



Georgetown County, South Carolina
129 Screven Street, Room 202
Post Office Drawer 421270
Georgetown, SC 29442-1270
(843) 545-3076 • Fax (843) 545-3500
E-Mail • purch@georgetowncountysc.org
Website • <http://www.georgetowncountysc.org>

Request for Proposal (RFP)

RFP NUMBER: 09-021

ISSUE DATE: Friday June 12, 2009

OPENING DATE: Wednesday, July 8, 2009 **OPENING TIME: 3:00 PM (Eastern Time)**
Proposal Opening Location: Georgetown County Courthouse, Room #201, (Small Conference Room)

Pre-Proposal Conference/Site Inspection: MANDATORY, Wednesday, July 1, 2009 at 10:00 AM in County Council Chambers in the County Courthouse

PROCUREMENT FOR: Janitorial Services at County Facilities
Commodity Code(s): 91039

Subject to the conditions, provisions and the enclosed specifications, sealed proposals will be received at the location and time stated herein and will be publicly opened and read.

MAILING ADDRESS:

County of Georgetown
Post Office Drawer 421270
Georgetown SC 29442-1270
Attn: Purchasing

STREET ADDRESS:

Georgetown County Courthouse
129 Screven Street, Room 202
Georgetown SC 29440-3641
Attn: Purchasing

IMPORTANT OFFEROR NOTES:

- 1) Proposal Number & Title must be shown on the OUTSIDE of the package.
- 2) DHL, UPS and Federal Express do NOT guarantee delivery to Georgetown, SC before 4:30 PM Eastern Time on Next Day Service.
- 3) If this proposal was downloaded from the web-site, you must register a contact name, company name, fax and/or e-mail with the Purchasing Office as below to ensure your name will be added to the contact list for future amendments and addenda.

Contacts:	David Rodgers	Ann Puckett
Phone	(843)545-3076	(843)545-3083
Fax:	(843)545-3500	(843)545-3500
E-mail:	purch@georgetowncountysc.org	

This solicitation does not commit Georgetown County to award a contract, to pay any cost incurred in the preparation of the proposal, or to procure or contract for goods or services. It is the responsibility of each Offeror to see that the Georgetown County Purchasing Office receives proposals on, or before, the date and time specified for the proposal opening. No proposal will be accepted thereafter. The County assumes no responsibility for delivery of proposals that are mailed. Georgetown County reserves the

right to reject any or all proposals and to waive any informalities and technicalities in the proposal process.

Time Line: Request for Proposal #09-021

Item	Date	Time	Location
Date of Issue:	Wednesday, June 3, 2009	n/a	n/a
Pre-Proposal Conf & Site Inspection: <u>MANDATORY</u>	Wednesday, July 1, 2009	10:00AM ET	County Council Chambers
Inquiry Cut-Off Time:	Tuesday, July 7, 2009	3:00 PM ET	Room 202
Proposal Delivery Cut-Off Time:	Wednesday, July 15, 2009	3:00 PM ET	Room 202
Proposal Opening:	Wednesday, July 15, 2009	3:00 PM ET	Room 201

RFP REQUIREMENTS
Janitorial Services at County Facilities
RFP #09-021

1. SCOPE OF CONTRACT:

The purpose of this Request for Proposal is to enter into a contract with a qualified firm for providing **Janitorial Services at the Georgetown County Facilities** listed in Paragraph 4 in accordance with the terms and conditions of the Request for Proposal.

2. PRE-PROPOSAL CONFERENCE:

- 2.1. A mandatory pre-proposal conference will be held in County Council Chambers on Wednesday July 1, 2009, at 10:00 A.M. in the Georgetown County Court House, 129 Screven St, Georgetown, South Carolina, 29442. Attendees requiring special services are asked to provide their requirements to the Purchasing Office at (843) 545-3076. Please allow seven (7) working days in advance of the event to make the necessary arrangements. The purpose of the pre-proposal conference is to give potential offerors an opportunity to ask questions and to obtain clarification about any aspect of this Request for Proposal.
- 2.2. The mandatory walk through of the properties will begin at the conclusion of the pre proposal conference. The schedule will be distributed at the pre - proposal conference.

3. CONTRACT COMPLETION AND RENEWAL:

- 3.1. The contract period will be from the date of award, for a twelve month period of performance.
- 3.2. The County reserves the right to renew this contract for four (4) additional years, one (1) year at a time. These renewals will be based upon the contractor's performance in the preceding year and the availability of funds.
- 3.3. The obligation of the County to pay compensation due the Contractor under the contract is subject to appropriations by the Georgetown County Council to satisfy payment of such obligations. The County's obligations to make payments during subsequent fiscal years are dependent upon the same action. If such an appropriation is not made for any fiscal year, the contract shall terminate effective at the end of the fiscal year for which funds were appropriated and the County will not be

obligated to make payments under the contract beyond the amount appropriated for payment obligations under the contract. The County will provide the Contractor with written notice of non-appropriation of funds within thirty (30) calendar days after the action is completed by the Georgetown County Council. However, the County's failure to provide such notice will not extend the contract into a fiscal year in which sufficient funds have not been appropriated.

4. **BACKGROUND:**

4.1 The following the buildings require service under this solicitation.

Choppee Medical Center: Located at 8189 Choppee Rd Georgetown, South Carolina, 29440. This facility owned by Georgetown County is leased medical services providers of various specialties. See Exhibit A for performance specifications

Department of Social Services Building: located at 330 Dozier St , Georgetown, South Carolina. The tenants of the building are the employees of the State Department of Social Services. See Exhibit B for performance specifications

County Services Building: located at 120 Broad St, Georgetown, South Carolina. The occupants of the building are County employees of the GIS, Building, and Planning and Zoning Departments. See Exhibit C for performance specifications

Georgetown County Health Dept: located at 531 Lafayette Circle, Georgetown, South Carolina. See Exhibit D for performance specifications

5. **TECHNICAL PROPOSAL INSTRUCTIONS:**

- 5.1 The offeror must submit the Technical Proposal in a separate binder containing the following information and any other information listed in the Technical Provisions of this solicitation. This information will be considered the minimum content of the proposal. Proposal contents shall be arranged in the same order and identified with headings as presented herein.
- 5.2 Contract Profile. Name of firm submitting proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate Federal, State, and County registration numbers. The County encourages the use of recycled products, therefore, it is urged that proposals be submitted on paper made from or with recycled content and be printed on both sides.
 - a. Contract History. Current narrative listing comparable contracts the offeror has performed.
 1. Type of facilities and gross square footage.
 2. Estimated dollar amount of contract.
 3. Services included in the contract.
 4. Identification of subcontracted services and annual cost of each service.
 5. Type of contract
 6. Date of contract start and term.
 - b. Management Controls
 1. Plan for keeping and maintaining the required reports, logs and records. This plan shall include but not limited to samples of report forms for daily man-hours, staffing, employee work schedules, quality control, project work and special request, security clearances, training and monthly summaries of work performed. Also describe how the forms will be maintained and submitted.
 2. A management plan to ensure that good tenant relations are maintained. This plan shall include a

description of planned procedures for monitoring and following up on service calls and following up on tenant agency's complaints. A description of supervisory controls should be included.

3. Proposed delegation of Authority from home/district office to facility supervisors.
4. A copy of personnel procedures including, but not limited to, hiring, retention, turn over ratio, assignment transfers, internal investigations and discipline procedures

c. Phase In Plan.

1. Proposed lead time for employees start dates from notice to proceed.
2. A brief description of the plan and procedures to be employed to ensure the continuity of services at the facility during the phase in and transition to successive Contractor.

5.3 Proposed Work Plan:

The offeror must submit a proposed work plan for all buildings. The offeror must present a description of the phases or segments into which the proposed program can logically be divided and performed, together with flow charts. The technical narrative should address separately each of the tasks described in the Request for Proposal and responses should be keyed to appropriate paragraph numbers. This section should also contain a discussion of any changes proposed by the offeror that substantially differs from the project scope.

This section should address the plans for the following items:

- a. Plan of Work
- b. Emergency Response Plan
- c. Quality Control Plan
- d. Training Program
- e. Supplies and Equipment
- f. Subcontracting Plan
- g. Communication System
- h. Key control/ Building Security

5.4 Treatment of the Issues:

In this section, the offeror may also comment if deemed appropriate, on any aspect of the Request for Proposal, including suggestions on possible alternative approaches to the service, and may propose alternative approaches.

5.5 Statement of Qualifications:

The statement of Qualifications must include a description of organizational and staff experience, and resumes of proposed staff.

- a. Organizational and Staff Experience: Offerors must describe their qualifications and experience to perform the work described in this Request for Proposal. Information about experience should include direct experience with the specific subject matter.
- b. References: Special notation must be made of similar or related programs performed and must include organization names, addresses, names of contact persons, and telephone numbers for such reference.
- c. Personnel: Full-time and part-time staff, and subcontractors who may be assigned direct work on this project should be identified. Information is required which will show the composition

of the task or work group, its specific qualifications, and recent relevant experience. Special mention shall be made of direct technical supervisors and key technical personnel, and approximate percentage of the total time each will be available for this project. The technical areas, character and extent of participation by any subcontractor activity must be indicated and the anticipated sources will be identified.

- d. A staffing plan is required which describes the offeror's proposed staff distribution to accomplish this work. The staffing plan should indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project. It is mandatory that this section identify the key personnel who are to work on the project, their relationship to be contracting organization, and amount of time to be devoted to the project.
- e. The personnel named in the technical proposal will remain assigned to the project throughout the period of this contract. No diversion or replacement may be made without submission of a resume of the proposed replacement with final approval being granted by the County Purchasing Officer.

6. **CONSULTATION:**

- 6.1 The Contractor's staff must be available for consultation with County staff on an as-needed basis between 8:00 AM and 5:00 PM, Monday through Friday.

7. **BUSINESS PROPOSAL INSTRUCTIONS:**

- 7.1 The offeror must submit a cost proposal in a separate envelope/binder. The pricing shall follow the format provided in Exhibit B.

~~The offeror must submit a cost proposal in a separate binder fully supported by cost and pricing data adequate to establish the reasonableness of the proposed fee. The following information should be submitted as part of the business proposal:~~

~~The cost of each task or segment of the task shall be itemized.~~

- ~~a. Offerors must provide a price breakdown for each service separately for each facility, as well as totals for services provided together.~~
- ~~b. Breakdown of direct labor and labor overhead costs including number of man-hours and applicable actual hourly rates, overhead rate and supporting schedule.~~
- ~~c. Breakdown of other expenses such as clerical support, other overhead costs, supplies, etc.~~
- ~~d. Breakdown of costs for additional services:
 - ~~1. Emergency Service — cost per hour per person.~~
 - ~~2. Carpet cleaning — cost per square foot — above required frequency~~~~
- ~~e. Financial Statements: The offeror shall provide an income statement and balance sheet from the most recent reporting period. (audited preferred)~~

8. **PRICING:**

- 8.1 The subsequent contract will be a firm-fixed price contract. The unit price will remain firm and will include all charges that may be incurred in fulfilling the requirements of the contract during the first 365 days. Changes in cost for any subsequent contract years will be based on the Consumer Price Index (CPI-U), or other relevant indices.
- 8.2 The unit price may be increased only upon approval of a written request to the Purchasing Officer. The request must be received at least 30 days prior to the effective

date and shall include as a minimum, (1) the cause for the adjustment; (2) proposed effective date; and, (3) the amount of the change requested with documentation to support the requested adjustment (i.e., appropriate Bureau of Labor Statistics, Consumer Price Index (CPI-U), change in manufacturer's price, etc.). The change will become effective only upon approval by the County Purchasing Officer.

9. **TRADE SECRETS/ PROPRIETARY INFORMATION:**

9.1 Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to public disclosure under the South Carolina Freedom of Information Act; however, offerors must invoke the protections of this section prior to or upon submission of the data or other materials.

9.2 The offeror must identify the data or other materials to be protected and state the reasons why protection is necessary.

10. **PERIOD THAT PROPOSALS REMAIN VALID:**

10.1 Proposals will remain valid for a period of ninety days (90) calendar days after the date specified for receipt of proposals.

11. **BASIS FOR AWARD:**

11.1 **The County of Georgetown reserves the right to award the contract in the aggregate, by individual location, or any combination, whichever is in the best interest of the County.**

11.2 A Selection Advisory Committee will review and evaluate all proposals submitted in response to this Request for Proposal. The Committee shall conduct a preliminary evaluation of all proposals on the basis of the information provided with the proposal, and the evaluation criteria listed below. Based upon this review, the business proposals of the highest rated offeror(s) will then be reviewed.

11.3 Based on the results of the preliminary evaluation, the highest rated offeror(s) may be invited by the County Purchasing Officer to make oral presentations to the Selection Advisory Committee. This committee will then conduct a final evaluation of the proposals. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price. Negotiations shall then be conducted with each of the offerors so selected. After negotiations have been conducted with each offeror so selected, the County shall select the offeror which, in its opinion, has made the best proposal that is most advantageous to the County, and shall award the contract(s) to that offeror(s).

11.4 Should the County determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

11.5 Evaluation Criteria **Points**

a. Technical competence, experience, past performance and business operations: **35 points:**

- Nature and size of past and current accounts
- Supervisory experience
- Training programs, past and ongoing
- Results of reference checks
- Oral Presentations

b. Operation Plan:

30 points:

- Comprehensiveness and detail of operation planning
- Phase-in plan
- Quality control/quality assurance program
- Contract management: proposed relationship between Contractor, Site Manager and the County
- Resources for back-up staffing, emergencies and project work

c. Financial Condition:

15 points:

- Independently audited financial statement (current)
- Amount of resources proposer will contribute to the start of the contract
- Schedule of wages for each employee class

d. The total overall cost with the lowest total cost equal to:-----

20 points

Total Points

100 Points

- 11.6 Georgetown County reserves the right to make on-site visitations to assess the capabilities of individual offerors and to contact references provided with the proposal.
- 11.7 The County Purchasing Officer may arrange for discussions with firms submitting proposals, if required, for the purpose of obtaining additional information or clarification.
- 11.8 Offerors are advised that, in the event of receipt of an adequate number of proposals, which, in the opinion of the County Purchasing Officer, require no clarifications and/or supplementary information, such proposals may be evaluated without further discussion. Consequently, offerors should provide complete, thorough proposals with the offerors most favorable terms. Should proposals require additional clarification and/or supplementary information, offerors should submit such additional material in a timely manner.

12. **METHOD OF ORDERING:**

- 12.1 The County may use two (2) different methods of placing orders from the final contract: Purchase Orders (PO's); and, approved County purchase cards.
- 12.3 Purchase Orders (PO) may be issued to the contractor on behalf of the County Department ordering the items/services covered under this contract. An issued PO will become part of the resulting contract.
- 12.5 Performance under this contract is not to begin until receipt of the purchase order, Purchase Card order, or other notification to proceed by the County Purchasing Officer.
- 12.6 The Purchasing Office has the capability to issue purchase orders electronically and transmit them to contractors by fax.

13. **REPORTS AND INVOICING:**

- 13.1 The Contractor must maintain all records in compliance with federal and state regulations.

13.2 The contractor must submit invoices to the following address:

County of Georgetown
Accounts Payable
P.O. Box 421270
Georgetown, SC 29442-1270

The invoice must include the information below:

- A. Facility name
- B. Month of service
- C. The type of services
- D. The itemized cost for each service at each facility
- E. The County purchase order number.

13.3 County departments must receive copies of the monthly invoices by the 10th of each month following the month the Contractor provided the service. The Contractor will mail the invoices to the individuals identified in the final contract.

14. **CHANGES:**

14.1 Georgetown County may, at any time, by written order, require changes in the services to be performed by the Contractor. If such changes cause an increase or decrease in the Contractor's cost of, or time required for, performance of any services under this contract, an equitable adjustment shall be made and the contract shall be modified in writing accordingly. The County Purchasing Officer must approve all work that is beyond the scope of this Request for Proposal.

14.2 No services for which an additional cost or fee will be charged by the Contractor shall be furnished without the prior written authorization of the Georgetown County Purchasing Officer.

15. **DELAYS AND SUSPENSIONS:**

15.1 The Contractor must give the County Purchasing Officer written notice if Georgetown County fails to provide data or services that are required for contract completion by the Contractor. If, after giving the County Purchasing Officer written notice, the Contractor elects to stop work because the County does not supply data or services, the County will extend the Contractor's time of completion by a period of time reasonably suited for completion of work.

15.2 The County will pay the Contractor for all work completed to the date of suspension plus all the Contractor's cost related to the delay, omission or any consequent work stoppage by the Contractor and its personnel. The Contractor may continue its work on the other phases of the project with an appropriate extension of time of performance upon delivery of the data or services to be provided by Georgetown County. If the Contractor decides to proceed without the data and services that were to be provided by the County, any error or omission of the Contractor that resulted from the County's omission will not constitute default by the Contractor.

16. **ACCESS TO AND INSPECTION OF WORK:**

16.1 The Georgetown County Purchasing Office and using departments will, at all times, have access to the work being performed under this contract wherever it may be in progress or preparation.

17. **PROJECT AUDITS:**

- 17.1 The Contractor shall maintain books, records and documents of all costs and data in support of the services provided. An authorized Georgetown County representative shall have the right to audit the books, records and documents of the Contractor under the following conditions:
- a. If the contract is terminated for any reason in accordance with the provisions of these contract documents in order to arrive at equitable termination costs;
 - b. In the event of a disagreement between the Contractor and the County on the amount due the Contractor under the terms of this contract;
 - c. To check or substantiate any amounts invoiced or paid which are required to reflect the costs of services, or the Contractor's efficiency or effectiveness under this contract; and,
 - d. If it becomes necessary to determine the County's rights and the Contractor's obligations under the Contract or to ascertain facts relative to any claim against the Contractor that may result in a charge against the County.
- 17.2 Unless otherwise provided by applicable statute, the Contractor, from the effective date of final payment or termination hereunder, shall preserve and make available to Georgetown County for a period of three (3) years thereafter, at all reasonable times at the office of the Contractor but without direct charge to the County, all its books, records documents and other evidence bearing on the costs and expenses of the services relating to the work hereunder.

18. **OTHER SERVICES:**

- 18.1 The Contractor must establish formal evaluation and quality control procedures to monitor each facet of the contract. The evaluation and quality control procedures must provide sufficient information to allow the County's personnel to monitor the program's progress and effectiveness. The County's administrators will use the quality control report to evaluate the effectiveness of the program on an annual basis. The Contractor will submit the quality control report to the Contract Administrator identified in the contract not later than June 1 of each contract year.

19. **DATA SOURCES:**

- 19.1 The County will provide the Contractor all available data possessed by the County that relates to this contract. However, the Contractor is responsible for all costs for acquiring other data or processing, analyzing or evaluating County data.

20. **SUBCONTRACTING:**

- 20.1 As part of the contract award, the prime contractor agrees to provide the names and addresses of each subcontractor, that subcontractor's status as defined by Georgetown County, as a small, minority-owned and/or woman-owned business, and the type and dollar value of the subcontracted goods/services provided.

21. **KEYS/ BUILDING SECURITY:**

- 21.1 Offerors shall describe their methods of ensuring that all keys issued to the Contractor by the county are not lost or misplaced and are not used by unauthorized persons. Also describe how all lock combinations and alarm codes are not revealed to unauthorized persons.

- 21.2 No keys issued to the Contractor by the County are to be duplicated. The Contractor must report lost or broken keys to the Contract Manager immediately. The Contractor shall rearm all designated alarm systems when they leave the facility.
- 21.3 Offerors should describe methods of ensuring that facilities are secure at all times while their staff is on site, and methods used to insure that the facilities are properly secured when staff exits the facility.
- 21.4 The Contractor shall be responsible for any lost keys and any inherent damages (i.e., re-keying of entire facility). This cost shall be withheld from payment(s).

22. **SUPPLIES:**

- 22.1 A list of all materials and supplies to be used for this contract must be included in the offeror(s) technical proposal. Products must meet the criteria outlined in the following sections. The list should include the type and monthly quantity of supplies. The County reserves the right to restrict the use of objectionable products and require substitute material as needed.
- 22.2 The Contractor shall furnish all supplies necessary for the work of this contract. They include but are not limited to:
 - a. Toilet paper shall be of 100% Post Consumer Waste content, double ply such as Fort Howard or approved equivalent.
 - b. Paper towels shall be of 100% Post Consumer Waste content, semi-bleached such as Fort Howard or approved equivalent.

22.3 **Labeling of Supplies / Chemicals:**

The contractor shall purchase and use all chemicals in their original containers. Any secondary containers that are used must have a manufacturer's label affixed to the container. All products must prominently state dilution recommendations. Materials that require precautionary warnings shall have affixed to all containers such labeling or markings as are prescribed by law, regulatory agencies or this contract. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations. Material Safety Data sheets shall be provided for each chemical stored in the facility.

22.4 **Storage and Disposal Requirements of Supplies / Chemicals:**

Containers shall be securely closed when not in use. Select dispensing equipment that minimizes worker exposure if available. Cleaning products shall be used until containers are completely empty prior to opening a new container. Products shall be used prior to their expiration date. Dispose of all excess products in accordance with manufacturer instructions.

22.5 **Prohibited Cleaning Chemicals:**

All cleaning products will be free from the following chemicals:

- a. Alkylphenol ethoxylates
- b. Optical brighteners

- c. Other heavy metals, including arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, selenium
- d. Ozone-depleting compounds (ODCs)
- e. Phthalates and dibutyl phthalate
- f. Zinc and zinc compounds
- g. Chlorine bleach (except in lab areas where required)

22.6 **Additional Product Selection Criteria:** All products used for this contract must meet the following criteria:

- a. **Slip Resistance:** The contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.
- b. **Germicidal Properties:** The contractor shall use germicidal / antibacterial soaps and disinfectants to clean under this contract. All germicidal products must be approved to kill the staphylococcus virus such as Pronto TB or equivalent. The contractor shall not use germicidal/antibacterial soaps and disinfectants that do not bear the Environmental Protection Agency (EPA) registration number.
- c. All undiluted products must not exceed exposure limits set by the National Institute for Occupational Safety and Health (NIOSH) or the U.S. Department of Labor Occupational Safety & Health Administration (OSHA).
- d. Undiluted products must not be corrosive to the skin or eyes
- e. Products must be free of chemicals listed in section 2.6 Prohibited Cleaning Chemicals
- f. Products must be free of chemicals listed in the 11th Report on Carcinogens published by the National Toxicology Program
- g. Products must be free of chemicals listed as reproductive toxins by the State of California under the Safe Drinking Water and Toxic Enforcement Act of 1986 (CA Code of Regulations, Title 22, Division 2, Subdivision 1, Chapter 3, Section 1200, *et. Seq.*)
- h. Products must eliminate fragrances or show that any fragrances meet the Code of Practice of the International Fragrance Association
- i. Products must not be combustible (flashpoint above 150°F)
- j. Ingredients must not contain total phosphorous (including compounds) that exceeds 0.5% by weight
 - k. Ingredients must not be toxic to aquatic life
 - l. Ingredients must exhibit ready biodegradability (removal of DOC by >70% or BOD by >60% according to ISO testing methods 9439, 10718, 10808, or 7827)
 - m. Primary packaging must be recyclable
 - n. Give preference to packaging made with post-consumer recycle content
- o. Paper products must meet the EPA *Comprehensive Procurement Guidelines for Janitorial Paper Products* for percentage of post consumer fiber and total recycled fiber content

23. **EQUIPMENT:**

23.1 A list of all equipment that will be used in the performance of work under this contract must be included in the offeror(s) technical proposal. The list should include the type and quantity of equipment. The equipment must be of sufficient quality to meet or exceed requirements for cleaning as outlined. All equipment must be in good condition and properly maintained

throughout the term of the contract. Listed below is specific equipment required for use under contract:

Microfiber mops and clothes that do not require applications of chemicals. Vacuum cleaners with HEPA filters and micro-filtration vacuum bags that retain particles that are a maximum of 3 microns. Medium speed buffers or buffers with vacuum and filter attachment.

- 23.2 All necessary cleaning equipment, including power driven floor scrubbing Machines, back pack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, and all necessary motor trucks, etc needed for the performance of the work in the contract shall be furnished by the contractor. Equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the buildings or their contents.

NOTE: All equipment such as brooms, mops, and vacuums shall be available for use by the county staff during the day. The county shall assume responsibility when using equipment.

NOTE: Equipment powered by gas engines or propane can not be used inside the facilities under this contract.

- 23.3 Some special equipment may be required depending on the design of the facility and the cleaning requirements to be performed. Offerors are advised that such equipment is the responsibility of the contractor to provide. Special equipment such as telescoping poles, lifts need to be specifically made available as necessary.
- 23.4 Electrical power (110 volts) will be furnished by the county at existing power outlets for the contractors use to operate such equipment as necessary to conduct this work. The contractor shall be responsible for any damaged caused by electrical outlets and their covers caused by the improper disconnection of equipment. Hot and cold water will also be made available as necessary for cleaning.

24. **PERSONNEL:**

- 24.1 **Project Manager:** The contractor shall provide a qualified Project Manager as their chief operations manager for this Contract. A Project Manager is a person designated in writing by the Contractor who has complete authority to act for the contractor during the term of the Contract and who is authorized to accept inspection reports and all other correspondence on behalf of the Contractor.

Qualifications of the Project Manager: The Project Manager must be proficient in the English language and must be able to communicate effectively both orally and in writing. The Project Manager shall possess at least 3 years of recent responsible experience in managing the custodial services of a facility with equipment and systems of the approximate size and characteristics of the facilities listed previously. A detailed resume containing as a minimum, the information below must be submitted in the Contractors Technical Proposal. These qualification standards apply to both new and replacement Project Managers.

- (1) The full name of the proposed Project Manager.
- (2) A detailed description of the previous 3 years experience of employment history.
- (3) The names and addresses of the companies from whom the proposed manager worked

for the past 5 years along with the name and telephone numbers of his or her immediate supervisors.

- (4) Copies of professional training and copies of current licenses, if any.

If the Project Manager becomes unavailable for work under this contact, the contractor shall immediately notify the County Purchasing Officer. The Contractor shall replace the Project Manager with personnel of at least equal abilities and qualifications within 30 days or other time agreed upon by the County Purchasing Officer. The contractor shall submit requests for approval of substitutions in writing and provide a detailed explanation of the circumstances necessitating the proposed substitution. The County Purchasing Officer will evaluate such requests and notify contractor of approval or disapproval of the request. **The county reserves the right to conduct interviews and have final approval of all prospective Project Managers.**

24.2 Supervision

The Contractor will ensure that all work required by this Contract is satisfactorily supervised. The Contractor shall provide sufficient supervision to carry out all terms and conditions of this contract. In addition, supervisor(s) shall be available at all times while contract work is in progress to receive notices, reports, or requests. Supervisory employees must be proficient in the English language and must be able to communicate effectively both orally and in writing. A resume of each supervisor must be included in the Contractors technical proposal. These requirements shall apply to all replacement supervisors.

Contact after Hours: The Contractor shall, no later than 5 calendar days before the effective date of the contract, provide the Purchasing Officer with telephone numbers which the County may use at any time to directly contact the Contractor, the Project Manager or supervisors. After normal work hours, the Project Manager or supervisors shall be available within two hours at the site. The Contractor will immediately notify the Purchasing Officer of any changes in these numbers.

24.3 Employees

The Contractor shall have in its employ at all times a sufficient number of capable and qualified employees to enable it to properly, adequately, safely and economically manage this program.

The County may require dismissal from work any Contractor's employee who is identified as a potential threat to the health, safety, security, general well being or operational mission of the facility and its population. Each employee of the Contractor shall be a citizen of the United States or an individual who has been lawfully admitted for permanent residence or has a valid work permit.

The Contractor shall adopt an employees' Standard of Conduct for all employees working at the facility and shall require any subcontractors to use and follow the Standards of Conduct. As a minimum, the Standard of Conduct shall contain the following guidelines:

- a. Each employee is expected to refrain from disorderly conduct.
- b. Each employee is expected to exercise courtesy and tact when dealing with fellow employees, County employees, and the public.
- c. Each employee is expected to maintain a clean and neat appearance to the maximum practicable extent during working hours.

- d. Each employee is expected to refrain from using County property or facilities for other than officially approved activities.
- e. Each employee is expected to refrain from carelessly or willfully causing damage to or destruction of County facilities or property.
- f. Each employee is expected to refrain from using or being under the influence of alcohol or illegal drugs while on County property.
- g. Each employee is expected to conserve, properly utilize, and protect County property, equipment and materials.
- h. Each employee is expected to exercise watchfulness and safe work habits in the performance of duties to eliminate potential hazards and protect co-workers.
- i. Each employee is expected to refrain from engaging in criminal, dishonest, immoral, or other conduct prejudicial to the County.

Also in connection with the performance of work under this Contract, the Contractor agrees not to employ any person undergoing sentence of imprisonment.

24.4 Staff Turnover:

Provide your firm's staff turnover rate. The County seeks to have a staff turnover rate not to exceed twenty percent (20%) annually. Vacated positions must be permanently filled within five working days. Absence of full staffing does not except the Contractor from performing all required tasks. The Contractor must provide a standby crew trained on site requirements and capable of performing all tasks to fill in for employee absences.

25. COMMUNICATION SYSTEMS:

- 25.1 Provide a description of the communication system which will be used to enable the County representatives to contact the Project Manager, and Supervisors performance of work.
- 25.2 The Contractor shall provide and maintain in good working condition a system which enables the County representatives to contact the Project Manager, Supervisors and day porters at any time during the performance of work (example: Blackberry, cell phones or pagers). This system shall enable the Project Manager and the Supervisors to remain in contact at all times. All systems used by the Contractor shall comply with all applicable rules and regulations and frequency approval by the County MIS Department.

26. CONTRACTOR'S QUALITY CONTROL PROGRAM:

- 26.1 Offeror(s) shall submit a quality control plan in the technical proposal. The quality control plan shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or county contract monitors point out deficiencies. This plan is very important to the success of the contract. The plan shall include, but is not limited to:
 - a. An inspection system which is tailored to the specific facility and which covers all services stated in the tasks and frequencies segment of the contract.
 - b. A checklist for use during performance of work. The checklist must be signed and dated to indicate the time of the inspection was completed. It is not permissible for the employee performing the work to inspect and accept that work.
 - c. Identify employees by title and type of inspection who are authorized to complete inspections.

- d. Customer complaint program with a log/schedule for this facility. This log should identify each valid customer complaint with the corrective action taken and actions taken to correct deficiencies on inspection reports. A report shall be submitted to the County Contract Manager identifying the above information at the end of each week.

27. **EMERGENCY RESPONSE PLAN:**

- 27.1 Offerors(s) shall submit an emergency response plan in the technical proposal. This plan should include but not limited to the following:
 - a. Response time
 - b. Line of authority during emergencies
 - c. Summary of types of emergencies the offeror is certified to handle
 - d. Copies of certifications and/or licenses if any
 - e. Types of training provided to employees who handle emergencies
 - f. Name and phone number of individuals to contact during and after normal business hours.

28. **PLAN OF WORK:**

- 28.1 Offerors(s) shall submit a plan of work for each facility in the technical proposal. This plan should include but not limited to the following:
 - a. Schedule of the days of the week for each task at each facility.
 - b. Frequency of service for each task
 - c. Monthly schedule of the daily work plan.
 - d. Schedules of the periodic work.

29. **TRAINING:**

- 29.1 Offeror(s) should submit their training program in the technical proposal. The contractor shall ensure that a Safety Manual is available on site and is accessible to all staff members. The Safety Manual must include contact information to direct product questions, emergency contact for hazardous event (such as a spill), MSDS for all products, and step-by-step instructions for proper use of each product (including use, dilution, and disposal). If the cleaning staff is non-English speaking, provide training and Safety Manual in multi-lingual format. Training for proper use of specific products should be provided through the product manufacturer or distributor if offered. The training program should include but not limited to the following:
 - a. Initial general training, including review of safety manual and where it is located for reference.
 - b. On-site training for use of products, preferably by manufacturer.
 - c. Instruction on how to read a material safety data sheet (MSDS).
 - d. In service training and updates.
- 29.2 All training shall comply with Federal, State, Local and OSHA requirements. The successful offeror(s) must maintain a current log of all employees who have completed the training and make records available to the County upon request.

30. **UNAUTHORIZED PERSONNEL:**

30.1 The contractor's employees are not to be accompanied in their work areas or on the premises by acquaintances, family members (children), assistants or any other person unless said person is an authorized working contract employee with a Georgetown County security clearance for said facility. Unauthorized persons discovered on work premises will be immediately escorted off the property.

31. **UNAUTHORIZED USE OF COUNTY EQUIPMENT:**

31.1 The contractor shall not allow their employees, at anytime, to open desk drawers, cabinets, or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.

32. **SAFETY AND HEALTH:**

32.1 All work shall comply with Federal, state and County safety and health guidelines and requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

32.2 The contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the County harmless for any action on its part or that of its employees or subcontractors that results in illness or death.

33. **RECYCLING PROGRAM REQUIREMENTS:**

33.1 The Contractor will collect paper for recycling containers located throughout the property including but not limited to: office paper (any color), cardboard, catalogues, computer paper, copy paper, copy paper wrappers and boxes, envelopes, paper file folders, junk mail, magazines, newspapers, phone books, and any clean paper without food residue. Under no circumstances will paper that is source separated for recycling be mixed by the Contractor with refuse or placed by the Contractor in a refuse container for removal from the property for disposal unless directed by the Purchasing Officer . Paper collected separately for recycling will be deposited by the contractor in the appropriate container, storage area or other designated container or are, either inside or outside of the building, where the collection agency will deliver it to a recycling center.

33.2 The Contractor will not be responsible for emptying the employee desk containers used to collect paper.

33.3 The Contractor will collect cans and bottles for recycling from the recycling containers located throughout the property. Under no circumstances will cans and bottles that are source separated for recycling be mixed by the contractor with refuse or placed by the contractor in a refuse container for removal from the property for disposal unless directed by the Contract Manager. Cans and bottles collected separately for recycling will be deposited by the contractor in the appropriate container, storage area or other designated container or area, either inside or outside of the building, where the collection agency will deliver it to a recycling center.

33.4 The Contactor will not mix source-separated recyclables (such as mixing paper with cans and bottles) with any other material unless directed by the Contract Manager.

34. **GEORGETOWN COUNTY'S QUALITY ASSURANCE PROGRAM:**

34.1 The County Facilities Services Superintendent or representative will evaluate the Contractors performance through intermittent review of customer complaints, review of reports and by physical inspections. The County Facilities Services Superintendent or County representative may contact customers to verify timely, acceptable corrective actions were taken by the contractor. If at any time during the month the number of customer complaints meets or exceeds the performance thresholds for the objective, the County Facilities Services Superintendent and or The Purchasing Officer will review all complaints received for that objective. The Contract Manager or County representative will document these reviews in a memorandum for record. The Contract Manager or county representative (s) may inspect each task as completed if deemed appropriate because of changes in the quality of the contractor's performance or repeated customer complaints. The Contractor shall be responsible for initially validating customer complaints; however, the Contract Manager or representative shall make the final determination of the validity of customer complaint (s) in cases of disagreement between the contractor and customer(s). The County's QA effort does not relieve the contractor from the responsibility of satisfactorily performing the services specified in the contact.

34.2 During the first three months of the contract, the contractor shall meet with the County Facilities Services Superintendent and the Purchasing Officer and designated county officials as necessary for the purpose of discussing performance. The meetings shall be documented. It is the responsibility of the contractor to state in writing any disagreement with the minutes. After the first three months of the contract, the contractor shall meet with the Contract Manager and other designated county officials for the purpose of discussing performance, monthly, or at the call of the Contract Manager or at the request of the contractor.

Consequence of Contractors failure to perform required service: The Contract Manager or other designated county official may inspect at any time for compliance with the terms of the contract. Customer complaints will be tracked and if the performance threshold is exceeded, action will be taken by the Contract Manager or county representative in accordance with paragraph 24.

34.3 Should the Contract Manager or other representative receive a complaint from a customer of poor performance or non-compliance, the Contractor will be required to correct any deficiencies, as soon as possible after notification, but prior to the next scheduled service. All corrective actions will be at the Contractors expense and at no cost to the County.

34.4 In the event that services are not provided to an entire facility the reduction in the contract price will be computed as follows:

- a. The reduction rate in dollars per day will be equal to the per month contract price for the facility, divided by 21 days per month.
- b. The reduction rate in dollars per day multiplied by the numbers of days of services were not provided or required.

34.5 Should the Contractor exceed the performance threshold for a month, deductions will be taken according to the Service Delivery Summary Chart listed in paragraph 24. The deductions will be taken from the monthly payment.

34.6 If the Contractor's non-performance results in the use of independent means to provide services. The contractor will be responsible for all costs incurred.

35. **CONTRACTOR'S PERFORMANCE EVALUATION:**

35.1 The contractor's will receive a performance evaluation on a quarterly basis from the County Contract Manager or representative. The evaluation will include a complete narrative summary of the contractor's performance that includes the following assessment elements.

This information will be used to determine annual renewals

PERFORMANCE	DESCRIPTION
Quality of Service	Assessment of Contractor's conformance to contract requirements and specifications
Schedule	Assessment of Contractor's timeliness to completing project work and required
Business Relations	Customer Satisfaction, Completeness & quality of problem identifications and corrective action plans.
Management of Personnel	Assessment of Contractor's performance in selecting, retaining, supporting, training and replacing personnel

35.2 Monitoring of all contract performance will be an on-going process. Reports will be transmitted to the Contractor indicating non-compliance or poor performance. The Contractor will notify the County when corrective action has been completed.

36. **COUNTY HOLIDAYS:**

36.1 Service shall be performed on the basis of tasks and frequencies indicated, except for Georgetown County Government observed holidays. Some facilities will be required to work holidays. Contractors must verify holidays by contacting the Facilities Services

- New Years Day (January 1)
- Martin Luther King Jr's Birthday (3rd Monday of January)
- President's Day (3rd Monday of February)
- Memorial Day (last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Veterans Day (November 11th)
- Thanksgiving Day (next to last or last Thursday in November)
- Day after Thanksgiving
- Christmas Eve
- Christmas Day (December 25th)

Exhibit A

Specifications - Choppee Regional Resource Center

Personnel

- a) Contractor shall provide at a minimum two (2) competent personnel for a minimum of 4 hours each night or 1 person eight hours per night, fully trained prior to work start in handling bio-hazardous materials, approved of by Building Manager prior to start, with sufficient supervision to provide services required. Other employees used to fill in for employee vacations and sick leave must also be trained in biohazard handling prior to work start. Contractor may find it necessary to bring in additional staff for carpet cleaning and floor maintenance.
- b) Contractor shall employ a competent supervisor who will be on the job site five times per week and have full authorization to act on Contractor's behalf. Contractor shall provide the supervisor's name prior to Contract start to the Building Manager. All communications given to this supervisor shall be as binding as if given to the Contractor. Contractor's supervisor shall establish a mutually agreeable regular line of communication with the County's inspecting supervisor. Any changes to the appointed supervisor shall be made in writing to the Building Manager within three days of assignment.
- c) Contractor shall notify the Building Manager of all new employees one week prior to their start date. Any employee who, in the opinion of the Building Manager, does not appear to be fully trained shall not be allowed to commence work. Any employee objectionable to the Building Manager shall be immediately removed from the Clinic.
- d) Contractor shall ensure that all employees working in the Building wear non-sterile gloves while performing work under this contract. The Contractor shall ensure that all employees working in the Building receive annual training to comply with OSHA standards regarding occupational exposure to blood borne pathogens.
- e) Personal appearance of Contractor's employees must meet generally accepted standards of hygiene and apparel. If Contractor does not provide uniforms, the minimum requirement is full length slacks/trousers, shirt/blouse, and footwear that covers entire foot. Smoking and eating are prohibited except where specifically authorized by the County. Contractor's employees will use Building Lounge area only for their rest and break space. Contractor's employees may not make use of any other Building space during their non-work time.

2) Supplies and Equipment

- a) County shall provide Contractor with ~~waste bags, liquid hand soap, toilet paper, paper hand towels, trash bags,~~ recycling bins and all carpet runners.
- b) Contractor shall be responsible for informing Building Manager to order an adequate inventory of Contractor's listed supplies and trash bags.
- c) Contractor shall keep inventory level and give adequate restocking notice via the log book to the Building Manager of supplies to be ordered.
- d) Contractor shall provide all non-sterile gloves, mops, industrial grade vacuum cleaners, brooms, floor scrubbers, waxers, polishers, cleaners, bleaches, quaternary ammonium disinfectants, waxes, strippers, cleaning rags, and any supplies and equipment necessary to perform the services required under this Contract. All supplies must carry manufacturer's original label as to the container's contents. Material Safety Data Sheets shall be provided by the Contractor for all supplies to the Building Manager. All equipment must comply with all state and federal safety

codes. Any faulty equipment provided by the Contractor shall be prohibited and removed by the Building Staff.

3) **Keys And Security**

The County will provide Contractor with keys required for access to service areas. These keys shall not leave the building. NO BUILDING KEYS MAY BE COPIED. Outside entrance door keys shall be the only keys to be issued to the Contractor's employees and permitted to leave the Building. All other keys shall remain in Building at all times. If keys are lost, Contractor shall be responsible for the total cost of re keying and replacement of all Building locks and keys. Contractor's employees shall not admit anyone to areas controlled by a key in their possession.

4) **Cleaning Definitions**

- a) **Dust Mop**: Dry mop is used to remove dust and litter from all dry smooth surfaced floors. Gum, tar, and other foreign substances must be removed prior to dust mopping the floor. Mop head is to be treated with a dust suppressive substance. Debris collected is then picked up with a brush and dust pan and disposed of with other trash. Cleaned floor shall be free from all visible dirt and debris.
- b) **Damp Mop**: Used for the rapid clean up of floors lightly soiled from spills and entrance tracks. Damp mop is used with an all purpose cleaner in warm water with excess water wrung out before contact with floor and must be kept clean by frequent rinsing in cleaning solution. Cleaned floor shall be free from all visible dirt, debris, water streaks, mop marks and strings.
- c) **Wet Mop**: Used for rapid clean up of heavily soiled floors. Use one mop with an all purpose cleaner in warm water in one bucket and another mop and bucket with clear water for rinsing. Before putting water on the floor, the area shall be damped mopped. A wet mop with solution is used to soak up dried dirt and stains followed by the rinse mop. Completed job shall have the floor, baseboards, furniture, doors and frames clean and free of dirt, stains, water streaks, mop marks and strings and have a overall clean appearance.
- d) **Machine Scrub and Refinish**: Clean heavily soiled floors without removing a substantial amount of floor finish. Floor shall be dust mopped to remove all loose dust and debris. Prepare a warm water cleaning solution using an all purpose cleaner. Use wet mop to lay a moderate amount of cleaning solution on the floor but do not flood. Scrub with rotary machine using brushes or medium course pad. Solution is picked up off the floor by vacuum or mop. Floor is then thoroughly rinsed to remove all solution. All baseboards, doors, door frames, and furniture shall be clean of solution and water marks. A minimum of two coats of floor finish shall be applied in thin even coats.
- e) **Strip and Refinish**: Complete removal of all finishes on floors returning it to its original surface. Dust mop floor to remove all loose dirt and debris. Strip solution shall be prepared according to manufacturer's specifications. Strip solution shall be put on floor and allowed to work a few minutes before machine scrubbed. Floor must be thoroughly machine scrubbed with strip pad or scrub brushes until all floor finish is in solution. Solution is picked up from the floor by vacuum or mop. Floor must be rinsed at least two times to remove all strip solution. All baseboards, doors, door frames, and furniture shall be clean of stripping solution and water marks. Minimum of two coats of sealer and two coats of floor finish shall be applied in thin even coats.
- f) **Carpet Vacuum**: Vacuumed with a machine to remove dirt out of carpet. Prior to vacuuming, areas not reached by vacuum shall have the dirt and debris swept out to an open area for pick up and carpet shall be spot cleaned to remove all stains and sticking substances such as gum and tar. After vacuuming, carpet shall appear clean and free from dust balls, rubber bands, paper clips,

and other debris. All carpet ravel are to be cut in such a manner to prevent further damage to carpet.

- g) Dust: Removes soil deposits to eliminate need for heavier cleaning. Dusting residue shall be removed directly from surface by most appropriate method. Dusting may be done by using a vacuum cleaners or lint-free cloths/mitts treated with a dust suppressive chemical. Care must be exercised to not disturb papers and articles on office desks. No streaks, spots, smudges, oil streaks, or other marks shall remain on dusted surface.
- h) Spray Buff: Restores luster and clean appearance of hard surface floors. Dust mop to remove all loose dirt and debris. Remove stuck on foreign material such as gum and tar. Remove spills such as coffee and soft drinks with a damp mop. Spray a fine mist of floor finish on the area to be buffed and machine buff until area is dry and has a gloss finish. Dust mop area to complete job.
- i) Disinfect: Wipe surface with a disposable wipe-all (NO SPONGES) using a bleach solution consisting of no less than one part chlorine bleach to 6 parts of water, or any hospital grade quaternary ammonium compound disinfectant in a 1:256 dilution. All disinfectants must have the EPA number on the label.
- j) Scour/Scrub: Clean surface with a creamy mildly abrasive cleanser with bleach added (e.g. Clorox SOFT SCRUB with Bleach). Rinse surface with clear, clean water.
- k) Rest Room Cleaning: Stools, seats, and urinals shall be washed inside and out with a disinfectant. Stools and urinals must be kept free of mineral deposits and stains from water by scrubbing with an acid bowl cleaner. Toilet seat shall be wiped dry with a cloth after cleaning. Scour wash basins thoroughly with a disposal wipe-all cloth and wipe dry. Acid or abrasive scouring powders shall not be used on sink, faucets, and piping. All mirrors, shelves, chrome fixtures, pipes, and partitions shall be wiped with a damp disposable wipe-all (NO SPONGES) and polished dry. Floors shall be scrubbed or mopped using a quaternary disinfectant in the water. Floor drains must be kept clean and the trap sealed with water to prevent odors.
- l) No biohazardous materials containers are to be emptied or removed.

5) **Service Duties**

- a) A list of duties and frequency required to clean the Building follows, but it is understood that any items not listed but necessary to the total Building cleanliness shall be included as though enumerated in detail. Contractor's supervisor and employees shall check maintenance log book kept in the Building Manager's office for daily cleaning updates and to advise Building Manager of any supplies that need to be ordered.
- b) In addition to providing the monthly cleaning service, the Contractor shall also provide for major clean up of the Building due to emergency/unplanned circumstances such as fires, large pipe breaks with substantial water damage, explosions, large amounts of broken glass, etc. Contractor shall be paid the same hourly rate for completing tasks not specifically covered in this contract such as major disinfecting of a room and moving of furniture. The County shall give specific authorization in writing to Contractor for such expenditure of labor. Contractor shall, upon request, provide personnel at any time to clean up after emergencies to minimize damage to the Building and disruption for the occupants.
- c) The log book is the property of the Georgetown County Public Services and shall remain intact and shall not be removed by the Contractor. The Contractor's supervisor shall check in personally with Building Manager daily until established, then once a week.
- d) At no time shall the work performed interfere or cause a distraction to occupants and facility users. Contractor's employees shall not disturb belongings and papers of the occupants, use telephones or any office equipment such as copy machines, television sets, computers and typewriters. Employees shall not open desk drawers or cabinets or tamper with any Building employee's personal or County property.

- 6) **Security**: Contractor's employees must maintain all locked areas except to provide janitorial service. Areas only in employee's direct view shall be unlocked in order to maintain security. Contractor is responsible for security of their equipment, tools, and supplies, but shall be accessible to the Building Manager for emergency cleanup.
- 7) **Damages**: Contractor shall be responsible to repair, replace, or indemnify the individual, department, or County for property damaged by Contractor's employees.
- 8) **Lights**: County employees are responsible for turning lights on and off as necessary in performing their duties. Contractor's employees shall turn on only lights necessary to illuminate their immediate work area and shall turn them off upon completion of work. Contractor's employees shall turn off lights in areas where it is obvious the area is unoccupied.
- 9) **Water Cleanup**: Uncontrolled water inside the Building from broken pipes, plugged toilets or urinal, roof leaks, open windows and doors, etc., shall be immediately cleaned up.
- 10) **Graffiti Marks** scribbled on interior Building walls, floors, partitions, windows, etc., shall be removed as soon as observed using methods least damaging to the surface. Report any graffiti unable to be removed.
- 11) **Trash Removal**: Trash removal shall be to dumpster containers located outside at the rear of the Building. Trash must be placed in trash bags, each bag secured and tied, placed in the dumpsters. Dumpster lids should close completely. All trash remains the property of the County and salvage of materials by the Contractor and or Contractor's employees is prohibited.
- 12) **Recyclables**: All recyclables shall be taken to the appropriate bins on a daily basis. Recyclables shall be placed in their separate containers.
- 13) **Repair/Replacement**: Contractor shall report daily to the Building Manager and note in the LOG BOOK all conditions in the Building requiring repair such as broken fixtures, leaking utility pipes, and faulty electric switches.
- 14) **Emergency/Unplanned/Miscellaneous Services**: Discharges from persons who vomit, urinate or defecate in improper places shall be cleaned up at the start of the next shift. Messes caused by accidental breakage or spillage of material shall be cleaned up at the start of the next shift unless it is an emergency where immediate action is needed to minimize damage to the Building and disruption for the occupants. Contractor is required to clean up any discharge or spill on an emergency basis within two hours of notification.
- 15) **Inspection** Contractor shall conduct weekly inspections for the first month and then monthly inspections thereafter, with the Building Manager or his/her designee using the attached "JANITORIAL QUALITY ASSURANCE EVALUATION" form. If Contractor's performance is adequate, this inspection may become quarterly at the discretion of the Building Manager.
- 16) **Shipping Cartons and Packing Materials Removal**: Building occupants will place empty packing cartons and materials in corridors outside offices and labs and designated spaces throughout building. Contractor will break down cartons and remove to recycle dumpsters or trash dumpsters as appropriate.

17) Janitorial Duties

General Cleaning (All Rooms)	Daily	Per Week	Per Month	Per Year	As Needed
Dust Air Vents and Grills		x1			
Dust Desks, Chairs and other Furnishings	D				
Dust and Sanitize Telephones	D				
Sanitize Counters and Sinks	D				
Dust High Areas and Light Fixtures			x1		
Dust Partitions and Ledges	D				
Dust Blinds		x1			
Empty Wastebaskets and Replace Liners	D				
Clean Baseboards and Kick plates			x1		
Spot Clean Walls			x1		
Sweep/Dust Mop Floors	D				
Mop/Sanitize/Buff Tile Floors	D				
Scrub and Wax Floors			x1		
Strip and Wax Floors				x2	
Vacuum all Carpet and Area Rugs	D				
Shampoo Carpets			x1		
Sweep and Clean Entranceways	D				
Sweep and Clean Walkways	D				
Clean all Windows, Inside and Outside			x1		
Clean Inside Partition Glass (Reception area)	D				
Entrance Door Glass, Inside and Outside	D				
Fill Hand Towel and Paper Tissue Dispensers	D				
Replace Light Bulbs					A/N
Take All Trash Off Premises	D				
Check Off and Initial OSHA Sheets	D				

Restroom Cleaning and Sanitizing	Daily	Per Week	Per Month	Per Year	As Needed
Clean Mirrors	D				
Clean and Sanitize Sinks	D				
Clean and Sanitize Toilet Bowl, Inside and Outside	D				
Empty/Clean/Polish Sanitary Napkin Dispenser	D				
Fill/Clean/Polish Towel Dispensers	D				
Empty/Clean/Polish Towel Receptacles	D				
Fill Soap Dispensers	D				
Replace Room Deodorizer					A/N
Sweep/Sanitize/Damp Mop Floors	D				
Clean/Sanitize Walls and Partitions Around Toilet	D				

Closing Instructions	Daily	Per Week	Per Month	Per Year	As Needed
Arrange Furniture	D				
Clean Janitor Closet		x1			
Turn Off Lights	D				
Turn On Night Lights	D				
Secure and Lock All Windows and Doors	D				
Code Building Out/Put on Alarm System	D				
Note in the LOG BOOK all conditions in the Building requiring repair	D				

Exhibit B

Department of Social Services Building

The contractor must perform all janitorial services as required herein in a manner satisfactory to and acceptable by the state agency in order to provide a clean and sanitary environment for the building, the building's contents, and the building tenants. The contractor shall agree and understand that the building tenants shall assign a contact person (hereinafter referred to as the "lead tenant contact person") to inspect, review, oversee, and coordinate janitorial services with the contractor.

1 The contractor shall provide services for all areas of the building specified by the agency. Such areas shall be all occupied areas, unless otherwise specified by the agency during the tour of the building described in this document. However, at any time during the effective period of the contract, the agency reserves the right to change, add to, or delete areas of the building for which the contractor shall provide services. In such event, payment to the contractor shall be adjusted as specified in the Payment and Invoicing Requirements of this document. This will include cleaning of office areas, vacuuming, emptying trash, cleaning restrooms (men's and women's), replenish restroom supplies, mopping kitchen area, etc. Offerors are encouraged to visit the site and review the areas to be serviced.

2 Offeror will schedule work during the hours of 1:00 PM to 5:00 PM, Monday through Friday excluding holidays, unless alternate arrangements are made in advance with DSS management.

3. DAILY REQUIREMENTS:

The contractor will perform the following daily tasks five days per week excluding State holidays, between the hours of 1:00 PM and 5:00 PM.

A. LOBBY AREA

- Return all toys into storage box provided.
- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
- Move walk-off mats outdoors (weather permitting) and shake or broom clean, then return to proper placement.
- Clean and disinfect drinking fountains.
- ~~Dust desk top.~~

B. ENTRANCES

- Thoroughly sweep all hard surface entrance porticos and steps

C. LOBBY/PUBLIC RESTROOM

- Clean Toilets, (front and back)
- Clean Mirrors.
- Clean Counters, Basins and Faucets.
- Replenish supplies (soap, towels, tissue)
- Empty Waste Containers and replace can liners.
- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)

- D. OFFICES (Both Floors)
 - Empty Waste Containers and replace can liners if needed.
 - Vacuum carpet
- F. CORRIDORS (Both Floors)
 - Thoroughly sweep all hard surface floors using brooms or treated dust mops.
 - Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
 - Clean and disinfect drinking fountains.
- G. ELEVATORS
 - Thoroughly sweep all hard surface floors using brooms or treated dust mops.
 - Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
- H. EMPLOYEE RESTROOMS (Both Floors)
 - Clean Toilets, (front and back)
 - Clean Mirrors.
 - Clean Counters, Basins and Faucets.
 - Replenish supplies (soap, towels, tissue)
 - Empty Waste Containers and replace can liners.
 - Thoroughly sweep all hard surface floors using brooms or treated dust mops.
 - Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
- I. EMPLOYEE KITCHEN & LOUNGE
 - Empty Waste Containers and replace can liners.
 - Thoroughly sweep all hard surface floors using brooms or treated dust mops.
 - Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
 - Clean Counter, Basin and Faucet
- J. JANITORIAL CLOSET
 - Remove all collected trash to outdoor bin or dumpster
 - Replace all equipment (mops, brooms, buckets, etc) to their correct storage location
 - Rinse mop sink and remove mop strings or trash that collected in sink
 - Return all cleaning supplies to the Janitorial Closet
 - Lock Janitorial Closet upon leaving

4. WEEKLY REQUIREMENTS

The contractor will perform the following tasks once per week excluding State holidays, between the hours of 1:00 PM and 5:00 PM.

- A. OFFICES (Both Floors)
 - Dust all office furniture (file cabinets, desk front, legs and sides- only dust desk tops if specifically requested, or if the top is clear).
 - Remove scuff marks and fingerprints from door surfaces
- B. STAIRWELLS
 - Thoroughly sweep all hard surface floors using brooms or treated dust mops.
 - Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
 - Remove scuff marks and fingerprints from door surfaces
- C. ELEVATORS
 - Remove fingerprints from doors, walls and control panels

D. LOBBY/PUBLIC RESTROOM

Clean and disinfect stall doors

E. EMPLOYEE RESTROOMS (Both Floors)

Clean and disinfect stall doors

5 MONTHLY REQUIREMENTS

The contractor will perform the following tasks once per month excluding State holidays, between the hours of 1:00 PM and 5:00 PM.

A. LOBBY AREA

- Dust doors, doorsills, window frames and windowsills
- Clean window glass
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

B. LOBBY/PUBLIC RESTROOM

- Dust doors, doorsills, window frames and windowsills
- Clean window glass
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

C. OFFICES (Both Floors)

Remove dust from overhead Heat/AC vents

- Dust doors, doorsills, window frames and windowsills
- Clean window glass
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

D. CORRIDORS (Both Floors)

- Dust doors, doorsills, window frames and windowsills
- Clean baseboards
- Remove dust from overhead Heat/AC vents
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

E. EMPLOYEE RESTROOMS

- Dust doors, doorsills, window frames and windowsills
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

F. STAIRWELLS

- Clean stair rails and balusters between stair rails
- Clean walls to remove scuff marks
- Clean baseboards
- Spot cleaning of walls, around light switches, door knobs, etc.

6.. ~~The Department of Social Services (DSS) will purchase and provide the following paper disposables:~~

- ~~• Can Liners (all sizes required)~~
- ~~• Bathroom/Toilet Tissue~~
- ~~• Hand Towels~~

Exhibit C

County Services Building

The contractor must perform all janitorial services as required herein in a manner satisfactory to and acceptable by the County agency in order to provide a clean and sanitary environment for the building, the building's contents, and the building tenants. The contractor shall agree and understand that the building tenants shall assign a contact person (hereinafter referred to as the "lead tenant contact person") to inspect, review, oversee, and coordinate janitorial services with the contractor.

1. The contractor shall provide services for all areas of the building specified by the agency. Such areas shall be all occupied areas, unless otherwise specified by the agency during the tour of the building described in this document. However, at any time during the effective period of the contract, the agency reserves the right to change, add to, or delete areas of the building for which the contractor shall provide services. In such event, payment to the contractor shall be adjusted as specified in the Payment and Invoicing Requirements of this document. This will include cleaning of office areas, vacuuming, emptying trash, cleaning restrooms (men's and women's), replenish restroom supplies, mopping kitchen area, etc.

2. **Offeror will schedule work during the hours of 8:30 to 5:00, Monday through Friday excluding holidays, unless alternate arrangements are made in advance with DSS management. The following accommodations will be made by DSS to the offeror's work schedule:**

- If during the course of vacuuming, or attempting to vacuum an office the telephone interrupts the work, the office will be skipped until the next scheduled cleaning.
- The offeror will be given the County holiday schedule in advance for staffing purposes.

3. DAILY REQUIREMENTS:

The contractor will perform the following daily tasks five days per week excluding State holidays, between the hours of 8:30 a.m. and 5:00 p.m.

A. LOBBY AREA

- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
- Move walk-off mats outdoors (weather permitting) and shake or broom clean, then return to proper placement.
- Clean and disinfect drinking fountains.
- Dust desk top.

B. ENTRANCES

- Thoroughly sweep all hard surface entrance porticos and steps

C. RESTROOMS

- Clean Toilets, (front and back)
- Clean Mirrors.
- Clean Counters, Basins and Faucets.
- Replenish supplies (soap, towels, tissue)
- Empty Waste Containers and replace can liners.
- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance.
(Remove any mop strings left on floor.)

D. OFFICES (Both Floors)

- Empty Waste Containers and replace can liners if needed.
- Vacuum carpet

E. CORRIDORS (Both Floors)

- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance.
(Remove any mop strings left on floor.)
- Clean and disinfect drinking fountains.

F. EMPLOYEE RESTROOMS (Both Floors)

- Clean Toilets, (front and back)
- Clean Mirrors.
- Clean Counters, Basins and Faucets.
- Replenish supplies (soap, towels, tissue)
- Empty Waste Containers and replace can liners.
- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance.
(Remove any mop strings left on floor.)

G. EMPLOYEE KITCHEN & LOUNGE

- Empty Waste Containers and replace can liners.
- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance.
(Remove any mop strings left on floor.)
- Clean Counter, Basin and Faucet

H JANITORIAL CLOSET

- Remove all collected trash to outdoor bin or dumpster
- Replace all equipment (mops, brooms, buckets, etc) to their correct storage location
 - Rinse mop sink and remove mop strings or trash that collected in sink
 - Return all cleaning supplies to the Janitorial Closet
 - Lock Janitorial Closet upon leaving

4. WEEKLY REQUIREMENTS

The contractor will perform the following tasks once per week excluding State holidays, between the hours of 8:30 a.m. and 5:00 p.m.

A. OFFICES (Both Floors)

- Dust all office furniture (file cabinets, desk front, legs and sides- only dust desk tops if specifically requested, or if the top is clear).
- Remove scuff marks and fingerprints from door surfaces

B. STAIRWELLS

- Thoroughly sweep all hard surface floors using brooms or treated dust mops.
- Wet mop all hard surface floors to give a clean and satisfactory appearance. (Remove any mop strings left on floor.)
- Remove scuff marks and fingerprints from door surfaces

C. LOBBY/PUBLIC RESTROOM

- Clean and disinfect stall doors

D. EMPLOYEE RESTROOMS (Both Floors)

- Clean and disinfect stall doors

5. MONTHLY REQUIREMENTS

The contractor will perform the following tasks once per month excluding State holidays, between the hours of 8:30 a.m. and 5:00 p.m.

A. LOBBY AREA

- Dust doors, doorsills, window frames and windowsills
- Clean window glass
- Clean baseboards

B. LOBBY/PUBLIC RESTROOM

- Dust doors, doorsills, window frames and windowsills
- Clean window glass
- Clean baseboards

C. OFFICES (Both Floors)

- Remove dust from overhead Heat/AC vents
- Dust doors, doorsills, window frames and windowsills
- Clean interior window glass
- Clean baseboards

D. CORRIDORS (Both Floors)

- Dust doors, doorsills, window frames and windowsills
- Clean baseboards
- Remove dust from overhead Heat/AC vents

E. EMPLOYEE RESTROOMS

- Dust doors, doorsills, window frames and windowsills
- Clean baseboards

F. STAIRWELLS

- Clean stair rails and balusters between stair rails
- Clean walls to remove scuff marks
- Clean baseboards

G. ALL AREAS:

- Spot cleaning of walls, around light switches, door knobs, etc.

Exhibit D

Georgetown County Health Department

Georgetown County Health Department is comprised of three (3) separate units within one building. Each unit has its own entrance and is self-contained. Approximate square footage: Clinic - 10,000 S/F Home Health - 1800 S/F Environmental Health - 1800 S/F

DAILY DUTIES

*** Bathrooms (2 Home Health, 5 Clinic, 2 Environmental Services)**

- Sweep and mop each bathroom floor
- Disinfect and clean each toilet and sink
- Clean toilet seat
- Fill paper towel, tissue and soap dispensers
- Clean mirror

*** Lab (Clinic)**

- Sweep and mop floor
- Disinfect and clean counter top
- Clean sink

***Lobby (Clinic, Home Health Services, Environmental Services)**

- Sweep, mop and vacuum floor
- Dust window sills
- Straighten chairs, magazines, etc.
- Remove trash, etc. from area
- Clean glass entrance doors
- Spot clean carpet as needed
- Sweep sidewalk leading to entrance

***Commons Area (Clinic - circular area, exit halls)**

- Sweep and mop floor
- vacuum door mats
- remove debris (paper, cans, etc.) from area

***All Areas**

- Empty trash and place in trash receptacles at back of building
- Wash trash cans as needed. -- Place new trash liners in trash cans as needed

2 X PER WEEK DUTIES

Clinic

***Front office**

- Vacuum, dust and clean offices Clean "check in and check out" windows

***Nursing Zone**

- Dust, sweep and mop exam rooms Dust, sweep and mop nurses zone Clean County Manager's office Dust and vacuum conference room Clean counter tops, sink and floor of break room Wipe down lockers and clean locker room floor

***Records room**

- Sweep and mop room
- Dust

***FSS Zone (4 offices)**

- Vacuum, dust and clean offices ***Conference Room**
- Vacuum, dust and clean

***Discipline Zone (5 offices)**

- Vacuum, dust and clean offices

Home Health Services

- Vacuum, dust, clean offices (5 offices)

Environmental Services

- Vacuum, dust, clean offices (6 offices)

***Exterior**

- Pick up litter from courtyard

MONTHLY DUTIES

Clean windows in courtyard area

QUARTERLY DUTIES

- Buff floors
- Clean exterior windows of entire building

ADDITIONAL DUTIES

- Strip, seal and wax all hard surface floors at least twice per year
- Spot clean carpeted areas as needed
- Shampoo all carpeted areas at least once per year

MISCELLANEOUS

Services to be provided ~~after 5:00 pm~~ between the hours of 8:30am to 5:00pm Monday through Friday excluding County holidays.

Contractor to supply all labor, supervision, cleaning supplies, ~~and~~ cleaning equipment. ~~DLIEC to provide all~~ soap, toilet tissue, can liners, and paper towels.



Instructions for Offerors
RFP #09-021
Janitorial Services at Georgetown County Facilities

- 1) Written sealed public proposals for a Term Contract to provide **Janitorial Services at Georgetown County Facilities** shall be received in the Purchasing Office, Second Floor, Room 202, 129 Screven Street, Georgetown, SC until the cut-off time shown in the proposal timeline on page (2) of this document. Proposals will then be publicly and promptly opened at the designated time by the Purchasing Officer. Proposals that are not in the Purchasing Officer's possession prior to the stated opening date and time will be considered **NON RESPONSIVE** and returned unopened. An official authorized to bind the offer must sign all proposals submitted.

- 2) Two (2) photocopies and one (1) unbound, reproducible ORIGINAL of proposals must be submitted in a sealed envelope and clearly marked as follows:

OFFEROR'S NAME
PROPOSAL ITEM NAME
RFP NUMBER

- 3) No Offeror may submit more than one proposal.

- 4) Definitions:
 - a) The terms "Proposer", "Offeror", or "Offeror" refer to those parties who are submitting sealed proposals for the work set forth in this document. The term "Contractor" refers to the successful Offeror.

 - b) The terms "Owner", "LPA", and "County" all refer to the County of Georgetown, South Carolina.

 - c) Where the words "shall" or "must" are used, it signifies an absolute minimum function or capacity that, if not satisfied, may result in disqualification.

 - d) Where the words "should", "may", or "is desirable" are used, it signifies desirable, but not mandatory functions or capacities. Offerors who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.

- 5) Correction or Withdrawal of Proposals; Cancellation of Awards

An offeror must submit in writing a request to the Purchasing Officer to either correct or withdraw a proposal. Each written request must document the fact that the offeror's mistake is clearly an error that will cause him substantial loss.

Cancellation of awards prior to performance: When it is determined after an award has been issued but before performance has begun that Georgetown County's requirements for the goods or services have changed or have not been met, the award or contract may be canceled and either re-awarded or a new solicitation issued.

- 6) Withdrawal Of Proposal
No Offeror may withdraw a proposal after the date and hour set for the opening. An Offeror may withdraw a proposal any time prior to expiration of the period during which proposals may be submitted by a written request signed in the same manner and by the same person who signed the Proposal.
- 7) Faxed or E-mailed proposals will not be accepted by Georgetown County.
- 8) If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact the purchasing office as soon as possible.
- 9) Any deviations from the specifications or modification of this proposal and any extra or incidental work or reductions in work shall be set forth in writing and signed by both parties prior to making such change. Any increase or decrease in the proposal price resulting from such change shall be included in writing.
- 10) The County reserves the right to reject any or all proposals, waive any informality in proposals and accept in whole or in part such proposal or proposals as may be deemed in the best interest of the County. Georgetown County reserves the right to reject any proposal submitted, at sole option that the offeror may not be able to meet the service requirements of the proposal.
- 11) Publicity releases: contractor agrees not to refer to award of any resulting contract in commercial advertising in such a manner as to state or imply that the products or services provided are endorsed or preferred by the user.
- 12) Affirmative Action: The contractor will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without regard or discrimination by reason of age, race, color, religion, sex, national origin or physical handicap.
- 13) Offerors must clearly mark as "confidential" each part of their proposal which they consider to be proprietary information that could be exempt from disclosure under section 30-4-40, Code of Laws of South Carolina 1976, as amended (Freedom of Information Act). If any part is designated as confidential, there must be attached to that part an explanation of how this information fits within one or more categories listed in section 30-4-40. The County reserves the right to determine whether this information should be exempt from disclosure and no legal action may be brought against the County or its agents for its determination in this regard.
- 14) CERTIFICATION REGARDING DRUG-FREE WORKPLACE:
The contractor certifies that the offeror(s) will provide a "drug-free workplace" as that term is defined in Section 44-107-30 of the Code of Laws of South Carolina, 1976, as amended, by the complying with the requirements set forth in title 44, Chapter 107.
- 15) Nothing herein is intended to exclude any responsible offeror, his product or service or in any way restrain or restrict competition. On the contrary, all responsible offerors are encouraged to proposal and their proposals are solicited.

16) Acknowledgement of Addenda

Each contractor is responsible to verify the number of total addenda issued prior to proposal. **Failure to acknowledge all addenda shall disqualify the Offeror.** All addenda are posted by the County at the website located at www.georgetowncountysc.org, select “Purchasing” and “Current Bids”.

17) PRICE ESCALATION/DE-ESCALATION:

Prices are to remain firm for the contract period.

18) Deadline For Questions

It shall be the offeror's responsibility to contact the Purchasing Department with questions regarding this solicitation, **in writing**, no later than the date indicated in the Proposal Timeline on page -2- of this document. Inquiries received after this date and time will not be considered. Verbal questions are not permitted. Written questions only must be faxed or e-mailed to:

David Rodgers, Senior Buyer

Fax: (843) 545-3500

e-mail: purch@georgetowncountysc.org

19) Insurance

The successful Offeror shall procure, maintain, and provide proof of, insurance coverage for injuries to persons and/or property damage as may arise from or in conjunction with, the work performed on behalf of the County by the Offeror, his agents, representatives, employees or subcontractors. Proof of coverage as contained herein shall be submitted fifteen (15) days prior to the commencement of work and such coverage shall be maintained by the Offeror for the duration of the contract period; for occurrence policies.

a. General Liability

Coverage shall be as broad as: Comprehensive General Liability endorsed to include Broad Form, Commercial General Liability form including Products/Completed Operations.

1. Minimum Limits

General Liability:

\$1,000,000 General Aggregate Limit

\$1,000,000 Products & Completed Operations

\$1,000,000 Personal and Advertising Injury

\$1,000,000 Each Occurrence Limit

\$50,000 Fire Damage Limit

\$5,000 Medical Expense Limit

b. Automobile Liability

Coverage sufficient to cover all vehicles owned, used, or hired by the Offeror, his agents, representatives, employees or subcontractors.

1. Minimum Limits

Automobile Liability:

\$1,000,000 Combined Single Limit

\$1,000,000 Each Occurrence Limit

\$5,000 Medical Expense Limit

c. Workers' Compensation

Limits as required by the Workers' Compensation Act of SC. Employers Liability, \$1,000,000.

d. Owners' & Contractors' Protective Liability

Policy will be in name of County. Minimum limits required are \$1,000,000.

e. Professional Liability

(not required)

f. Coverage Provisions

1. All deductibles or self-insured retention shall appear on the certificate(s).
2. The County of Georgetown, its' officers/ officials, employees, agents and volunteers shall be added as "additional insured" as their interests may appear. This provision does not apply to Professional Liability or Workers' Compensation/Employers' Liability.
3. The offeror's insurance shall be primary over any applicable insurance or self-insurance maintained by the County.
4. Shall provide 30 days written notice to the County before any cancellation, suspension, or void of coverage in whole or part, where such provision is reasonable.
5. All coverage for subcontractors of the Offeror shall be subject to all of the requirements stated herein.
6. All deductibles or self-insured retention shall appear on the certificate(s) and shall be subject to approval by the County. At the option of the County, either; the insurer shall reduce or eliminate such deductible or self-insured retention; or the Offeror shall be required to procure a bond guaranteeing payment of losses and related claims expenses.
7. Failure to comply with any reporting provisions of the policy(s) shall not affect coverage provided the County, its officers/officials, agents, employees and volunteers.
8. The insurer shall agree to waive all rights of subrogation against the County, its' officers/officials, agents, employees or volunteers for any act, omission or condition of premises which the parties may be held liable by reason of negligence.
9. The Offeror shall furnish the County certificates of insurance including endorsements affecting coverage. The certificates are to be signed by a person authorized by the insurance company(s) to bind coverage on its' behalf, if executed by a broker, notarized copy of authorization to bind, or certify coverage must be attached.
10. All insurance shall be placed with insurers maintaining an A.M. Best rating of no less than an A:VII. If A.M. Best rating is less than A:VII, approval must be received from County's Risk Officer.

20) Hold Harmless Clause

The Contractor shall, during the term of the contract including any warranty period, indemnify, defend, and hold harmless the County, its officials, employees, agents, and representatives thereof from all suits, actions, or claims of any kind, including attorney's fees, brought on account of any personal injuries, damages, or violations of rights, sustained by any person or property in consequence of any neglect in safeguarding contract work or on account of any act

or omission by the contractor or his employees, or from any claims or amounts arising from violation of any law, bylaw, ordinance, regulation or decree. The offeror agrees that this clause shall include claims involving infringement of patent or copyright.

21) Workmanship and Inspection

All work under this contract shall be performed in a skillful and workmanlike manner. The County may, in writing, require the Contractor to remove any employee from work that the County deems incompetent or careless.

Further, the County may, from time to time, make inspections of the work performed under this contract. Any inspection by the County does not relieve the Contractor from any responsibility regarding defects or other failures to meet the contract requirements.

22) South Carolina Sales Tax

The County of Georgetown, SC is not exempt and pays the appropriate SC sales tax on all applicable purchases.

23) Assignment of Contract

This contract may not be assigned in whole or part without the written consent of the Purchasing Officer.

24) Termination

Subject to the provisions below, the contract may be terminated by the County upon thirty (30) days advance written notice to the other party; but if any work or service hereunder is in progress, but not completed as of the date of termination, then this contract may be extended upon written approval of the County until said work or services are completed and accepted.

a. Termination for Convenience

In the event that this contract is terminated or canceled upon request and for the convenience of the County, without the required thirty (30) days advance written notice, then the County shall negotiate reasonable termination costs, if applicable.

b. Termination for Cause

Termination by the County for cause, default or negligence on the part of the contractor shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days advance notice requirement is waived in the event of Termination for Cause.

c. Non-Appropriation:

It is understood and agreed by the parties that in the event funds are not appropriated in the current fiscal year or any subsequent fiscal years, this contract will become null and void and the County will only be required to pay for services completed to the satisfaction of the County.

25) Default

In case of default by the contractor, for any reason whatsoever, the County may procure the goods or services from another source and hold the contractor responsible for any resulting excess cost and may seek other remedies under law.

26) Severability

In the event that any provision shall be adjudged or decreed to be invalid, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding and in full force and effect.

27) Applicable Laws

This Agreement shall be governed by, and construed in accordance with, the laws of the State of South Carolina, U.S.A.

28) Claims and Disputes:

All claims, disputes and other matters in question between parties arising out of, or relating to, this Agreement, or the breach thereof, shall be decided in the Circuit Court of the Fifteenth Judicial circuit in Georgetown County, South Carolina. By executing this Agreement, all parties specifically consent to venue and jurisdiction in Georgetown County, South Carolina and waive any right to contest jurisdiction and venue in said Court.

29) Notice of Award

A *Notice of Intent to Award* will be mailed to all respondents.

30) Protest

Offerors may refer to Sections 2-67, 2-73, and 2-74 of Ordinance #2008-39, also known as the Georgetown County, South Carolina Purchasing Policy to determine their remedies concerning this competitive process. The failure to be awarded a proposal shall not be valid grounds for protest.

31) Debarment

By submitting a proposal, the Offeror is certifying that he is not currently debarred by the County from proposing. A copy of the County's debarment procedure in accordance with Section 2-68 of Ordinance #2008-39, also known as the Georgetown County, South Carolina Purchasing Policy is available upon request.

32) Firm Pricing for County Acceptance

Proposal price must be firm for County acceptance for 90 days from proposal opening date. "Discount from list," proposals are not acceptable unless specifically requested.

33) Unit Prices and Extension

Proposal unit price on quantity specified -- extend and show total. In case of errors in extension, unit prices shall govern. Proposals subject to unlimited price increases will not be considered.

34) Permits

It shall be the responsibility of the contractor to comply with County Ordinances by securing the necessary permits. Building contractors working with Georgetown County must secure a Contractor's License from the Building Department. Work within the Georgetown City Limits may require a City Business License.

35) Environmental Management:

Offeror/Supplier/Contractor will be responsible for complying with all federal, state and local environmental regulations relating to transportation, handling, storage, spillage and any other aspect of providing the services specified herein, as applicable.

36) SITE INSPECTION:

- a) The Offeror is expected to have become familiar with and take into consideration, site conditions which may affect the work and to check all dimensions at the site.
- b) Each Offeror shall acquaint themselves thoroughly as to the character and nature of the work to be done. Each Offeror furthermore shall make a careful examination of the site of the work and inform themselves fully as to the difficulties to be encountered in performance of the work, the facilities for delivering, storing and placing materials and equipment and other conditions relating to construction and labor.
- c) The Offeror shall examine the premises and the site and compare them with any applicable drawings and specifications. He/she shall familiarize themselves with the existing conditions such as obstructive area levels and any problems related to erecting the required systems.
- d) No plea of ignorance of conditions that exist or may hereafter exist on the site of the work, or difficulties that may be encountered in the execution of the work, as a result of failure to make necessary investigations and examinations, will be accepted as an excuse for any failure or omission on the part of the Contractor to fulfill in every detail all the requirements of the contract documents and to complete the work for the consideration set forth therein, or as a basis for any claim whatsoever.
- e) Insofar as possible, the Contractor, in carrying out their work, must employ such methods or means as will not cause interruption of or interference with the work of any other Contractor, or County personnel at the site.

37) Proposal Tabulation Results

Offerors wishing to view the proposal tabulation results may visit the Georgetown County, SC web-site at: <http://www.georgetowncountysc.org>. Select “Purchasing”, then “Proposals Information” and double click the link under the individual proposal listing. Pricing information will **NOT** be included in the proposal tabulation

- 38) The Offeror hereby certifies that they have carefully examined all of the Documents for the project, has carefully and thoroughly reviewed this Request for Proposal, have inspected the locations of the project, and understands the nature and scope of the work to be done; and that their proposal is based upon the terms, specifications, requirements, and conditions of the Request for Proposal. The Offeror further agrees that the performance time specified is a reasonable time, having carefully considered the nature and scope of the project as aforesaid.
- 39) Any attempt by the offeror to influence the opinion of County Staff or County Council by discussion, promotion, advertising, misrepresentation of the submittal or purchasing process or any procedure to promote their offer will constitute a violation of the offeror submittal conditions and will cause the offeror’s submittal to be declared null and void.
- 40) Apparent omission of a detailed description concerning any point, shall be regarded as meaning the best commercial practice is to prevail and that only material and workmanship of the finest quality are to be used.

41) Response Clarification

Georgetown County reserves the right to request additional written or oral information from

Offerors in order to obtain clarification of their Responses.

42) Ethics Certificate (May 2008):

By submitting an offer, the offeror certifies that the offeror has and will comply with, and has not, and will not, induce a person to violate Title 8, Chapter 13 of the South Carolina Code of Laws, as amended (ethics act). The following statutes require special attention: Section 8-13-700, regarding use of official position for financial gain; Section 8-13-705, regarding gifts to influence action of public official; Section 8-13-720, regarding offering money for advice or assistance of public official; Sections 8-13-755 and 8-13-760, regarding restrictions on employment by former public official; Section 8-13-775, prohibiting public official with economic interests from acting on contracts; Section 8-13-790, regarding recovery of kickbacks; Section 8-13-1150, regarding statements to be filed by consultants; and Section 8-13-1342, regarding restrictions on contributions by contractor to candidate who participated in awarding of contract. The county may rescind any contract and recover all amounts expended as a result of any action taken in violation of this provision. If contractor participates, directly or indirectly, in the evaluation or award of public contracts, including without limitation, change orders or task orders regarding a public contract, contractor shall, if required by law to file such a statement, provide the statement required by Section 8-13-1150 to the procurement officer at the same time the law requires the statement to be filed. [02-2A075-2]

43) INCORPORATION BY REFERENCE: The contents of this Request for Proposals, including all drawings, attachments, specifications, and any addenda, will become part of the contract for this Project.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK]

**RESIDENCE CERTIFICATION
FOR LOCAL PREFERENCE**

MANDATORY BID SUBMITTAL FORM (A)

Pursuant to Georgetown County, SC Ordinance #2000-39 as adopted, §2-50 Local Preference, the Georgetown County Purchasing Officer requests Residence Certification. Ordinance #2000-39, §2-50 Local Preference, provides some restrictions on the awarding of governmental contracts; pertinent provisions of #2000-39, §2-50 are stated below:

Sec. 2-50. Local Preference.

1. During the bid evaluation process, any vendor who meets the criteria for local preference will have their bid price reduced by 2%, not to exceed a maximum consideration of \$10,000.00 total. If after application of the Local Vendor Preference, the vendor is determined to be the low responsive/responsible offeror they will receive the award. The award price will reflect their original amount before the local vendor preference was applied.
2. A vendor shall be deemed to be a resident of this County if such vendor is an individual, partnership, association or corporation that is authorized to transact business within the State, maintains an office in Georgetown County, and maintains a representative inventory or commodities within the County on which the bid is submitted and has paid all taxes duly assessed.
3. In the event the procurement is to be made pursuant to State or Federal guidelines that shall prohibit or restrict local preference on services provided by prime contracts or subcontractors in the construction industry, then in such circumstances there shall be no local preference.
(Ord. No. 95-22, 7-25-95)

I certify that [Company Name] _____ is a **Resident**

Offeror of Georgetown County as defined in Ordinance #2000-39 and our principal place of business is _____ [City and State].

I certify that [Company Name] _____ is a **Non-Resident**

Offeror of Georgetown County as defined in Ordinance #2000-39 and our principal place of business is _____ [City and State].

(X) _____

Signature of Company Officer

NON-SUBMITTAL RESPONSE

Date _____

David Rodgers, Senior Buyer
County of Georgetown
Post Office Box 421270
Georgetown, SC 29442-1270

Dear Mr. Rodgers:

We, the undersigned, have declined to submit a proposal on **RFP # 09-021, Janitorial Services at County Facilities** for the reason(s) indicated below. Circle the number(s) indicating your reason for not proposing, or explain briefly in the space provided. It is not necessary to return any other portion of the proposal document if you are not proposing. Please return this completed form by mail, as above, or by fax to (843)545-3500.

- 1) We do not offer this commodity/service
- 2) We do not manufacture/supply to this specification
- 3) Our schedule would not permit us to perform
- 4) Insufficient time to respond
- 5) We are unable to meet bonding requirements
- 6) We are unable to meet insurance requirements
- 7) Unable to proposal competitively
- 8) Quantity/work too large
- 9) Quantity/work too small
- 10) Cannot meet delivery/completion requirements
- 11) Other reasons/additional comments
- 12) Remove our name from the County's List of Offerors

We understand that if neither a proposal submission nor a non-response letter is returned after three successive attempts, our name will be deleted from the list of qualified Offerors/offerors unless otherwise specified (as stated above).

Company Name: _____

Printed Contact Name: _____

Authorized Signature: _____

Telephone: _____ Fax Number: _____

E-Mail: _____

Unable to meet proposal/proposal specifications because: _____

IF NOT SUBMITTING A RESPONSE, PLEASE RETURN BY FAX TO (843)545-3500.

Proposal Submittal Form

Include a completed form with your proposal

1. Proposal cost must remain valid ninety (90) days from proposal opening date.
2. Contact Address: _____

3. Contact Person _____
4. Telephone Number _____ Fax Number _____
5. E-Mail address _____
6. Remittance Address: _____

7. Accounting Contact _____
8. Telephone Number _____ Fax Number _____
9. E-Mail address _____
10. FEIN or Social Security Number: _____
17. Does your individual or company structure require the filing of a Form 1099 to the IRS on the part of Georgetown County, SC? Yes No
18. Will you honor the submitted prices for purchase by other departments within Georgetown County and by other government entities who participate in cooperative purchasing with Georgetown County, South Carolina?
 Yes No
19. Acceptance of Proposal Content: The contents of the successful proposal may be included as contractual obligation in applicable clauses of the contract; therefore, the selected contractor must be prepared to be bound by their proposal.
20. RENEWAL OF CONTRACT
The continuation of the terms, conditions, and provisions of any resulting contract beyond the fiscal year is subject to approval and ratification by the Georgetown County Council and appropriation by them of the necessary money to fund said contract for each succeeding year.

21. CERTIFICATION REGARDING DRUG-FREE WORKPLACE:

The undersigned certifies that the offeror listed below will provide a “drug-free workplace” as that term is defined in Section 44-107-30 of the Code of Laws of South Carolina, 1976, as amended, by the complying with the requirements set forth in title 44, Chapter 107.

Yes **No**

22. Any attempt by the offeror to influence the opinion of County Staff or County Council by discussion, promotion, advertising, misrepresentation of the submittal or purchasing process or any procedure to promote their offer will constitute a violation of the offeror submittal conditions and will cause the offeror’s submittal to be declared null and void.

23. **MINORITY PARTICIPATION**

(a) Is the Offeror a South Carolina Certified Minority Business?

Yes **No**

(b) Is the Offeror a Minority Business certified by another governmental entity?

Yes **No**

If so, please list the certifying governmental entity: _____

(c) Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor?

Yes **No**

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _____%

(d) Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor?

Yes **No**

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor?
_____%

(e) If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- Traditional minority
- Traditional minority, but female
- Women (Caucasian females)
- Hispanic minorities
- DOT referral (Traditional minority)
- DOT referral (Caucasian female)
- Temporary certification
- SBA 8 (a) certification referral

Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

24. **ILLEGAL IMMIGRATION: Non-Construction (NOV. 2008):** (An overview is available at www.procurement.sc.gov) By signing your offer, you certify that you will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws and agree to provide to the State upon request any documentation required to establish either: (a) that Title 8, Chapter 14 is inapplicable to you and your subcontractors or sub-subcontractors; or (b) that you and your subcontractors or sub-subcontractors are in compliance with Title 8, Chapter 14. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and, upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." You agree to include in any contracts with your subcontractors language requiring your subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14. [07-7B097-1]

25. INFORMATION ONLY:

26. Our company accepts government procurement cards.

27. Our company does not accept government procurement cards.

NOTE: THE ENTIRE RFP PACKET NEED NOT BE RETURNED. Please be sure to provide the requested number of copies of all offeror provided attachments. Thank you.

Exhibit B Pricing

Table A

Facility	Square footage	Monthly Cost	Annual Cost
Choppee Medical Center	32,519		
Department of Social Services Building	14,091		
County Services Building	7277		
Georgetown County Health Dept	13,112		
Totals	66,999		

Offerors may choose to propose on one building or any combination of buildings. If you choose to propose on more than one building, provide the pricing on a table comparable to the one above. The County will entertain pricing advantages proposed by offerors for the award of more than one building to a single contractor.

Breakdown of costs for additional services:

Emergency Service – cost per hour per person \$ _____

Carpet cleaning – cost per square foot – above required frequency \$ _____