



## **Request for Proposal # 251523001**

**For**

**Janitorial Services**

**May 20, 2025**

**OWNER:** City of Hendersonville, NC

**SCOPE:** The Owner request responses for the purpose of gathering specification information, costs, and selecting a service provider to provide personnel, equipment, cleaning supplies, supervision, and transportation in order to provide janitorial services at multiple facilities. The successful vendor will be responsible for providing proper personnel, equipment, cleaning supplies, supervision, and transportation necessary to perform high quality work.

**All proposals are due by 2:00pm EST Wednesday, June 16, 2025.** Please submit four (4) copies of your response to the Director of Public Works for the City of Hendersonville in a sealed envelope at the address below:

**City of Hendersonville**  
Attn: Mark Stierwalt  
Public Works Superintendent  
305 Williams Street  
Hendersonville, NC 28792  
828-697-3084

**There will be a mandatory Pre-Bid Meeting held at 10:00 am EST May 30, 2025 at the address below.** All interested vendors must be in attendance. The Pre-Bid Meeting will be an opportunity for each vendor to discuss the specifications and requirements and ask questions related to this RFP.

City Operation Center  
Second Floor Conference Room  
305 Williams Street  
Hendersonville, NC 28792

**Proposed Schedule for RFP submittal and review:**

Action	Date
<b>Mandatory Pre-Bid Meeting</b>	May 30, 2025
<b>Submit Clarifying Questions:</b> Owner will collect all questions (email only) and answers will be posted as an addendum online.	June 5, 2025
<b>Question Responses to bidders</b>	June 6, 2025
<b><u>Proposals due by 2:00pm EST</u></b>	June 16, 2025
<b>Interviews (if necessary)</b>	June 18, 2025
<b>Anticipated Award</b>	Jun19, 2025
<b>Anticipated Start</b>	Aug1, 2025

**I. SCOPE OF WORK:**

Prospective bidders shall be responsible for the upkeep and cleanliness of the City of Hendersonville's buildings listed below and set forth in the proposal. Prospective bidders must be capable of providing the minimum services outline in this document.

- City Hall 160 6<sup>th</sup> Ave - 3 days per week  
Bathrooms 5 Days a week
- Police Department – 630 Ashe St. - 3 days per week  
Bathrooms 5 days a week
- Operations Center- 305 Williams St. - 3 days per week  
Bathrooms 5 days a week
- Fleet Maintenance – 312 Williams St. – 3 days per week
- Downtown Restrooms – 125 5<sup>th</sup> Avenue West – 2x day 7 days per week  
Upstairs Office Cleaning - 3 days per week
- Grounds and Building Maintenance 1369 N. Main Street – 3 days per week
- Additional Rest Room cleanings at Sullivan Park, Laura E. Corn Minigolf, and Patton Park – schedule included below.
- Emergency cleaning of Downtown Public Restrooms, Sullivan Park Restrooms, Laura E. Corn Minigolf, and Patton Park Restrooms. Emergency cleaning as needed.

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

2. These specifications will apply to the present facilities. Minor alterations in the physical layout or changes in operation will not affect the provisions of the contract.

3. The janitorial task and frequency schedule agreed to by the Owner and Contractor will be the minimum acceptable cleaning frequencies. Optional cleaning hours/shifts for each facility may be proposed by Contractor.
4. The Contractor will employ only personnel who are trained and proficient in performing janitorial services, using modern equipment, methods, and techniques including at least one staff who is trained/certified to use Dry Extraction Carpet Cleaning System and has the equipment necessary to clean the carpets. Personnel must comply with all safety and OSHA regulations. All janitorial personnel shall present a neat, clean and well-groomed appearance, and be of good moral character. The Owner reserves the right to require the replacement of any employee whose deeds, conduct, or criminal history is believed to be detrimental to the Owner. All staff who enter the Police Department must be CJIS (criminal justice information system) compliant.
5. The Contractor's employees shall not utilize any of the Owner's telephones, office equipment, or furnishings.
6. The Contractor shall provide Owner, and keep current, a list of all employees, by name, title and address, which are under the employ of the Contractor and assigned work under this contract.
7. All janitorial employees are required to:
  - a. Wear distinctive and/or identifiable uniform.
  - b. Wear clearly readable identification card issued by Contractor.
8. Upon completion and during the sequence of their duties, janitorial personnel will turn off all lights in unoccupied areas unless otherwise directed. It is also the responsibility of the janitorial personnel to check for open or unlocked doors and windows and to close and secure them. When difficulty is encountered in keeping areas locked or windows closed and locked, Owner shall be notified.
9. Building Security: The Contractor shall be responsible for assisting in maintaining the security of the building. Lock and unlock doors as required to clean an immediate area.
10. Any conditions in the facility that may require repair shall be reported to the Owner. For example, graffiti, vandalism, dripping faucets, damaged walls, burned out lights, etc.
11. The Contractor is responsible for transporting supplies from the Operation Center to all of the other sites. A record of all supplies leaving the supply room must be recorded along with the destination and date.
12. Emergency cleaning shall include a two (2) hour or less response time to the site. The Contractor will be responsible for cleaning the restrooms so they can be immediately reopened to the public.

#### Supplies:

1. For the treatment of various types of flooring, carpeting, furniture, etc., only such material recommended and approved by the manufacturers and/or Owner shall be used.
2. The Contractor will provide all cleaning products to complete the contract.
3. The Owner will provide hand soap for dispensers, paper products such as, roll paper towels, multi-fold paper towels, toilet paper, along with trash can liners and trash bags as needed.
4. It will be the responsibility of the Contractor to contact the Owner in a timely manner for the delivery of the aforementioned products.

#### Equipment:

1. All power and hand equipment will be furnished by the Contractor. The Contractor shall be responsible for keeping all equipment and tools in good repair and comply with OSHA regulations. Any damage caused to the building or furnishings by the contractor's employees shall be the responsibility of the Contractor. The Owner shall repair said damage and back charge the Contractor for the costs. Any equipment found defective will be removed from the premises by the Contractor.
2. Non-expendable items must be identified as the Contractor's by marking it as such in an identifiable manner.
3. The Contractor is solely responsible for equipment and tools stored on the property.

### **III. SUBMITTAL REQUIREMENTS**

Each response submitted shall address the following requirements, providing sufficient detail in the response whereby the Owner can clearly comprehend what is being offered. The supplier should take the initiative to address any features, or services that may not be mentioned below, that should be considered by the Owner.

- A. The responding vendor's qualifications, years in business, staff profile, supervisor profile, and experience to provide janitorial services required by Owner.  
(Attach as Addenda A)
- B. The bidder shall identify the business entity as individual, assumed name, partnership (naming partners), or corporation. Indicate the official capacity of the person(s) executing the proposal and bid.  
(Attach as Addenda B)

- C. The number of full-time hourly employees employed by the business currently.  
(Attach as Addenda C)
- D. The number of part-time hourly employees employed by the business currently.  
(Attach as Addenda D)
- E. The number of salaried supervisory employees employed by the business currently.  
(Attach as Addenda E)
- F. A list of not less than three (3) organizations where the contractor is currently providing janitorial services. This list is to include the names and telephone numbers and contact personnel of each organization.  
(Attach as Addenda F)
- G. A list of two (2) organizations where the contractor is no longer providing janitorial services. This list is to include the names and telephone numbers of contact personnel at each organization.  
(Attach as Addenda G)
- H. The number of square footage and type of facilities presently being serviced and for how many years for each facility.  
(Attach as Addenda H)
- I. List the knowledge, training, certification of staff who are experienced in using the Dry Extraction Carpet Cleaning System and Materials.  
(Attach as Addenda I)
- J. **Pricing and Cost information**  
Pricing information should be submitted on Appendix I-Pricing Sheet as part of the response. It shall be noted if any fees are not included on the pricing sheet, along with what those fees are and detailed description.
- K.
- L. **Licensing and Permits:**  
Contractor shall comply with all federal, state and local statutes, ordinances and regulations. Contractor shall obtain all permits and licenses that are required to perform the Scope of Work described in the Bid Documents, and it shall be Contractor's obligation to determine whether such licenses or permits are necessary. By submitting a bid, the Contractor represents that it is properly licensed and/or authorized to conduct the activities contemplated in the Bid Documents. To the extent the Owner is damaged (i) as a result of the Contractor not having proper licenses or permits, (ii) as a result of having its licenses or

permits revoked for any action committed by Contractor after the execution of the Agreement; (iii) as a result of Contractor violating any federal, state and local statutes, ordinances, or regulations; or (iv) as a result of any other action committed by Contractor after the execution of the Agreement, Contractor shall indemnify the Owner from all such damages, including but not limited to the Owner's own expenditure for attorneys' fees, that Owner may incur as a result thereof.

#### IV. SUBMITTAL INFORMATION

- A. Submitted responses should thoroughly address all the items listed in the preceding section(s).

Final decision and selection of a successful supplier rests solely with the Owner. The Owner reserves the right to reject any and all responses and to waive any informality in responses received whenever such rejection or waiver is in the interest of the Owner. Please be advised that the Owner considers response to this Request for Proposal by competing firms as purely voluntary, and the Owner is under no financial obligation to said firms regarding the contents of their response, or in the preparation of the same.

All responding suppliers should understand that all or any portion of this project is subject to approval of the Commission of the Owner.

B. Receipt of Responses

1. Please submit four (4) copies and one (1) on a thumb drive of your response/proposal to the Public Works Superintendent for the City of Hendersonville in a sealed envelope at the address below by **2:00 pm EST June 16, 2025:**

Attn: Mark Stierwalt  
Public Works Superintendent  
City of Hendersonville  
305 Williams St.  
Hendersonville, NC 28792  
828-697-3084

2. All responses shall be submitted **no later than 2:00 pm EST June 16, 2025:**
3. Please direct all inquiries concerning this project (in writing) to:

Attn: Mark Stierwalt  
Public Works Superintendent

City of Hendersonville  
305 Williams St.  
Hendersonville, NC 28792  
828-697-3084  
mstierwalt@hvlnc.gov

## **V. SELECTION EVALUATION CRITERIA**

Proposals will be evaluated based on the evaluation matrix attached as part of this RFP. The City intends to award the contract to the Contractor deemed to have submitted the best overall proposal on the basis of the factors included in this RFP. Notwithstanding the foregoing, the City reserves the right to reject any and/or all proposals, and to waive informalities.

### **Contractor Terms and Conditions**

**INSURANCE:** The Contractor shall provide certificates of insurance in accordance with the requirements set forth below. Upon notification of intent to award, the successful bidder will have (10) ten days to purchase the necessary insurance and comply with the terms of this section. The Owner will not enter into an agreement with a contractor unable to obtain the necessary insurance. No work will commence until all insurance requirements are met.

**CONTRACTOR'S AND SUBCONTRACTOR'S INSURANCE:** The Contractor shall not commence work under this Contract until he has obtained all the insurance required under this paragraph and such insurance has been approved by owner. All certificates of insurance and policies shall contain the following clause; "The insurance covered by this Certificate will not be canceled or materially altered except after ten (10) days written notice has been received by the owner". Insurance must be written by a licensed firm doing business in the State of North Carolina.

- a. **WORKER'S COMPENSATION INSURANCE:** The Contractor shall procure and maintain during the life of this Contract Worker's Compensation Insurance for all of the employees to be engaged in work on the project under this contract and in any case any such work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all the latter's employees to be engaged in such work unless such employees are covered by the protection afforded by the Contractor's Workers Compensation Insurance. In case any class of employees engage in work on the project under this Contract is not protected under the Worker's Compensation Insurance Statue, the Contractor shall provide a Worker's Compensation Policy for the protection of such of his employees not otherwise protected.

- b. PUBLIC LIABILITY, PROPERTY DAMAGE, AND AUTOMOBILE LIABILITY INSURANCE: The Contractor shall take out, and maintain during the life of the Contract such Comprehensive General Liability Insurance including products and completed operations, SC and U and the ISO Broadform General Liability endorsement or its equivalent thereof and Automotive Liability Insurance as shall protect him and any subcontractor performing work covered by this contract from claims for damage for personal injury including accidental death as well as from claims for property damage, which may arise from operations under this Contract, whether directly or indirectly employed by either of them.

THE AMOUNT OF SUCH INSURANCE SHALL BE AS FOLLOWS:

**Insurance Provisions**

- a. Worker's Compensation: The Contractor agrees during the pendency of any agreement with the City to carry Insurance covering all employees meeting statutory limits in compliance with the applicable state and federal laws. The coverage must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee; and \$500,000 bodily injury by disease, policy limit.
- b. Commercial General Liability: The Contractor agrees during the pendency of any agreement with the City to carry Commercial General Liability Insurance. Coverage shall have minimum limits of \$1,000,000 general aggregate, products/completed operations aggregate, personal and advertising injury and each occurrence. This shall include premises and operations, broad form property damage, XCU coverage and contractual liability. The coverage shall be written on an occurrence basis.
- c. Business Auto Liability: The Contractor agrees during the pendency of any agreement with the City to carry Business Auto liability insurance. Coverage shall have a minimum limit of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability. This shall include owned vehicles, hired and non-owned vehicles and employee non-ownership.
- d. Proof of Coverage of Insurance: Current valid insurance policies meeting the requirements herein identified shall be maintained for the Contractor to be considered an "eligible contractor". Renewal certificates shall be sent to the City 30 days prior to any expiration date. There shall also be a 30-day notification to the City in the event of cancellation or modification of any stipulated insurance coverage. **Certificates of Insurance meeting the required insurance provisions shall be forwarded to the City of Hendersonville prior to the start of any work.** Wording on certificate, which states that no liability shall be imposed upon the company for failure to provide such notice, is not acceptable. \*\*It shall be the responsibility of the contractor to insure that all subcontractors comply with the same insurance requirements that the Contractor is required to meet.
- e. Scope of Insurance: The insurance required under subparagraphs (a) and (b) hereof shall provide adequate protection for the contractor and his subcontractor respectively, as well as the Owner, against damage claims which may arise from operations under this Contract, whether such operations are by the insured or by anyone directly or indirectly employed by him.

**ACCIDENT PREVENTION:** Precaution shall be exercised at all times for the protection of all persons, including employees, and property, and hazardous conditions. The Contractor shall be responsible for all injuries or damages to persons or property, and all indemnify, defend, and save harmless the Owner, its Officers and Agents, from any and all damages and costs by reason of injury to person or property, resulting from negligence or carelessness in the performance of the work or in guarding the same. Also, from any improper materials, implements or appliances used in its construction, or on account of any act or omission of the Contractor, his agents or employees. The whole or as much of the monies due under and by virtue of this contract as may be considered necessary by the Owner shall or may be retained by the Owner until all suits or claims for damages shall have been settled, and evidence to that effect furnished to the satisfaction of the Owner.

- a. In emergencies affecting the safety of persons, the work or property at the site or adjacent thereto, the Contractor, without special instruction or authorization from the Owner, shall act to prevent threatened damage, injury or loss. The contractor shall make prompt written notice to the Owner of any changes in the work or deviations from the Contract Documents caused thereby.
- b. Safety and health facilities and procedures shall be in accordance with the requirements of the Federal Occupational Safety and Health Act of 1970, 29 U.S.C. 651 et seq., as amended, as well as any applicable safety and health laws or regulations promulgated by the State of North Carolina. The Contractor shall comply with federal and North Carolina safety and health regulations for construction and any other applicable regulations promulgated under the Occupation Safety and Health Act of 1970, 29 U.S.C. 651 et seq. and the Occupational Safety and Health Act of North Carolina.

### **Indemnity**

The Owner agrees to indemnify, and save harmless the Contractor, its agents, employees, and subcontractors from and against any and all losses, liabilities, and costs and expenses of every kind (including cost of defense, investigation, settlement, and reasonable attorney's fees), which the Contractor, its agents, employees, and subcontractors may incur, become responsible for, or payout as a result of bodily injuries (including death) to any person, damage to any property, or both, to the extent caused by the Owner's negligence or willful misconduct.

The Contractor agrees to indemnify, and save harmless the Owner from and against any and all losses, liabilities, and costs and expenses of every kind (including cost of defense, investigation, settlement, and reasonable attorney's fees) which the Owner may incur, become responsible for, or payout as a result of bodily injuries (including death) to any person, damage to any property, or both, to the extent caused by Contractor's negligence or willful misconduct.

The Owner and the Contractor shall, in the event of liability arising out of their joint negligence or willful misconduct indemnify, and save harmless each other in proportion to their relative

degree of fault.

**Personnel Security / Employee Screening:** At any time it is requested, the offering contractor shall provide to The Owner, documentation demonstrating the contractor's ability to hire responsible, trustworthy employees that pose no security risk to the organization or project, they will be engaged in. Failure to provide this documentation or otherwise define the hiring / employment practices and explain the measures being taken to employ responsible staff may result in rejection of the bid or proposal or termination of the contract.

At any time subsequent to an award or during the progression of the contract, the Owner reserves the right to require the Contractor to perform background checks / employment screening on any or all employees to be engaged in work or providing service within the scope of this project and furthermore reserves the right to review the complete results and make final determination as to allow any employee(s) to begin or continue to work or provide service within the scope of the project. *The contractor shall comply with the provisions of the Fair Credit Reporting Act (FCRA), when applicable, and shall cause the applicant / employee to execute appropriate documentation allowing contractor to share results of background check / employment screening with the Owner.* Failure to perform the requested background checks / employment screening when requested, or provide complete disclosure of the results may result in the rejection of the proposal / bid and or termination of the agreement. All personnel are subject to a background check prior to working within any city building or at any city property.

**CONSEQUENTIAL DAMAGES:** Any provision waiving consequential damages shall be stricken.

**DISPUTE RESOLUTION:** Contractor shall utilize a partnering approach with the Owner to implement the Project should a serious problem or dispute arise during the course of this Project it shall be resolved using a two-step process of communication at the following levels

<i>Contractor</i>	<i>Owner</i>
Level 1. Project Manager _____	1. Assistant City Manager _____
Level 2. Project Executive _____	2. City Manager _____

Issues that are not resolved in forty-eight (48) hours at a level indicated above shall be referred to the next level for resolution.

For problems or disputes that reach the second level for review and resolution every effort shall be made to reach a mutually acceptable agreement within the Agreement and the understanding that all issues can be resolved in a timely, fair and equitable manner. Should the second level be

unable to resolve a dispute, it will be referred to mediation per rules to be established by mutual agreement, if needed. If mediation fails, then claims, disputes or other matters in question between the Parties arising out of or relating to this Agreement or breach thereof shall be tried before a Circuit Court judge without a jury. The Contractor and Owner hereby waive their respective rights to a jury trial and agree that the venue of the action will be in Hendersonville, North Carolina. Any legal proceeding arising out of or relating to this Agreement shall include, by consolidation, joinder, or joint filing, any additional person or entity not a party to this Agreement to the extent necessary to the final resolution of the matter in controversy.

**PAYMENTS:** The contractor shall receive monthly payment(s) from the Owner calculated by the services provided, as stipulated by the contractor and verified by the Owner.

City of Hendersonville  
Attn: Public Works  
305 Williams Street  
Hendersonville, NC 28792

Standard payments terms are Net 30 days from invoice date.

**CONTRACT:** The contract will be a twelve (12) month term. All pricing provided in response must remain unchanged during the course of the contract unless noted otherwise in this document. The Owner reserves the right to extend this contract annually provided the Contractor's performance is acceptable and the original pricing structure remains unchanged.

The contract extensions will not exceed two (2) terms in addition to the original awarded term.

Upon thirty (30) days written notice to the Contractor, the Owner reserves the right to terminate the contract at any such time the Contractor is not performing the duties or complying with the terms and conditions of the specifications.

The Contractor may not assign their obligation of this contract to another firm.

Owner reserves the right to take from and/or add to the services or facilities included in the Appendices with written notice over the course of the contract. Costs will be adjusted based on the services added or removed.

**DAMAGE TO PROPERTY:** The successful contractor will be liable for damage to the Owner's facilities and property when such damage is caused by a willful, careless or negligent act. In addition, the contractor will likewise be responsible for any damage to private property.

Owner reserves the right to take from and/or add to the services or facilities included in the Appendices with written notice over the course of the contract. Costs will be adjusted based on the services added or removed.

**SELECTION CRITERIA:** Each criteria listed below is weighted by the percentage listed and will be graded on a scale of 1 to 5 with 1 being the lowest score and 5 being the highest.

Approach/Strategy	30%	The firm's ability to provide a plan to address the overall scope of work, based on Owner's needs.
Technical Competency	30%	The firm must demonstrate their ability to provide and clearly define a solution that addresses Owner's needs. Consideration will be given to the type of equipment, cleaning processes, number of staff, supervision, and qualifications of staff offered in the proposal.
Schedule	20%	The firm shall provide schedule(s) addressing the requirements of each location. Include an outline of the task, frequency (day/week/month) of completing task, and the estimate of time in minutes/hours to accomplish each task. The record (via customer references) of the firm's ability to meet established schedule and deadlines and to provide timely support and maintenance will be considered along with the firm's current workload.
Cost	20%	The firm shall, at a minimum, provide cost per facility and a total cost for the proposed work.

### **City of Hendersonville**

#### **Janitorial Maintenance Schedule**

##### **Item A: Buildings Receiving Janitorial Services**

<b>City Hall</b>	<b>160 6th Ave East</b>	<b>3 days per week</b>
<b>Police Department</b>	<b>630 Ashe Street</b>	<b>3 days per week</b>
<b>Whitmire Activity Bldg</b>	<b>301 Lily Pond Rd</b>	<b>3 days per week</b>
<b>Operations Center</b>	<b>305 Williams St</b>	<b>3 days per week</b>
<b>Fleet Maintenance</b>	<b>312 Williams St</b>	<b>3 days per week</b>
<b>Downtown Restrooms</b>	<b>125 5<sup>th</sup> Avenue West</b>	<b>7 days per week</b>

**(Twice per day from Memorial Day to December 31. A 10 am and 3 pm cleaning is preferred.)**

**Grounds and Building Maintenance 1369 N. Main St.**

**3 days per week**

\*Contractor to supply all cleaning, equipment and chemicals.

City to supply all paper products, i.e., toilet paper, paper towels, and refills for hand soap dispensers, floor products, (i.e., wax, cleaner and strippers).

**Areas to be serviced**

All offices, work areas, meeting rooms

1. All lobby areas
2. Restrooms
3. Break rooms/kitchens
4. Outside walkways; entrance and exit
5. Stairwells and landings
6. Corridors
7. Elevators
8. Interior windows and window seals
9. HVAC vent covers and exhaust fan covers.

**Floors (every cleaning)**

Vacuum carpet; under, around and behind furniture, all traffic areas

1. Spot clean spillages.
2. Vacuum tile, terrazzo and other composition floors paying special attention to corners.
3. Mop up spillages before vacuuming.
4. Damp mop all floors using clean water.
5. Remove all scuffmarks.
6. Apply floor finish as needed.
7. The wall base is to be clean with no streaks or buildup of wax in the corners, around the edges of door frames, or steps, on the baseboard, or on the furniture.
8. Hallways: sweep and damp mop.
9. City Hall - marble floor. Marble mop provided by City for treatment of marble for cleaning and buffing.
10. Stripping and waxing of floors (once per year). High traffic areas or buildings with excessive use will require more frequent application of floor finishing (polish).
11. Carpet Cleaning (twice per year) for all carpet. Elevator carpet, hallways, conference rooms, assembly room will require two additional cleanings per year. (Contractor is required to remove and replace chairs, plants, trash cans, chair mats etc. in order to clean the carpet. Desk, bookshelves, and tables can remain in place.)

**Dusting (every cleaning)**

1. All office furniture; filing cabinets, bookcases, chairs, tables, counter tops.

2. Letter files, phones, calculators and other items shall be moved where feasible and dusted hereunder; and then placed to their original position.
3. Window sills, low ledges, window blinds, molding, picture frames, doors, doorframes, etc.
4. Decorative objects in private offices and receptionist/lobby areas should be dusted with special care taken not to damage.
5. Individual desks to be dusted upon request. (Dust if you don't have to move papers/files)
6. Remove fingerprints and smudges from around light switches, door handles, etc.

#### **Restrooms (every cleaning)**

1. Floors- sanitized mopped and rinsed, pay close attention to corners (\*Use clean mop heads).
2. Fixtures - toilet bowls, urinals, basins, sinks - cleaned and sanitized.
3. Fittings and supply pipes under the sinks - wiped clean and sanitized.
4. Stall partitions and walls cleaned and sanitized (including block walls).
5. Waste receptacles emptied, cleaned and sanitized (inside and outside).
6. Mirrors cleaned with no haze or streaks remaining.
7. Refill hand soap receptacles as needed.
8. Refill towel and toilet tissue receptacles as needed, leave our extra product where feasible.
9. Wall base is to be cleaned and wiped dry with no buildup of wax.
10. Special attention will be given to insure maximum cleanliness.
11. Tile grout should be cleaned quarterly.

#### **Stairwells and Landings (every cleaning)**

1. Vacuum and damp mop, starting at top and working downward.
2. Spot clean spillages immediately.
3. Dust, clean, and sanitize the stairwell railings.
4. Sweep or blow outside steps and landings.
5. Dust window seals.

#### **Break rooms and Kitchens (every cleaning)**

1. Clean and sanitize; table tops, counter tops, backs of chairs and seats of chairs, sinks and all other fixtures.
2. Clean microwave (inside and outside).
3. Refrigerators and stoves (clean inside, outside and handles)
4. Waste receptacles and recycling receptacles shall be cleaned and sanitized (inside and outside)
5. Walls near waste receptacles shall be cleaned as needed.
6. Walls behind sinks, stoves, microwaves, etc. shall be cleaned as needed.

### **Elevator (every cleaning)**

1. Clean thoroughly (walls, floors, control panel...), including vacuuming and wiping door tracks.
2. Spot clean all spillages immediately upon noticing them.
3. Vacuum and damp mop VCT (operation Center).
4. Clean and polish all metal trim including doors. (Stainless Steel Cleaner).
5. Vacuum Carpet in City Hall Elevator - (spot clean as needed).
6. Clean the carpet in the City Hall elevator quarterly.

### **Glass (every cleaning)**

1. Clean entrance and exit door glass, removing haze, smudges, streaks, and fingerprints.
2. Clean all inside partition and door glass, display cases, removing smudges, streaks, haze, and fingerprints.
3. Clean interior portion of windows. Vacuum around the edges of the windows, window seals, window screens. once per month
4. Clean exterior portion of windows on the first-floor level. Once per month

### **Miscellaneous (every cleaning)**

1. Drinking fountains: Clean and Sanitize daily, walls behind fountain to be kept clean and wiped dry.
2. Pick up litter and debris from around entrances of building.
3. **Use minimum lighting while cleaning is in progress.**
4. Turn off all lights, fans, etc. when cleaning is complete, except those that are necessary for Security.
5. Lock all doors as instructed when cleaning is complete.
6. Notify point of contact of any irregularities or emergencies such as plumbing leaks, HVAC problems etc.
7. During cleaning operations, extreme care should be exercised to avoid damages to office furniture and buildings walls. Special care should be taken around old artifacts and objects in City Hall. If damaged, contractor will be responsible for cost of repairs.
8. Inside office and building refuse shall be containerized in roll cart prior to being disposed of in outside trash receptacles.
9. Empty recycling containers and carry to recycling receptacles outside. Empty all trash receptacles. Clean and sanitize containers then re-apply bags as needed.

### **Weekly Service (once per week)**

1. All tile, terrazzo and other composition floors are to be cleaned and machine polished/buffed with non-skid floor finish.
2. Terrazzo floor is to be soap mopped, rinsed and machine polished to a neat, clean and high gloss appearance. Non-skid floor finish shall be applied.
3. Dust all window blinds with a dust control treated cloth.

4. Remove cobwebs and dust from ceiling, window sills, light fixtures, corners, wall areas, window blinds, vent registers, ceiling tile, etc.
5. Dust statues at City Hall and vacuum around the base of the statue.
6. Dust trophy case, vacuum and clean floor in trophy case. (Floor in the trophy case must match the adjacent floor.)

#### **VCT Flooring**

Whitmire Activity Center – Strip and wax once per year just after Labor Day.

All other buildings – VCT must be stripped and waxed once per year (two coats of wax).

Machine spray buff/polish once per week to provide maximum shine.

#### **Carpets**

High traffic carpet area must be cleaned quarterly using the dry extraction carpet cleaning system and materials.

All other carpet must be cleaned twice per year using the dry extraction carpet cleaning system and materials. (Contractor is required to remove and replace chairs, plants, protective chair mats, etc in order to clean the carpet. Desk, bookshelves, file cabinets, etc. can remain in place.)

## **Item B: Restrooms Receiving Janitorial Services**

**Sullivan Park Public Restrooms**

**7 days per week**

**(Typically closed for the winter Nov. - March)**

**Patton Park Public Restrooms**

**7 days per week**

**(Open all year)**

### **Restrooms (every cleaning)**

1. Floors- sanitized mopped and rinsed, pay close attention to corners (\*Use clean mop heads)
2. Fixtures - toilet bowls, urinals, basins, sinks, cleaned and sanitized.
3. Fittings and supply pipes wiped clean and sanitized.
4. Stall partitions and walls wiped clean and sanitized.
5. Waste receptacles emptied, cleaned and sanitized.
6. Mirrors cleaned with no haze or streaks remaining.
7. Refill hand soap receptacles as needed.
8. Refill towel and toilet tissue receptacles as needed, leave out extra product where feasible.
9. Special attention will be given to insure maximum cleanliness.
10. Notify point of contact of any irregularities or emergencies such as plumbing leaks, HVAC problems etc. or of any damage or graffiti.

## **Item C: Emergency Cleaning of Public Restrooms**

**Sullivan Park Public Restrooms**

**As Needed**

**Patton Park Public Restrooms**

**As Needed**

**Downtown Public Restrooms**

**As Needed**

**Restrooms (emergency cleaning) – we anticipate 12 emergency cleanings for each restroom per year as a guide for providing costs. The actual quantity could vary at each restroom.**

1. Respond to the site within two (2) hours and begin cleaning. Reopen the restroom for public use after cleaning has been completed.
2. Floors- sanitized mopped and rinsed, pay close attention to corners (\*Use clean mop heads)
3. Fixtures - toilet bowls, urinals, basins, sinks, cleaned and sanitized.
4. Fittings and supply pipes wiped clean and sanitized.
5. Stall partitions and walls wiped clean and sanitized.
6. Waste receptacles emptied, cleaned and sanitized.
7. Mirrors cleaned with no haze or streaks remaining.

8. Refill towel and toilet tissue receptacles as needed, leave out extra product where feasible.
9. Clean ceiling, as needed.
10. Special attention will be given to insure maximum cleanliness.
11. We anticipate 35 – 40 emergency cleaning per year.
12. Contractor shall plan to encounter and clean human waste, body fluids, and/or other types of waste and body fluids.
13. In most cases, only half of the restrooms will need to be cleaned for the emergency cleaning. For this RFP, provide a cost to clean the entire restroom per site.

Conditions:

The contractor shall provide proof of insurance with bid sheet and annually thereafter. All insurance must name the City of Hendersonville as an additional insured, excluding workers compensation and vehicle policies. This is a one-year contract renewable each year, three years maximum, if both parties agree.

Contractor shall provide the necessary supervision to ensure that all work is properly completed and that all listed tasks are completed. The contractor shall provide a manager to complete monthly inspections to ensure the cleaning staff are completing all listed tasks and document this process. Documentation shall be submitted to the city after each inspection. Any deficiencies can justify the loss of the contract.

All employees who work in city buildings must pass a background check and keep a clean criminal record. Any employee not meeting this requirement will not allowed to enter the buildings.

Contractor shall abide by ALL OSHA and safety regulations.

Any damage caused by the contractor, subcontractors, or any of their employees will be repaired by the contractor at their expense to the satisfaction of City Staff.

## Square Footages of Each Building:

### City Hall -

	Total SF	Ceramic Tile	Paint/epoxy	Marble	Terrazo	Carpet	VCT	Vinyl
1st Floor	6388	1500	0	0	0	4624	0	382
2nd Floor	6370	257	529	1509	310	4125	0	0
3rd Floor	6370	130	817	0	0	5080	703	0
4th Floor	4379	72	529	0	0	3778	0	0
Totals	23867	1959	1875	1509	310	17607	703	382
3 days/week								
		Bathrooms 5 days week						

### Operation Center –

Square Footages	Total	Carpet	VCT	Ceramic Tile	Paint/epoxy	Vinyl
1st Floor	11926	6863	4360	792	2470	703
2nd Floor	9020	2132	0	0	0	6888
Total SF	20946	3 days/week	Bathrooms	5days/week		

### Fleet Maintenance

	Epoxy-coated flakes over concrete	Includes offices, restroom, and kitchen.	
Square footage	650	3 days/week	

### Grounds Maintenance and Building Maintenance

	Stained Concrete	Includes four offices (144 sf each), two individual showers, men's room, women's room, break room, lobby, hallways.
Square Footages	2476	3 days /week

### Downtown Public Restrooms

	Carpet (Offices)	Tile (Single Bathroom)	Unfinished Concrete (vault and Storage)	Tile (Public Bathrooms and Lobby)
Square Footages	2100	45	1200 (not to be cleaned)	800
				2x/day-7 days/week

Police Department

	Tile	VCT	LVT	Carpet	Unfinished Concrete (Not Cleaned)
	4180 sf	738 sf	1126 sf	11430 sf	6664 sf
	3 days/week				
	Bathrooms 5 days week				

Police Department notes:

The evidence area is off-limits (square footage removed from the totals above). The garage area will not be cleaned, just empty the trash. (square footage removed from the totals above). All employees who work or enter the Police Station must be fingerprinted and pass a background check before entering the building. Bathrooms are cleaned 5 days a week.



BID SUBMISSION COVER SHEET:

Please complete the pricing information below. **All blanks must be filled in. Failure to completely fill out and properly sign this Bid Submission cover sheet will render your proposal ineligible for consideration.**

**Please attach additional pages to this cover sheet to provide the additional information requested in the Request for Proposals.**

**Please sign and submit with your proposal the non-collusion affidavit. Failure to submit the non-collusion affidavit will render your proposal ineligible for consideration.**

The City reserves the right to reject any and all proposals and to waive informalities.

The undersigned Bidder, having examined carefully the Request for Proposals, and having attended the pre-bid conference, hereby proposes to furnish all labor, materials, equipment and services necessary to perform the work required in the aforementioned documents for the prices stated below.

**ITEM A: BUILDINGS RECEIVING JANITORIAL SERVICES**

Building/Address	Frequency of Cleaning Per week	Price per cleaning	COST PER WEEK	TOTAL ANNUAL COST
City Hall 160 6 <sup>th</sup> Avenue East Hendersonville, NC	3 days per week Bathrooms 5 days/week			
Police Department				

Building/Address	Frequency of Cleaning Per week	Price per cleaning	COST PER WEEK	TOTAL ANNUAL COST
630 Ashe Street Hendersonville, NC	3 days per week Bathrooms 5 days/week			
Whitmire Activity Center 301 Lily Pond Road Hendersonville, NC	3 days per week			
Operations Center 305 Williams St. Hendersonville, NC	3 days per week Bathrooms 5 days/week			
Fleet Maintenance 312 Williams Street Hendersonville, NC	3 days per week			
Downtown Restrooms 125 5 <sup>th</sup> Avenue West Hendersonville, NC	7 days per week* *Twice per day			
Grounds and Building Maintenance 1369 N. Main St. Hendersonville, NC	3 days per week			
			<b>ANNUAL TOTAL</b>	

THE PRICES QUOTED ARE A FULLY INCLUSIVE PRICE, WITH CONTRACTOR PROVIDING ALL CLEANING SUPPLIES AND EQUIPMENT AND CHEMICALS. City to supply all paper products, i.e., toilet paper, paper towels, and refills for hand soap dispensers, floor products, (i.e., wax, cleaner and strippers).

**ITEM B: RESTROOMS RECEIVING JANITORIAL SERVICES:**

Restroom/Address	Frequency of Cleaning Per week	Price per cleaning	COST PER WEEK	TOTAL ANNUAL COST
Sullivan Park Restrooms	7 days per week*  *Closed during Nov-March			(Excluding Nov-March)
Patton Park Public Restrooms	7 days per week*  *Open all year.			
Laura E Corn – Mini Golf	Friday Saturday Sunday May 8-May 18, Sept 5-Oct 25 7 days per week May 19- Sept 1			
			ANNUAL TOTAL	

THE PRICES QUOTED ARE A FULLY INCLUSIVE PRICE, WITH CONTRACTOR PROVIDING ALL CLEANING SUPPLIES AND EQUIPMENT AND CHEMICALS. City to supply all paper products, i.e., toilet paper, paper towels, and refills for hand soap dispensers, floor products, (i.e., wax, cleaner and strippers).

**ITEM C: EMERGENCY CLEANING OF PUBLIC RESTROOMS:**

Restroom/Address	Frequency of Cleaning Per week	Price per cleaning		TOTAL ANNUAL COST (estimate 12 emergency cleanings per restroom per year)
Sullivan Park Restrooms	As Needed			
Patton Park Restrooms	As Needed			
Downtown Public Restrooms	As Needed			
Minigolf	As Needed			
			<b>ANNUAL TOTAL</b>	

THE PRICES QUOTED ARE A FULLY INCLUSIVE PRICE, WITH CONTRACTOR PROVIDING ALL CLEANING SUPPLIES AND EQUIPMENT AND CHEMICALS. City to supply all paper products, i.e., toilet paper, paper towels, and refills for hand soap dispensers, floor products, (i.e., wax, cleaner and strippers).

The prices stated include profit and overhead and represent the entire price for the work stated.

The undersigned further agrees that this Bid Proposal shall be valid for a period of sixty (60) days from the date of receipt of the Bid Proposal and that if this Bid Proposal is accepted by the City within this period, the Bidder will execute the Agreement provided as part of the Contract Documents.

The undersigned further agrees to begin the work within 10 days of receiving a Notice to Proceed and to pursue the work with an adequate work force to satisfactorily perform the work for the entirety of the Contract term.

The undersigned acknowledges receipt of the following addenda which will be considered as part of the Contract Documents.

Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_  
(Company)

Contractor ☐ is or ☐ is not a historically underutilized business, registered with the North Carolina Office of Historically Underutilized Businesses. (Must be completed by all Bidders.)

ADDRESS: \_\_\_\_\_

BY: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Typed Name)

TITLE: \_\_\_\_\_

NC State Sales and Use Tax Registration \_\_\_\_\_

☐ Non-collusion Affidavit has been completed and is attached to this Bid Proposal Form (Required)

(Note: Inclusion of the non-collusion affidavit is mandatory. A bid will be rejected as non-responsive if not included in the bid submission.)



### *NON-COLLUSION AFFIDAVIT*

I, on behalf of the Bidder, being first duly sworn or affirmed, do hereby represent on behalf of the Bidder that the Bid Proposal submitted was made without collusion or fraud and that neither I, nor anyone else affiliated with the Bidder to my knowledge, have offered or received any kickbacks or inducements from any other supplier, manufacturer or subcontractor in connection with their Bid Proposal, and neither I, nor anyone else affiliated with the Bidder to my knowledge, have conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

This the \_\_\_\_ day of \_\_\_\_\_, 2025.

BIDDER: [Name of Bidder] By: Signature Print Name:

Print Title:

State of \_\_\_\_\_ County of \_\_\_\_\_

Sworn to or subscribed before me this the \_\_\_\_\_ day of \_\_\_\_\_, 2025. (Official Seal)

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Notary Public

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