first by Contractor and then by the authorized representatives of the City in accordance with applicable ordinances, laws and regulations.

The Initial Term of this Agreement shall commence beginning **[@CONTRACT BEGIN DATE@]** and shall end on the earlier of **[@CONTRACT END DATE@]** or until all goods/services herein have been provided to the City ("Initial Term"), subject to the availability and appropriation of funds to finance the same and the successful operation of the program.

The City shall have the option to extend the Initial Term for **[@NO. OF OPTION PERIODS@]** additional **[@LENGTH OF OPTION PERIOD@]** period(s) (the "Option Periods"), subject to the appropriation of funds by the Memphis City Council and mutual agreement of the parties, evidenced in writing. The Initial Term and the exercised Option Periods are collectively referred to hereinafter as the "Term."

Eligible costs authorized by the City and incurred after the Initial Term begins, but prior to the execution of this Agreement, shall be paid under this Agreement.

**INVOICES.** Contractor shall submit original invoices, or copies of original invoices certified as such by Contractor, on Contractor's letterhead and in form and substance acceptable by the City and with all necessary supporting documentation, to the City. Contractor shall invoice in duplicate, if requested. The invoice shall describe the goods (the items sold) or services provided, list the price per unit, reflect any applicable terms of payment, and show the contract number to which it relates. Unless the contract number is shown on the invoice, it may be returned to Contractor. Invoices shall be submitted to: **[@DIVISION NAME@]**, **[@INVOICE ADDRESS@]**; Memphis, Tennessee **[@ZIP CODE - INVOICE@]**; Attn: **[@CITY CONTACT/REPRESENTATIVE@]**.

**COMPENSATION.** Unless City has good faith and reasonable objections to Contractor's invoice(s), the City shall compensate Contractor, based on invoices submitted by Contractor in accordance with the terms of this Agreement, the sum total **[@CHOOSE NOT TO EXCEED OR ESTIMATED TO BE@]** **[\$[@CONTRACT AMOUNT@]** (the "Fee") during the Initial Term of the Agreement, which shall include all reimbursable expenses/cost. The City shall use its best efforts to remit payment based on Contractor's invoice within thirty (30) days after receipt of accurate invoice and approval by the City. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with Contractor based on Contractor's non-performance/delivery, unsatisfactory performance/delivery or negligent performance/delivery of any services or goods hereunder.

City reserves the right to review all Charges billed and incurred on a monthly basis.

**COMPENSATION FOR CORRECTIONS.** No compensation shall be due or payable to Contractor pursuant to this Agreement for any of the goods delivered or services performed by Contractor to correct goods delivered or services performed, when such corrections are required as a direct result of negligence by Contractor to properly fulfill any of its obligations herein.

**TRAVEL EXPENSES.** Where travel expenses are otherwise allowed and payable herein, such travel expenses shall be in accordance with the City's Travel Policy and Procedures, as may be amended from time to time. This includes advance written travel authorization, submission of travel claims,



documentation requirements, and reimbursement rates. No travel advances will be made by the City.

**TAX PAYMENTS.** The City of Memphis is exempt from federal excise, state and local taxes on all purchases and upon request will issue tax exemption certificates to Contractor. Contractor shall be solely responsible and liable for any taxes and business license fees assessed or imposed by any government having jurisdiction over the services and/or goods to be provided herein.

**PAYMENT DOES NOT IMPLY ACCEPTANCE OF GOOD/SERVICE.** The payment of an invoice shall not prejudice the City's right to object to or question any invoice or matter in relation thereto. Such payment by the City shall neither be construed as acceptance of the good/service nor as final approval of any of the costs invoiced therein, and the City's payment shall not relieve Contractor from its obligation to replace or correct any good/service that do not conform to this Agreement, even if the unsatisfactory character of such good/service may have been apparent or detected at the time such payment was made. Good/service, data or components that do not conform to the requirements of this Agreement shall be rejected by the City and replaced by Contractor, without delay or additional cost to the City.

If Contractor receives payment from the City for good/service or reimbursement(s) that is later disallowed or rejected by the City (or another governmental entity on the basis of audit or monitoring), Contractor shall promptly refund the disallowed amount to the City upon the City's request. At its option, the City may offset the amount disallowed from any payment due to Contractor under this Agreement or any other agreement.

**FINAL CONTRACT INVOICE.** Contractor shall submit to the City a final contract invoice within 45 calendar days from the termination date of the Agreement, for any goods/services provided pursuant to this Agreement. Contractor further acknowledges and agrees the City will not be responsible for any Contractor invoices, pertaining to this Agreement, submitted to the City after the final contract invoice. Contractor shall close out its accounting records at the end of the Agreement period in such a manner that reimbursable expenditures and revenue collections, related to this Agreement, are NOT carried forward.

## **GENERAL TERMS AND CONDITIONS**

**AMENDMENT.** This Agreement may be modified or amended only by a written amendment executed by all parties hereto and approved by the appropriate City officials in accordance with applicable laws and regulations.

**ASSIGNMENT, SUBCONTRACTING, or TRANSFER.** Contractor shall not subcontract, assign, delegate or transfer all or part of its rights, responsibilities, or interest under this Agreement without the prior written consent of the City. Any purported assignment, transfer, or delegation in violation of this Section shall be voidable by the City. No subcontracting, assignment, delegation or transfer shall relieve Contractor from performance of its duties hereunder; neither shall the City be responsible for the fulfillment of Contractor's obligations to its transferors or subcontractors. Upon request of the City, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the transfer. At any time, City may, in its sole discretion, revoke its prior approval of a subcontractor and

direct Contractor to replace such subcontractor or perform the services that were being performed by such Contractor itself if the City finds in its reasonable judgment that (i) such subcontractor's performance is materially deficient or otherwise unacceptable to City; (ii) good faith doubts exist concerning the subcontractor's ability to render future performance because of changes in the subcontractor's ownership, management, financial condition, or otherwise; or (iii) there have been one (1) or more material misrepresentations by or concerning the subcontractor. The City reserves the right to terminate the Agreement if Contractor, in whole or in part, is acquired by another entity during the term of this Agreement. In the event Contractor is allowed to sublet any part of the Agreement, Contractor shall be as fully responsible to the City for the acts and omissions of the subcontractor and the subcontractor's employees, as Contractor is responsible for the acts and omissions of Contractor's own employees.

**ASSIGNS.** See **SUCCESSORS.**

**AUDITS.** See **RECORDS.**

**CITY FACILITIES.** Except to the extent otherwise approved by the City in its sole discretion, Contractor shall use any and all items provided by the City for the sole and exclusive purpose of providing the services or for delivery of goods described in this Agreement. Use of City facilities by Contractor does not constitute a leasehold interest in favor of Contractor or Contractor's customers.

Contractor shall use any and all items provided by the City in an efficient manner. To the extent that Contractor utilizes such items provided by the City in any manner that unnecessarily increases facility costs or other costs incurred by the City, City reserves the right to set-off the excess costs of such practices. Contractor shall be responsible for any damage to any and all item(s) provided by the City resulting from the abuse, misuse, or neglect of Contractor, its employees and subcontractors or other failure to comply with its obligations respecting such items provided by the City.

Contractor, its employees and agents shall keep any and all items provided by the City in good order, not commit or permit waste or damage to such items, and not use such items for any unlawful purpose. Contractor shall act and comply with City's standard policies and procedures as made available to Contractor regarding access to and use of such City-provided items, including procedures for the physical security of the City facilities.

Contractor shall permit City and its agents and representatives to enter into those portions of the City facilities occupied by Contractor staff at any time to perform facilities-related services.

Contractor shall not make any improvements or changes involving structural, mechanical or electrical alterations to the City facilities without the City's prior written approval. Any improvements to the City facilities will become the property of the City.



When the City facilities are no longer required for performance of the services described in Exhibit “[@EXHIBIT IDENTIFICATION@]”, Contractor shall return such facilities to the City in substantially the same condition as when Contractor began use of such facilities, subject to reasonable wear and tear.

**CITY LIABILITY.** The City shall have no liability except as specifically provided in this Agreement. The City, by execution of this Agreement, assumes no liability for damages caused to persons or property by reason of Contractor providing goods or services herein or for injury to any employee, agent or subcontractor of the Contractor performing under this Agreement.

**CITY'S RIGHT TO WITHHOLD CERTAIN AMOUNTS AND MAKE APPLICATION THEREOF.** If evidence is produced before the final settlement of all or any balances that Contractor has failed to pay subcontractors, laborers employed on its work, or failed to pay for materials used therein, or if the City has reason to suspect the same, the City may withhold such balances and upon evidence satisfactory to the City as to the amount due for such goods, labor, and materials, the City, acting as the agent of Contractor, may settle and pay for the same and charge the amounts to Contractor and deduct the same from the said balance or balances.

**COMPANY'S/CONTRACTOR'S PERSONNEL.** (This paragraph/section is applicable only to purchase of services contracts). Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Agreement and that all services performed under this Agreement shall be supervised by Contractor. Contractor will make its personnel aware of and cause them to comply with the City's policies that have been made known to Contractor while performing pursuant to this Agreement. Contractor further certifies that all of its employees assigned to perform any services hereunder shall have such knowledge and experience as required to perform the duties assigned to them. Any employee of Contractor who, in the opinion of the City, is incompetent, whose conduct becomes detrimental to the services, or whom the City deems to be unsatisfactory for any reason, shall immediately be removed from association with the services hereunder per the City's request. Upon such request, Contractor shall use all reasonable efforts to promptly replace such employee(s) with substitute employee(s) having appropriate skills and training. Contractor is responsible for the acts or omissions of its personnel under or relating to this Agreement.

Contractor shall be solely liable and responsible for providing all employee compensation and benefits to, or on behalf of, all persons performing services pursuant to this Agreement. The City shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, health, welfare and disability benefits, federal and local taxes, or other compensation, benefits or taxes for any personnel provided on behalf of Contractor. In addition, Contractor shall be solely liable and responsible for any and all workers' compensation benefits to any person as a result of injuries arising from or connected with any services performed by or on behalf of Contractor pursuant to this Agreement.

**CONFIDENTIALITY.** Subject to the open records laws of the State of Tennessee, while performing under this Agreement, the parties may gain access to proprietary and/or confidential information that, if disclosed to third parties, may be damaging to each other. The parties agree not to disclose such



information to third parties and shall take all reasonable steps to prevent unauthorized access to any of each other's confidential and proprietary information. Such information shall include, but shall not be limited to, materials considered to be confidential information as a matter of law (*e.g.*, personnel records), and shall also include (i) all materials in any form developed or created by each party related to funding and financial and business information; (ii) all information owned, possessed or used by a party, which is communicated to, learned, developed or otherwise acquired by that party in the performance of this Agreement; (iii) the terms, conditions and pricing contained herein; and (iv) any other information that has been advised by a party is confidential, privileged or proprietary. Confidential information, as used in this Agreement, shall not include (i) information in a party's possession prior to disclosure; (ii) information generally available to the public or that becomes available to the public through a source other than a party under this agreement, or (iii) information that was rightfully obtained by a party from a third party who is under no obligation of confidentiality to either party to this Agreement with respect to such information. Each party agrees that it will accept and hold confidential information obtained from each other in confidence at all times during and after termination of this Agreement. A party shall neither use nor disclose such information, except as provided in this Agreement or as required by law, without the prior written permission of affected party.

Subject to the open record laws of the State of Tennessee, each party acknowledges and agrees that a breach of this section may cause the affected party irreparable injury and damage; therefore, each party expressly agrees that the affected party shall be entitled to seek injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement. Each party agrees that it will disclose confidential information only to those employees who have a right and need to know, and shall require its employees, agents, and subcontractors to comply with the requirements of this provision and the requirements of the provisions herein titled "Public Statements" and "Rights in Data."

**CONFLICT OF INTEREST.** Neither party shall engage in any conduct or activity in the performance of this Agreement that constitutes a conflict of interest under applicable federal, state or local laws, rules and regulations. Contractor covenants that it has no public or private interest, and shall not acquire any interest, directly or indirectly, which would conflict in any manner with the performance required under this Agreement, and Contractor covenants that no gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer, official, agent or employee of the City, in an effort to secure the Agreement or favorable treatment with respect to any determinations concerning the performance of the Agreement. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the City as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Contractor in connection with anything contemplated or performed relative to this Agreement. For breach or violation of this provision, the City shall have the right to recover or withhold the full amount of such gratuities.

**COUNTERPARTS.** This Agreement may be signed in multiple counterparts and/or counterpart signature pages, each of which shall be deemed an original, and all of which when taken together shall constitute one and the same instrument.

**COVENANT AGAINST CONTINGENT FEES.** Contractor warrants that it has not employed or retained any company or person other than a *bona fide* employee working solely for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a *bona fide* employee working solely for Contractor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this provision/warranty, the City shall have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

**DEBARRED OR SUSPENDED ENTITIES.** By signing this Agreement, Contractor certifies that it is not presently listed by any federal agency as debarred, suspended, or proposed for debarment from any federal contract activity. If during the term of this Agreement this information changes, Contractor shall notify City without delay. Such notice shall contain all relevant particulars of any debarment, suspension, or proposed debarment.

**DESCRIPTION OF GOODS / SCOPE OF SERVICES.** See **SCOPE OF SERVICES.**

**DISPUTE RESOLUTION.** In the event of any dispute, controversy, or claim arising out of or relating to this Agreement or the breach thereof, the parties agree that they shall first use their best efforts in an attempt to settle the dispute through negotiations involving themselves or their representatives as they each deem appropriate. Any dispute concerning a question of fact in connection with this Agreement between Contractor and the City shall be referred in successive order for resolution, first to the City's Chief Procurement Officer/Purchasing Agent, second to the City's Chief Legal Officer/City Attorney, and thirdly to the Mayor of the City of Memphis, whose decision regarding the City's position as to the same shall be final.

**DRAFTER.** This Agreement is the result of arm's-length negotiations between the parties and shall be construed to have been drafted by all parties such that any ambiguities in this Agreement shall not be construed against either party.

**DUE DILIGENCE AND NON-RELIANCE.** Contractor represents, warrants and covenants that it has had opportunity to conduct, and has conducted, due diligence with respect to this Agreement, and all other items and conditions it deems necessary to conclude this Agreement, and Contractor represents, warrants and covenants that it has not relied upon any written or oral statement of City or its employees, directors, officers, consultants, attorneys or any elected or appointed officials in executing this Agreement.

**EMPLOYMENT OF CITY WORKERS.** Contractor shall not engage on a full-time, part-time or any other basis during the term of this Agreement, any professional or technical personnel who are or have been at any time during the term of this Agreement in the employment of the City.



**EMPLOYMENT OF ILLEGAL IMMIGRANTS.** Contractor hereby certifies to comply with all applicable federal and state laws prohibiting the employment of individuals not legally authorized to work in the United States. Contractor shall not knowingly (i) utilize the services of illegal immigrants; or (ii) utilize the services of any subcontractor who will utilize the services of illegal immigrants in the performance of the contract. In the event Contractor fails to comply with any and all local, state and federal laws prohibiting the employment of individuals not legally authorized to work in the United States, this Agreement may be canceled, terminated or suspended in whole or in part by the City, and Contractor may be prohibited from contracting to supply goods and/or services to the City for a period of one (1) year from the date of discovery of the usage of illegal immigrant services in the performance of a contract with the City.

**ENTIRE AGREEMENT.** This Agreement, together with all exhibits, attachments, and addendums hereto (if applicable), constitutes the full and final understanding of the parties with respect to the subject matter hereof and supersedes and replaces any and all prior or contemporaneous agreements or understandings, whether written or oral, express or implied, between the parties with respect to the subject matter of the Agreement.

**FORCE MAJEURE.** Neither the City nor Contractor shall be deemed in default hereunder, nor shall either be responsible for any delay, interruption, or cessation in the performance of its obligations under this Agreement where such failure of performance is the result of any *force majeure* event, including, but not limited to, acts of God, riots, wars, strikes, epidemics, acts, governmental authorities or acts of nature or other similar cause beyond its control. Both shall put forward its best efforts to mitigate any delay, interruption, or cessation in the performance of its obligations under this Agreement related to said *force majeure* event.

**GENERAL COMPLIANCE WITH LAWS.** If required, Contractor certifies that it is qualified or will take steps necessary to qualify to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and shall obtain, at its own expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Agreement. Such permits and licenses will be made available to City upon request.

Contractor is assumed to be familiar with and agrees that at all times it will observe and comply with all applicable federal, state, and local laws, ordinances, and regulations in any manner affecting this Agreement. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements, and the Americans with Disabilities Act (ADA). Contractor shall promptly notify City of any conflict discovered between the Agreement and any applicable laws, rules, regulations, and/or permits and licenses, and await resolution of the conflict.

**GOVERNING LAW.** The terms and conditions of this Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted



and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, without regard to conflicts of laws principles. In accordance herewith, the parties to this Agreement submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

**HEADINGS.** Titles, articles, and/or section headings to the provisions herein are for reference purposes only and will be disregarded completely in the interpretation and validity of this Agreement or any of its terms.

**HOLD HARMLESS.** See **INDEMNIFICATION.**

**INCORPORATION OF “WHEREAS” CLAUSES.** The foregoing “WHEREAS” clauses are hereby incorporated into this Agreement and made a part hereof.

**INDEMNIFICATION.** Contractor shall indemnify, defend, save and hold harmless the City and its officers, agents and employees from and against any and all claims, losses, demands, suits, actions, penalties, damages (consequential or otherwise), settlements, costs, expenses, or other liabilities of any kind and character, including without limitation attorney fees and litigation expenses, arising out of or in connection with the performance of this Agreement by Contractor, its employees, subcontractors, or agents or the breach of this Agreement by Contractor, its employees, subcontractors or agents. This obligation shall survive the expiration or termination of this Agreement. Neither Contractor nor any employees of Contractor shall be liable under this section for damages arising out of injury or damage to persons or property directly caused by the negligence of the City or any of its officers, agents, or employees.

Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Contractor shall in no way limit Contractor's responsibility to indemnify, defend, save and hold harmless the City or its elected or appointed officials, officers, employees, agents, assigns, and instrumentalities as herein required.

The City reserves the right to appoint its own counsel regarding any matter defended hereunder. Contractor acknowledges that the City has no obligation to provide legal counsel or defense to Contractor, its employees or subcontractors in the event that a suit, claim or action of any character is brought by any person not a party to this Agreement against Contractor as a result of or relating to obligations under this Agreement. The City shall have no obligation for the payment of any judgments, or the settlement of any claims asserted against Contractor or its subcontractors or employees as a result of or relating to Contractor's obligations hereunder.

Contractor shall immediately notify the City c/o Chief Legal Officer/City Attorney; 125 North Main Street, Room 336; Memphis, TN 38103, of any claim or suit made or filed against Contractor or its

subcontractors regarding any matter resulting from or relating to Contractor's obligations under this Agreement and agrees to cooperate, assist and consult with the City in the defense or investigation thereof.

**INDEPENDENT CONTRACTORS.** Nothing in this Agreement shall be deemed or construed to represent that Contractor, or any of Contractor's employees or agents, are the agents, representatives, or employees of the City. Contractor acknowledges that it is an independent contractor over the details and means for performing this Agreement. Anything in this Agreement which may appear to give the City the right to direct Contractor as to the details of the performance of its obligations hereunder or to exercise a measure of control over Contractor is solely for purposes of compliance with local, state and federal regulations and means Contractor will follow the desires of the City only as to the intended results of the scope of this Agreement.

It is further expressly agreed and understood by Contractor that neither it nor its employees or agents shall hold themselves out contrary to the terms of this paragraph, and the City shall not be liable for any representation, act or omission of Contractor contrary to the provisions hereof.

## **INSURANCE.**

The Company shall not commence any work under this contract until it has obtained and caused its subcontractors to procure and keep in force all insurance required. The Company shall require all subcontractors to carry insurance as outlined below, in case they are not protected by the policies carried by the Company. The Company is required to provide copies of the insurance policies upon request. The Company shall furnish the Risk Manager a Certificate of Insurance and/or policies attested by a duly authorized representative of the insurance carrier evidencing that the insurance required hereunder is in effect. All insurance companies must be acceptable to the City of Memphis and licensed in the state of Tennessee with a Best Insurance Rating of A and Class VII or better and authorized to do business in the state where the work is performed.

If any of the Insurance Requirements are non-renewed at the expiration dates, payment to the company may be withheld until those requirements have been met, or at the option of the City. The City may pay the renewal premiums and withhold such payments from any monies due the Company.

The Company shall indemnify, defend, save and hold harmless the City, its officers, employees, and agents, from and against any and all claims, demands, suits, actions, penalties, damages, settlements, costs, expenses, or other liabilities of any kind and character arising out of or in connection with the breach of this Agreement by Company, its employees, subcontractors, or agents, or any negligent act or omission of Company, its employees, subcontractors, or agents, which occurs pursuant to the performance of this Agreement, and this indemnification shall survive the expiration or earlier termination of this Agreement. The provisions of this paragraph shall not apply to any loss or damage caused solely by the acts, errors, or omissions of the City, its officers, employees and agents. Contracts for third party service providers should include indemnity provisions that protect the City from any liability arising out of the Company's loss of City's sensitive information.

Each certificate or policy shall require and state in writing the following clauses:

Company shall provide notice to the City within three (3) business days following receipt of any notice of cancellation or material change in Company's insurance policy from Company's insurer. Such notice shall be provided to City by registered mail, to the following addresses:

City of Memphis

Attn: Risk Management

170 N. Main St, 5<sup>th</sup> Floor

Memphis, TN 38103

The Certificate of Insurance shall state the following: "The City of Memphis, its officials, agents, employees and representatives shall be named as additional insured on all liability policies." The additional insured endorsements shall be attached to the Certificate of Insurance and the Certificate of Insurance shall also state: "The additional insured endorsement is attached to the Certificate of Insurance."

**WORKERS COMPENSATION:**

The Company shall maintain in force Workers' Compensation coverage in accordance with the Statutory Requirements and Minimum Limits of the State of Tennessee and shall require all subcontractors to do likewise.

Employer's Liability	\$100,000	Each Accident
	\$500,000	Disease-Policy Limit
	\$100,000	Disease-Each Employee

**AUTOMOBILE LIABILITY:**

Covering owned, non-owned, and hired vehicles with Minimum Limits of:

\$1,000,000 Each Occurrence – Combined Single Limits

\*\*If vehicles used to haul debris, Auto Liability Minimum Limit should be \$5,000,000 Each Occurrence – Combined Single Limits

**COMMERCIAL GENERAL LIABILITY:**

Commercial General Liability Insurance, including Premises and Operations, Contractual Liability, Independent Contractor's Liability, and Broad Form Property Damage Liability Coverage with Minimum Limits of:

\$2,000,000	General Aggregate
\$2,000,000	Products-Completed Operations
\$1,000,000	Personal and Advertising Injury
\$1,000,000	Each Occurrence (Bodily Injury & Property Damage)
\$ 50,000	Fire Damage any One Fire
\$ 5,000	Medical Expense any One Person



UMBRELLA LIABILITY with Minimum Limits of:

\$2,000,000 Each Occurrence / \$2,000,000 Aggregate

FIDELITY BOND / EMPLOYEE DISHONESTY:

For losses arising out of or in connection with computer fraud, forgery, fraudulent or dishonest acts committed by the employees of Company, acting alone or in collusion with others, including the property and funds of others in their care, custody or control with Minimum Limits of:

\*\*\$1,000,000 Each Occurrence

Required coverage for Janitorial Contractors

INLAND MARINE - CONTRACTOR'S EQUIPMENT FLOATER

\*Property insurance covering equipment that is moved from place to place – scheduled and /or unscheduled.

PROPERTY INSURANCE:

The Company shall be responsible for maintaining any and all property insurance on their own equipment and shall require all subcontractors to do likewise. The Company shall require all sub-contractors to carry insurance as outlined above, in case they are not protected by the policies carried by the Company.

The Company is required to provide copies of the insurance policies upon request.

**URISDICTION AND VENUE.** See **GOVERNING LAW.**

**MINORITY, WOMEN, AND/OR SMALL BUSINESS ENTERPRISE(S) CONTRACTING.** Contractor shall take affirmative action to ensure that small, minority-owned and women-owned businesses which have been certified by the City are utilized when possible as sources of supplies, equipment, construction and services.

**MODIFICATION.** See **AMENDMENT.**

**MONITORING RIGHTS.** See **RECORDS.**

**NONDISCRIMINATION.** Contractor hereby agrees to abide by, to take affirmative action to ensure that, and to comply with Title VI and Title VII of the Civil Rights Act of 1964 and all other federal, state or local laws prohibiting discrimination, which provide in whole or in part, that no person shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Agreement or in Contractor's employment practices on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, state or statutory law. Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination. In the event Contractor fails to comply with the City's nondiscrimination policy and any and all other laws prohibiting

discrimination, this Agreement may be canceled, terminated or suspended in whole or in part by the City.

The City reserves the right to investigate any claims of illegal discrimination by Contractor and in the event a finding of discrimination is made and upon written notification thereof, Contractor shall take all necessary steps to cure and rectify such action to the reasonable satisfaction of the City. Contractor's failure or refusal to do so shall be cause for termination of this Agreement in accordance with the terms of this Agreement.

Any other agreement which relates to this Agreement to which Contractor is a party, including without limitation, Contractor's agreements with its subcontractors, shall specifically contain a provision to this effect.

**NOTICES.** All notices, approvals, and other communications required or permitted to be given hereunder shall be written and hand-delivered with signed receipt; delivered by facsimile; delivered by a nationally recognized overnight courier; or mailed *via* certified U.S. mail, postage prepaid and return receipt requested. All notices shall be deemed received and effectively given as follows: (i) if by hand-delivery, on the date of delivery; (ii) if by fax, on the date the fax transmission is received at the receiving location and receipt is telephonically confirmed by the sender; (iii) if by delivery *via* U.S. mail, on the date of receipt appearing on a return receipt card; or (iv) if by overnight courier, on the date receipt is confirmed by such courier service. All notices must be addressed to the respective party at the following addresses or to such other person or address as either party may designate in writing and deliver as provided herein:

To the CITY:

City of Memphis [ @DIVISION NAME@ ]

[ @ADDRESS - NOTICES@ ]

Memphis, TN [ @ZIP CODE - NOTICES@ ]

Attn: [ @CITY CONTACT/REPRESENTATIVE@ ]

Fax: [ @FAX NUMBER - CITY CONTACT/REPRESENTATIVE@ ]

With copy, if requested,

to:

Chief Legal Officer/City Attorney

125 N. Main Street, Room 336

Memphis, TN 38103

To CONTRACTOR:

[@CONTRACTOR NAME@]

[@CONTRACTOR ADDRESS@]

[@CONTRACTOR CITY@], [@CONTRACTOR STATE@] [@CONTRACTOR ZIP CODE@]

Attn: [@CONTRACTOR REPRESENTATIVE@]

Fax: [@FAX NUMBER - CONTRACTOR REPRESENTATIVE@]

**NUMBER AND GENDER.** Unless the context requires otherwise, (i) use of a specific gender imports the other gender(s); and (ii) use of the singular imports the plural and *vice versa*.

**OBLIGATIONS EXTENDED BEYOND PERIOD OF PERFORMANCE.** See **SURVIVAL**.

**ORGANIZATION STATUS AND AUTHORITY.** Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

The execution, delivery and performance of this Agreement by Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of Contractor, any provision of any indenture, agreement or other instrument to which Contractor is a party, or by which Contractor's respective properties or assets are bound, in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

Each person executing this Agreement represents that he/she is lawfully authorized to sign the Agreement on behalf of the party he/she represents, and execution of the Agreement was duly and regularly authorized by the party's governing body.

**PARTIES IN INTEREST.** See **SUCCESSORS**.



**PATENT INDEMNIFICATION.** Contractor warrants that any goods/services furnished hereunder do not infringe or violate any patent, trademark, copyright, trade secret, or any other proprietary right of any third party; that it shall defend all suits that may arise with respect thereto; and that it shall indemnify, defend, save and hold harmless the City, its officials, employees, agents, successors and assigns, from and against all liabilities, suits, claims, damages, costs or expenses, including without limitation attorney and expert witness fees, for or by reason of any actual or alleged claim the goods/services purchased by City hereunder infringe any patent, copyright, or are a violation of trade secret disclosure laws, whether by reason of Contractor's purchase or otherwise. This indemnification obligation shall survive the expiration or termination of this Agreement.

**PENALTIES AND LIQUIDATED DAMAGES.** Contractor recognizes that various losses, penalties (including service level penalties), and/or liquidated damages may be assessed against City for certain failures to perform. In any such case where City's failure to perform is due to some negligent act, omission, or failure to perform on Contractor's part, Contractor agrees to pay or reimburse City for such assessments and City may deduct same from any Contractor's invoices as applicable. In any such case where Contractor is assessed penalties, such penalties will not exceed the corresponding amount for which the City is penalized due to Contractor's negligent act, omission, or failure to perform.

**PRECEDENCE.** In the event of any inconsistency between the terms or provisions expressed in this Agreement, and any term or provision in any of the other contract documents, the order of precedence shall be as follows: (1) this Agreement, including all Exhibits, except that all general terms and conditions contained in the main body of this Agreement shall control over any conflicting general terms and conditions contained in any Exhibit hereto; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

**PUBLIC RECORDS.** Notwithstanding anything to the contrary contained herein or within any other document supplied to the City by Contractor, Contractor understands and acknowledges that the City is a governmental entity subject to the State of Tennessee Public Records Act, and any reports, data or other information supplied to the City regarding goods supplied or services performed hereunder may be subject to disclosure as a public record in accordance with the laws of the State of Tennessee.

**PUBLIC STATEMENTS.** Contractor shall not make any announcement, release any information, or authorize or participate in any interview concerning this Agreement and the goods and/or services required herein, without obtaining prior written consent from the City. Contractor shall require its employees, agents, and subcontractors to comply with the requirements of this provision. This provision shall survive the expiration or termination of this Agreement.

**RECORDS.** Contractor shall make and keep as the same legally enforceable, full and complete books, documents, accounting records and other evidence, that specifically relate to this Agreement, in accordance with generally accepted accounting principles. Contractor shall retain such records, and shall make same available to the City, upon reasonable request, during the term of this Agreement, and for a minimum period of seven (7) full years after completion of the contract obligations or from the date of

final payment under this Agreement, whichever is later. In the event any litigation, claim or audit is instituted prior to the expiration of the required five-year retention period, such records shall be retained until such litigation, claim or audit finding has been resolved.

Contractor's activities conducted pursuant to this Agreement shall be subject to monitoring and evaluation by the City, the state, the federal government or their duly appointed agents or employees. Upon reasonable notice, Contractor shall permit the City, any other governmental entity, any agency participating in the funding of this Agreement, or any of their duly authorized representatives, to enter Contractor's offices, during regular business hours, to interview employees and to inspect and/or copy said records and books of accounts together with any and all documents pertaining hereto that may be kept, maintained or possessed by Contractor. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places.

**RELATIONSHIP OF PARTIES.** This Agreement does not and shall not be construed to create a partnership or joint venture between the parties hereto. Contractor is performing its obligations hereunder as an independent contractor and not as City's agent or employee. Contractor will not hold itself out contrary to the terms of this paragraph and City will not become liable for any representation, act, or omission of Contractor contrary to the provisions hereof.

**REMEDIES CUMULATIVE.** All remedies available to the City herein are cumulative and shall be in addition to all other rights and remedies provided by law. The termination, expiration, or suspension of this Agreement shall not limit the City from pursuing other remedies available at law or in equity.

**REPORTS.** Upon request, Contractor shall prepare and submit reports of its activities, funded under this Agreement, to the originating department of the City. The reports shall include an itemization of the use of the City's funds, inclusive of specific services delivered by Contractor. Any such reports provided to the City shall be prepared with the understanding that the City may make such reports available to the public.

In addition, Contractor shall submit and, as necessary, update subcontractor information (including but not limited to payments thereto), for **any and all subcontractors** used on City project(s) via the purchase of goods or services, in the City's compliance tracking software, B2GNow. The City shall have the right to withhold future disbursement of funds under this Agreement and any future agreements until the requirements of this provision have been met.

**RIGHTS IN DATA / SOFTWARE.** Contractor agrees that all reports, studies, plans, models, drawings, specifications, and any other information or data of any type relating to its activities under this Agreement, whether or not the same is accepted or rejected by City, shall remain the property of City and shall not be used or published by Contractor or any other party without the express prior consent of City. Software development, if any, specifically developed as part of this Agreement shall be the intellectual property of



City. Contractor recognizes that said data including software development, if any, specifically developed as part of this Agreement shall be the intellectual property of City and is the exclusive property of the City and that the City reserves the right to use, market, license, or sell it to others.

Contractor shall obtain assurances similar to those contained in this subsection from persons, contractors and subcontractors retained by Contractor. Contractor acknowledges and agrees that a breach by Contractor of the provisions of this section will cause the City irreparable injury and damage. Contractor, therefore, expressly agrees that the City shall be entitled to injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement.

**SERVICE MARKS.** Contractor agrees that it shall not, without City's prior written consent, use the name, service mark or trademarks of the City.

**SEVERABILITY.** If any terms or provisions of this Agreement are held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Agreement shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Agreement shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance herefrom. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added as a part of this Agreement, upon good-faith negotiation by the parties, a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and still be legal, valid and enforceable. Parties acknowledge that some Agreement provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

**SHIPMENTS.** (This paragraph/section is applicable only to purchase of goods contracts). Substitutions will not be accepted, unless otherwise specified herein. Partial shipments may be allowed unless otherwise stated in writing by City, however, full shipment of all items ordered hereunder must be completed by the date specified in this Agreement or this Agreement will be subject to cancellation by the City. Contractor shall not ship excess quantities without the City's prior written approval.

**STANDARD OF PERFORMANCE.** All services by Contractor shall be performed in compliance with the specified requirements, in a manner satisfactory to the City, and in accordance with the generally accepted business practices and procedures of the City and pursuant to the governing rules, practices and regulations of the industry for the type of work performed under this Agreement.

**SUBCONTRACTING.** See **ASSIGNMENT.**

**SUBJECT TO FUNDING.** This Agreement is subject to availability and annual appropriation of funds by the Memphis City Council. In the event sufficient funds for this Agreement are not available or appropriated by the Memphis City Council for any of its fiscal period during the term hereof, then the City shall immediately terminate this Agreement upon written notice to Contractor. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation for any satisfactory



work performed up to the termination date. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall have no right to any actual, general, specific, incidental, consequential, or any other damages whatsoever of any description or amount that have not been earned as of the date of termination.

**SUCCESSORS.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, legal representatives, successors and assigns.

**SURVIVAL.** The parties hereto acknowledge that provisions that require or contemplate performance or observance after expiration or termination of this Agreement shall survive the expiration or termination of this Agreement and continue in full force and effect.

**TERMINATION:** Termination of this Agreement with or without cause.

1. It shall be cause for the immediate termination of this Agreement if, after its execution, the City determines that either:
  - a. Contractor or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pleaded *nolo contendere*, or has pleaded or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, misappropriation of government funds, or any other collusive and illegal activity pertaining to bidding and governmental contracting; or
  - b. Contractor subcontracted, assigned, delegated, or transferred its rights, obligations or interests, voluntarily or involuntarily, under this Agreement without the City's consent or approval; or
  - c. Contractor has filed for bankruptcy, has been adjudicated bankrupt, become insolvent or made an assignment for the benefit of creditors, or a receiver or similar officer is appointed to take charge of all or part of Contractor's assets.
2. The City may cancel/terminate this Agreement, in whole or in part, upon providing written notice to Contractor of the City's intention to terminate the Agreement as a result of Contractor's failure to provide the goods and/or services specified under this Agreement or in violation(s) of any of the terms herein, and Contractor has failed to cure such breach within ten (10) calendar days of such notice. The City may reject the goods and/or services and cancel this Agreement for any goods/services rendered or to be rendered hereunder. At its option, City may return the rejected portion of such goods to Contractor at its expense or hold the same for such disposal as Contractor shall indicate. In the event of any such rejection/termination, the City shall, at the City's option, have the right to obtain like goods and/or services elsewhere or to take over the work and prosecute the same to completion, both at Contractor's expense; and in such event, the City may take possession of and utilize in completing the work, such materials, appliances, etc. as may be on the site of the work and necessary therefore. Contractor shall be liable to the City for any loss, damage, or additional cost incurred thereby, including but not limited to any difference between the cost for procuring such like services and the price specified herein, attorneys' fees and court costs.

3. Notwithstanding the foregoing or any section herein to the contrary, Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of the Agreement by Contractor, and the City may withhold any payments to Contractor, for the purpose of setoff, until such time as the exact amount of damages due the City from Contractor is determined.
4. The City may, in its sole discretion, suspend and/or terminate this Agreement for convenience upon giving thirty (30) calendar days' prior written notice to Contractor. In the event a purported termination for cause by the City is in error, then such termination may, at the City's sole discretion, be deemed to be a termination for convenience under this section. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation, as determined by the City, for any satisfactory authorized work performed in accordance with the Agreement up to the termination date; but in no event shall the City be liable to Contractor for expenses incurred after the termination date.
5. Contractor shall deliver to the City all hard copy and electronic files maintained on behalf of the City within thirty (30) calendar days of termination of this Agreement. Upon reasonable request, the City reserves the right to obtain such information prior to the termination of this Agreement.
6. All goods accepted by City or services completed by Contractor prior to the termination date shall be documented and all tangible work documents shall be transferred to the City prior to payment for services rendered and shall become the sole property of the City. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall not be compensated for any anticipatory profits, or other damages of any description, that have not been earned as of the date of termination.

**TERMINATION OF PRIOR AGREEMENTS.** See **ENTIRE AGREEMENT**.

**THIRD PARTY BENEFICIARY:** This Agreement is entered into solely between, and may be enforced only by, City and Contractor. Unless otherwise specified herein, this Agreement shall not be deemed to create any rights in third parties, including suppliers or customers of either party.

**TITLE & RISK.** (This paragraph/section is applicable only to purchase of goods contracts). The title and risk of loss of any goods hereunder shall not pass to the City until the City actually receives and takes possession of the goods at the point or points of delivery. Contractor shall assume all liability and responsibility for delivery of such goods in good condition to the City.

**TRANSFER.** See **ASSIGNMENT**.



**TRANSPORTATION CHARGES/F.O.B. DELIVERY.** (This paragraph/section is applicable only to purchase of goods contracts). All pricing is F.O.B. destination, in which Contractor shall be responsible for freight, transportation costs, and all incidental charges, unless delivery terms are specified otherwise in the bid and agreed to by the City. In the event shipping other than F.O.B destination is allowed by the City, the City agrees to reimburse Contractor for transportation costs in the amount specified in Contractor's bid, or actual costs, whichever is lower, provided the City shall have the right to designate what method of transportation shall be used to ship the goods.

**WAIVER OF CONTRACTUAL RIGHT.** No term or provision of this Agreement, or of any document executed pursuant hereto, shall be held to be waived, modified or deleted unless in writing and executed by the parties hereto; provided that any such waiver shall not be identified as a waiver of any succeeding breach hereto or of any other provision herein contained. No delay or failure of either to enforce any right or provision of this Agreement or in any document executed pursuant hereto shall operate as a waiver, limitation, or relinquishment of that party(s) right to subsequently enforce and compel strict compliance with such provision and/or any other provision herein or in any document related hereto. Parties acknowledge that some Agreement provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

No consent or waiver, express or implied, by either party to or of any breach or default by the other in the performance of any of its obligations shall be deemed or construed to be a consent or waiver to or of any other breach or default by such party. Failure on the part of either party to complain of any act or failure to act of the other party or to declare the other party in default, irrespective of how long such failure continues, shall not constitute a waiver of the rights of such party.

The enforcement by any party of any right or remedy it may have under this Agreement or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

**WARRANTY.** Contractor warrants to the City that all goods/services shall be free from defects in design and faulty or improper materials and/or workmanship, shall be in strict compliance with the terms of this Agreement and shall be fit and sufficient for the purpose intended or shall have met the particular specification of the solicitation or the accepted Contractor response relating to this Agreement. This warranty shall be effective for a period of not less than one year from the date of acceptance by the City of such goods and/or services as satisfactorily complete, and shall be in addition to all other warranties, express, implied or statutory. The warranty shall survive the termination or expiration of this Agreement.

**END OF DOCUMENT - SIGNATURE PAGE NEXT**

**Remainder of Page Left Intentionally Blank**



IN WITNESS WHEREOF, the parties, by and through their duly authorized representatives, have executed this Agreement.

**CITY OF MEMPHIS**

**[@CONTRACTOR NAME@]**

By: \_\_\_\_\_

Jim Strickland, Mayor

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Approved as to Form:

Date: \_\_\_\_\_

By: \_\_\_\_\_

Jennifer Sink, Chief Legal Officer/  
City Attorney

Attest:

By: \_\_\_\_\_

Comptroller

**ADDENDUM**

**ADDENDUM.** The following Addendum to the Agreement is by and between the City and Contractor. If not otherwise defined herein, defined terms shall have the meaning as set forth in the Agreement, which is specifically referenced and incorporated herein. In the event of any discrepancy between other provisions of the Agreement and this Addendum, the terms of this Addendum shall govern.

**The parties agree that the following provisions shall be added to or amend the Agreement as follows:**

**(IF NO ADDENDUM THIS PAGE SHOULD BE DELETED/REMOVED)**



### Evaluation Criteria

See below evaluation criteria and associated point value.

Evaluation <b>Category</b>	<b>Questions/Areas</b> of Evaluation within Categories	Total Possible Points per Question	Total Possible Points
<b>Company References</b>			10
	At least three (3) customer references (verifiable) for same or similar work (2 points per positive reference)	6	
	Years of Experience for same or similar work	4	
<b>Ability to Execute, Assessment, Methodology and Workplan</b>			30
	Overall plan of execution and methodology	10	
	Timeframe for Implementation	5	
	Number of employees assigned to implementation	5	
	Daily/Weekly work hours for employees	5	
	On-Site options/availability	5	



<b>Company's Employee Skills, Experience and Certification</b>			25
	Employee industry certifications and licenses	5	
	Employee experience	5	
	Skill level of employees assigned to implementation	10	
	Number of qualified employees assigned to implementation	5	
<b>Understanding of the Project</b>			15
	Proposer has demonstrated a thorough understanding of the purpose and scope of the project.	5	
	Proposer demonstrated that it understands the deliverables the City expects it to provide.	5	
	Proposer demonstrated that it understands the City's time schedule and can meet it? (5pts)	5	
<b>Cost/Pricing</b>	Vendor provides a cost-effective and competitive pricing methodology		20
	Hourly, Estimate or Flat Fee is competitive	10	
	Competitive Pricing	10	



**REFERENCES (Current and Previous)**

RFP No. \_\_\_\_\_ - Janitorial Services

Bidder Name: \_\_\_\_\_

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	E-mail Address:
Services Provided / Date(s) of Service:	



EXHIBIT 9 – EQUIPMENT LIST

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

## EXHIBIT 10 – DEFINITIONS

Listed below are definitions of terms for clarification of the schedule of services:

<u>CLEAN</u>	Remove dirt, stains or other extraneous matter.
<u>DAMP MOP</u>	Remove dirt with a moist cotton or nylon mop.
<u>DAMP WIPE</u>	Remove surface dirt with a damp cloth, chamois, mop, or other similar item.
<u>DISINFECT</u>	Wash or spray with a fluid containing disinfectant.
<u>DUST/DRY POLISH</u>	Remove surface dirt with a treated cloth, lamb's wool duster, or other similar item.
<u>GENERAL CLEAN</u>	Applies to given areas (i.e. offices, lobbies, corridors, etc.). Includes dusting furniture and furnishings; empty trash receptacles; spot clean walls, partitions, doors, etc.; sweep floors (hard surfaces) and/or vacuum (if carpeted).
<u>POLICE</u>	Remove paper cups or other debris between regular cleaning activities.
<u>POLISH</u>	Clean with a polishing compound, or rub (waxed surface) with a dry cloth.
<u>SPOT CLEAN</u>	Remove spots, fingerprints, and other isolated defacements by washing or by using a commercial cleaning compound.
<u>SPOT MOP</u>	Clean isolated areas after spillage, etc., with a damp cotton or nylon mop.
<u>SWEEP</u>	Remove surface dirt with a broom, treated dust mop or mechanical sweeper.
<u>VACUUM CLEAN</u>	Remove surface and/or imbedded dirt with a suction cleaner.
<u>WASH</u>	Remove dirt and/or other accumulations with a detergent, disinfectant or similar product.
<u>WET MOP</u>	Remove dirt with a cotton or nylon mop and water by laying down solution and rinsing in two separate operations.
<u>WIPE</u>	Remove surface dirt with a soft cloth, chamois or other similar article.

EXHIBIT 11 – SITE LOCATIONS

City Division	Building Name	Address	Square Footage
General Services	Memphis City Hall	125 North Main Street, Memphis, TN 38103	178,121 SF w/90,000 SF of carpet
General Services	Public Safety Building	170 North Main Street, Memphis TN 38104	118,000 SF w/93,000 SF of carpet
Library	Central Library	3030 Poplar Ave., Memphis TN, 38111	325,000 SF 35 restrooms
Library	Cordova Library	8457 Trinity Rd., Cordova, TN 38018	28,030 SF 6 restrooms
Library	Hollywood Library	1530 N. Hollywood, Memphis, TN 38108	14,500 SF 3 restrooms
Library	Randolph Library	3752 Given, Memphis, TN 38122	11,640 SF 3 restrooms
Library	Poplar-White Station Library	5094 Poplar, Memphis, TN 38117	11,181 SF 3 restrooms
Library	Raleigh Library	3452 Austin Peay, Memphis, TN 38128	17,500 SF 4 restrooms
Library	North Library	1192 Volland, Memphis, TN 38107	9,200 SF 3 restrooms
Library	Frayser Library	3712 Argonne, Memphis, TN 38127	6,400 SF 3 restrooms
Library	East Shelby Library	7200 E Shelby Dr., Memphis, TN 38125	30,000 SF 5 restrooms
Library	Whitehaven Library	4120 Mill Branch Rd., Memphis, TN 38116	28,000 SF 6 restrooms
Library	South Library	1929 S. Third, Memphis, TN 38109	11,376 SF 3 restrooms
Library	Cherokee Library	3300 Sharpe, Memphis, TN 38111	10,000 SF 4 restrooms
Library	Parkway Village Library	4655 Knight Arnold, Memphis, TN 38118	8,800 SF 3 restrooms
Library	Cornelia Crenshaw Library	531 Vance Ave., Memphis, TN 38126	6,690 SF 3 restrooms
Library	Cossitt Library	33 S. Front, Memphis, TN 38103	15,608 SF 4 restrooms
Library	Gaston Park Library	1040 S. Third, Memphis, TN 38106	5,100 SF 3 restrooms
Library	Levi Library	3676 Hwy 61 S., Memphis, TN 38109	4500 SF 2 restrooms



EXHIBIT 12 – LETTER OF INTENT TO PERFORM AS SUBCONTRACTOR OR CONSULTANT

**LETTER OF INTENT TO PERFORM AS A SUBCONTRACTOR OR SUBCONSULTANT**

Project Name: \_\_\_\_\_ Project/Bid # \_\_\_\_\_

Name of Prime Bidder, Contractor or Respondent: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Certified MBE, WBE, or SBE:

Vendor: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

The undersigned intends to perform work in connection with the above project as (indicate with a checkmark):

Minority Business Enterprise  Woman Business Enterprise  Small Business Enterprise

The undersigned declares that the firm is certified by the Office of Business Diversity and Compliance of the City of Memphis.

Certification Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Description of work to be performed by certified MBE, WBE, or SBE vendor:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Name of the Certified MBE/WBE/SBE Company Title of Authorized Officer

\_\_\_\_\_  
Signature of MBE, WBE, or SBE Authorized Officer Date

**Due with bid/proposal, if Bidder/Contractor/Respondent has identified MBE, WBE, or SBE participation that will be used on the project.**