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Addendum 1 – NOVEMBER 6, 2026
CUSTODIAL CLEANING SERVICES
RFP PW 27-03

The following changes and clarifications to the RFP are provided based on questions received and must be added/considered when completing your proposal. A completed a signed Acknowledgement of Addenda form must be included in the proposal.

Section 1 : Q&A (Pages 1-18)
Section 2 : Changes (pages 19-23)
Section 3 : Attachments (Pages 24-45)

SECTION 1 : Q&A

1. May a proposer's named subcontractor(s) supply the project references or letters of reference, and the similar-size-and-scope experience, used to satisfy the reference requirement and the Experience & Qualifications criterion, where the subcontractor will perform the custodial work? If so, should the reference form identify the subcontractor as the performing firm?
   Citation: RFP Section 7, Item 5 (References) and Section 8 (Evaluation Criteria – References); Section 9.A (Qualifications)
   A: The City of Norcross will consider a proposal from a newly established janitorial service provider acting as the prime contractor, supported by an experienced janitorial subcontractor. The contractor must provide and include in their proposal their demonstrated experience performing comparable commercial and institutional cleaning services and list any current contracts they have. The prime contractor must include the subcontractor's project history, qualifications, resumes from leads, proposed services, and references to satisfy the RFP's request for experience and reference requirements.

2. If a named subcontractor holds a current business license in Norcross or elsewhere in Gwinnett County, or has an office there, does the proposal qualify for the local firm credit? Or is the credit limited to the prime proposer's own license or place of business?
   Citation: RFP Section 8 (Local Firm Bonus Credit)
   A: The credit shall be limited to the prime contractor's own business license or place of business.

3. These two provisions appear to conflict. Please confirm which party supplies (a) routine cleaning chemicals, (b) restroom consumables (paper towels, tissue, soap, liners), and (c) cleaning equipment, tools and PPE.

Citation: RFP Section 9.A.c ("Proposers must provide their own materials") and Section 9.J.c (City provides approved routine cleaning products/chemicals and designated consumable supplies, "final responsibility should be confirmed")
A: Section 9.A.c is a general materials clause. The City will be responsible for consumables and cleaning products for regular, recurring cleanings. See change item #8 for revised responsibility for contractor regarding periodic floor care.

4. Will the City accept hired and non-owned automobile liability coverage in satisfaction of the automobile liability requirement, for a proposer whose personnel do not use company-owned vehicles?
   Citation: RFP Section 9.A.d.iv (Automobile liability) and Appendix B
   A: Yes. For proposers whose personnel do not use company-owned vehicles, the City will accept hired and non-owned automobile liability coverage, provided the coverage meets or exceeds the minimum coverage requirements outlined in RFP Section 9.A.d.iv.

5. What background check, fingerprinting, identification or badging requirements apply to contractor personnel working at the Police Station & Court House? Who bears the cost, and what is the typical lead time before new personnel may begin work there?
   Citation: RFP Section 2.J.d (Secure facilities) and Appendix A, Site 8 (Police Station & Court House)
   A: See change item #4.

6. For the Police Station & Court House, are the City's preferred service hours (day, evening or overnight) and any restricted windows (e.g., court sessions) defined anywhere beyond Appendix A? Is the City able to share them before proposals are due?
   Citation: RFP Appendix A, Site 8 and Appendix B
   A: For the Police Station, there are no preferred service hours; however, courthouse access is limited to 8:00 a.m. to 5:00 p.m. Monday through Friday. Further restricted windows, such as specific court dates, will be communicated to the successful vendor.

7. Would the City consider a proposal from a newly established janitorial service provider acting as the prime contractor, supported by an experienced janitorial subcontractor with demonstrated experience performing comparable commercial and institutional cleaning contracts?
   A: See response to question #1.

8. May the prime contractor include the subcontractor's project history, qualifications, and references to satisfy or supplement the RFP's experience and reference requirements?
   Insurance — Sections 7.7, 9.A, and 9.K
   A: See response to question #1.

9. Please confirm which insurance certificates must accompany the proposal and which additional coverages may be obtained following the Notice of Award, within the stated ten-day period.

A: The contractor must provide with their proposal certificate of liability of insurance evidencing the insurance coverages required in RFP packet section 9.A at the time of submission. Upon award of contract, the contractor will be required to provide an updated copy of the certificate properly addressed to the City of Norcross.

10. Contract term — Section 9.L and Appendix B
    The initial contract dates differ between these sections. Please confirm the correct initial term and renewal periods to use for pricing.

    A: See change item #5 for revised contract language.

11. Service schedule — Appendix A, Sites 3, 4, and 8
    Please confirm the required cleaning frequencies for the Cultural Arts Center, Welcome Center & Museum, and Police Station & Court House, as the task descriptions and schedule notes differ. Please also specify required day porter coverage and permitted cleaning windows.

    A: See change item #4 for revised scope of work by facility. The city proposes Monday through Friday 7:00 a.m. to 4:00 p.m. for day porter coverage hours. Proposers may provide alternatives.

12. Supplies and periodic services — Sections 3.B, 9.J, and Appendix B
    Please confirm responsibility for cleaning products, consumables, and equipment, and identify which periodic floor care services belong in the base monthly price versus separately authorized unit pricing.

    A: The City will be responsible for consumables and cleaning products for regular, recurring cleanings. See change item #3 for revised responsibility for contractor regarding periodic floor care. See change item #5 for revised cost proposal form, which provides additional space to price periodic floor care services separately.

13. Current contract — Appendix B
    Please provide the current monthly or annual contract amount and the facilities and service frequencies covered, so we can accurately compare the existing scope with the new requirements.

    A: The original contract included: daily service (M-S) of the Cultural Arts Center, daily service (M-F) of City Hall, biweekly service (2x/week) of the Norcross Welcome Center, Wingo Annex, and the Public Works building.

14. Contract dates — Section 9.L and Appendix B: Section 9.L identifies an initial term of February 1–August 31, 2027, while Appendix B lists February 2027–August 2028 and later renewal dates. Please confirm the correct initial period, renewal periods and pricing schedule.
    A: See change item #5.

15. Payment terms — Sections 7 and 9: Please provide the applicable invoicing frequency, acceptance process and payment period after receipt of a proper invoice. Are startup advances or mobilization payments available, or must the contractor finance all performance until the first payment?
A: Contractor will submit monthly invoices for compensation and expenses by electronic transmission. Payments will be due within 30 days after receipt of invoices. The City does not anticipate providing advance payments for mobilization, startup, or other pre-performance of work costs. Compensation will be made in accordance with the payment provisions of the contract for services satisfactorily performed and accepted by the City.

16. Bonds and guaranty — Sections 9.A.d and 9.K.c: Please confirm whether any bid security, proposal deposit, janitorial/fidelity bond, performance bond or payment bond is required. Section 9.K.c refers to forfeiture of an RFP guaranty without specifying an amount or form. If a requirement applies, please identify its amount, timing and required form.
A: There is no bid security, proposal deposit, fidelity bond, performance bond, or payment bond required for this contract.

17. Prime and subcontractor qualifications — Sections 7.2, 7.5, 8 and 9.A: May ABT serve as prime, responsible for contract administration, quality oversight and invoicing, while a named local subcontractor supplies the cleaning personnel, onsite supervision and equipment? Is there a minimum prime self-performance percentage or subcontractor approval requirement? May the proposed subcontractor's comparable experience, references, personnel and equipment satisfy the qualification and evaluation requirements? Please also confirm any registration or business-license requirements for an out-of-state prime and whether the local-firm preference applies only to the prime.
A: See response to question #1. A valid business license is required. An out-of-state prime contractor, if selected, must acquire a City of Norcross business license upon contract award, regardless of in-state status of any applicable subcontractors.

18. Service frequencies and porter coverage — Section 2.J, Section 9.M.b and Appendix A: Please reconcile the differing weekday/weekend instructions and notes for the Cultural Arts & Community Center, Welcome Center & Museum, and Police Station & Court House, including the general restriction on Sunday work.
A: See change item #4 for revised scope of work by facility. Sunday work is authorized for this contract due to inclusion in the scope of work by facility.

19. Does the City prescribe minimum day-porter coverage hours or require a dedicated porter, or is this entirely proposed by each bidder?
A: See response to question #11.

20. Supplies, disposal and workload — Sections 3.B, 4 and 9.J/9.M.c: Please confirm the City-provided chemicals and consumables, the contractor's equipment responsibilities, and whether disposal charges are covered by the City's Waste Management agreement.

A: See response to question #3 and change item #3. Disposal charges are covered by the City of Norcross.

21. Are cleanable square-footage figures, current service hours, historical annual custodial spending or a budget range available for the facilities in this solicitation?
A: A floor plan has been provided as an attachment to this addendum.

22. Optional walkthrough — Section 5: May a prospective local subcontractor attend the October 28, 2026, 10:00 a.m. meeting and tours on ABT's behalf? Please advise whether advance registration, attendee information, identification or security screening is required, and any applicable cutoff.
A: The pre-proposal meeting is optional and open to the public. There is no additional registration, identification, notice, or screening required to attend.

23. Can we submit our proposal with an active General Liability Insurance Certificate only?
A: Certificate of liability insurance provided at the type of proposal submission must include the insurance coverages required in RFP Packet Section 9.A.d.

24. May Workers' Compensation, Employer's Liability, and Commercial Automobile Liability insurance be obtained after contract award, but before contract execution or commencement of services? Or must certificates showing all required coverages be active and included at the time of proposal submission?

A: See response to question #9.

25. Does Section 2 (p. 5) require grounds, playground, irrigation or drainage work? Please confirm whether these duties are outside this custodial procurement.

A: See change item #1. This language was included in error; there is no ground, playground, irrigation, or drainage work included in this contract.

26. Which service frequencies control at Sites 3, 4 and 8 (pp. 18, 19 and 22), including conflicting day checkboxes/notes and Section 9.M(b)'s Sunday restriction (p. 15)? Please define any mandatory day-porter coverage/access hours (Section 2.J, p. 6; Site 8, p. 22).
A: See change item #4 for revised scope of work by facility and response to question #18.

27. What does the carpet-extraction frequency labelled Half mean (Figure 2, p. 8)? Which city/contractor supply allocation controls (Section 3.B, pp. 8-9; Section 9.A(c), p. 12; Section 9.J(c), p. 14)?
A: Every 6 months.

28. Please supply corrected contract and pricing periods: Section 9.L (p. 15) and Appendix B (p. 28) give different initial-term end years.
A: See change item #5 for revised contract term language.

29. Is a governing agreement/payment schedule available? Appendix G (p. 33) lists a draft agreement as optional.
    A: The City of Norcross will provide an agreement in the absence of one submitted by the proposer.

30. The separate Appendix D affidavits report copying disabled. Please provide versions and methods permitted for Phych's private AI-assisted review, plus current governing identity-document instructions. I've held further text extraction of those affidavits.
    A: Proposers are advised to print and complete the form manually.
31. We would like to know if the City of Norcross accepts proposals exclusively for VCT stripping and waxing services, without daily janitorial cleaning.
    A: No.

32. Can you provide current previous bid price tabulations?
    A: N/A.

33. Cleaning supplies and consumables (Section 3(B)/Figure 3 vs Sections 9(A)(c) and 9(J)(c)): One section states the City provides approved routine cleaning chemicals and designated consumables (toilet tissue, paper towels, hand soap, trash liners, floor-care chemicals), while other sections indicate the contractor is responsible for materials and supplies. Please confirm which items, if any, the City will furnish, and which the contractor must supply.

    A: See change item #3 for revised responsibility for consumables and response to question #3.

34. Police Station & Court House frequencies (Appendix A): The facility grid indicates daily restroom service Monday-Sunday and continuous/day-porter coverage, while the notes state some items are Monday-Friday and offices "once a week." Please confirm the correct service frequencies and the expected day-porter hours/coverage model for this 24/7 facility.

    A: See change item #4 and response to question #11

35. Cultural Arts & Community Center (Appendix A): The notes state Monday-Friday routine service, but the schedule grid also marks Saturday and Sunday. Is weekend service required at this facility?

    A: See change item #4.

36. Welcome Center & Museum: The summary states once-weekly service, but several tasks are described as twice-weekly. Please confirm the intended frequencies.

    A: See change item #4.

37. PW Annex, 345 Lively Avenue (840 sq ft): Please confirm whether this is serviced under the same schedule as the main Public Works facility, and any separate scope items.

    A: Yes.

38. Contract period (Section 9(L) vs Appendix B): Section 9(L) describes an initial term of February 1 through August 31, 2027 with four one-year renewals, while Appendix B's annual-cost table shows a prorated Year 1 of February 2027 through August 2028. Please confirm the intended initial term and renewal structure for pricing purposes.

    A: See change item #5.

39. Carpet extraction frequency (Figure 2): Carpet extraction appears listed as "Half." Please confirm the intended frequency.

    A: See response to question #27.

40. Confirmation that attendance at the October 28 pre-proposal meeting is optional and that site visits following the meeting are also optional, per Section 7.

    A: As stated in Section 7 of the RFP, attendance at the October 28, 2026, pre-proposal meeting is optional. Participation in any site visits conducted following the meeting is also optional. Proposers are encouraged to attend to gain a better understanding of the City's requirements and project conditions, but attendance is not a prerequisite for submitting a proposal.

41. We noticed that Section 7 and Appendix G list a Certificate of Liability Insurance as part of the proposal submission, while Section 9(K) states that insurance certificates must be provided within ten days of the Notice of Award.
    A: See response to question #9.

42. Could you please clarify whether a Certificate of Liability Insurance is mandatory at the time of proposal submission, or whether the selected contractor may obtain and provide the required coverage after award and before contract execution?
    A: See response to question #9.

43. 1. Section 9L states February 1 through August 31, 2027, followed by four annual renewals. Does that seven-month initial term control the introductory one year/five-year wording?
    A: Yes. Contract year 1 is an abbreviated/prorated year that ends on August 31, 2027 to align successive 12-month renewal years with the city's fiscal year that begins on September 1.

44. Which routine chemicals and consumables will the City supply, and which must the contractor include under the general materials provisions?
    A: See change item #3.

45. May references and relevant custodial experience be clearly attributed to a named performing subcontractor, with Aroi retaining prime responsibility? We will not describe another firm's work as Aroi's.
A: See response to question #1.

46. What published process permits a bidder to propose a finite allocation for cover costs, indemnity and other contractual liability? If exceptions are prohibited, please identify that requirement.
A: N/a

47. Experience Requirements: Can a prime contractor rely on a proposed subcontractor's commercial cleaning experience and references to satisfy the RFP's qualification requirements?

A: See response to question #1.

48. Subcontracting: Are there restrictions on the percentage of custodial services that an approved subcontractor may perform?

A: No.

49. Required Documentation: What qualifications or documentation must be submitted for the prime contractor and proposed subcontractor?

A: Please review the proposal format and instructions outlined in RFP packet Section 7: proposal format & instructions. Subcontractors and proposed work must be clearly identified in the proposal. If utilizing a subcontractor, references and an e-verify form (with documentation) must be submitted for the subcontractor firm.

50. Specialized Floor Care Participation: Would the City consider a proposal limited to specialized floor care services, particularly VCT stripping and waxing, rather than the complete custodial cleaning scope?
A: No.

51. Subcontracting Opportunities: If a separate proposal is not permitted, would the City allow V Global Enterprises Inc. to participate as a specialized floor care subcontractor under the awarded custodial contractor?
A: Yes, subcontractors may be utilized under this solicitation; however, proposers must identify all subcontractors proposed for use under the contract and provide any information required by the solicitation with their proposal. The successful proposer shall remain fully responsible for the performance of its subcontractors.

52. VCT Square Footage: Could you provide the approximate square footage of VCT flooring at each of the nine facilities included in the RFP?
A: A general floor plan is provided as an attachment to this addendum.

53. Floor Care Schedule: Could you clarify the anticipated frequency of VCT stripping and refinishing and whether these services will be included in the base contract or authorized separately?
A: See change time #2 for revised flooring service level and change item #5 for revised cost proposal form. The revised cost proposal form includes a schedule where proposers must provide pricing for on-demand services, which include periodic floor care. These services will not be included in the base contract and will be authorized separately.

54. Pre-Proposal Meeting and Site Visit: We are interested in attending the October 28, 2026, pre-proposal meeting and facility visits. Please confirm whether advance registration is required.
A: See response to question #22.

55. Section 9.K.c references forfeiture of an RFP guaranty. Is a bid bond, proposal guaranty, or performance bond required for this solicitation?

A: No.

56. Sections 7 and 8 address subcontractors and experience. May the relevant project experience and references of an identified custodial subcontractor be considered when evaluating the prime contractor's qualifications?

A: See response to question #1.

57. Must the certificate of liability insurance submitted with the proposal show all of the required coverages in force at the time of submission? Or is a current certificate, or an insurer's letter or binder confirming that the required coverages will be issued upon award, acceptable, with proof of carriage furnished within ten days of the Notice of Award? If a subcontractor will perform part of the work, may the subcontractor's certificate be submitted for its portion of the work?
Citation: Section 7, Item 7 (Certificate of Liability Insurance); Section 9.A.d–e (Liability Insurance); Section 9.K.b–c (Contract Requirements).

A: See response to question #9.

58. Section 9.K.c refers to forfeiture of the "RFP guaranty." No bid guaranty or bond is described elsewhere in the RFP. Is a bid guaranty, bid bond, or performance bond required, and if so, in what form and amount?
Citation: Section 9.K.c (Contract Requirements).

A: No bid guaranty, bid bond, or performance bond is required for this RFP.

59. Contract Term (Section 9.L and Appendix B): Section 9.L establishes an initial term of February 1 through August 31, 2027, while Appendix B identifies the first pricing period

as February 2027 through August 2028. Please confirm the correct initial contract period and corresponding pricing schedule.
A: See change item #5 for revised contract term language. The initial contract term is February 1, 2027 through August 31, 2027.

60. Supplies and Equipment (Section B, Figure 3): Please confirm that the City will furnish routine cleaning chemicals, floor-care chemicals, toilet tissue, paper towels, hand soap, and trash liners throughout the contract term, while the contractor furnishes labor, supervision, and required equipment.
A: See response to question #3.
61. Pricing (Appendix B): Please confirm whether optional or on-demand services are to be priced separately from recurring custodial services and included only when authorized by the City.
A: See change item #5 for revised cost proposal form. On-demand services are to be priced separately.

62. Are there any restrictions on the percentage of custodial services that may be performed by a subcontractor under the prime contractor's oversight?

A: No.

63. Does the City anticipate fixed monthly invoicing for routine custodial services, with additional services billed separately? What are the applicable payment terms?

A: Yes, the city anticipates fixed monthly invoicing for routine custodial services with additional services bill separately. Applicable payment terms will be as follows:

- ***A. Contractor will submit monthly invoices for compensation and expenses by electronic transmission. Payments will be due within 30 days after receipt of invoices and shall be made by electronic funds transfer to the bank account designated in the invoice. Past due amounts will accrue interest at one and one-half percent (1 ½%) per month, without limiting other remedies.***
- ***B. The City shall have the right to verify quantities and payment requests prior to approval.***
- ***C. The City may retain five percent (5%) of each progress payment until substantial completion. The retained funds shall be released following completion of all punch list items and issuance of final acceptance by the City.***
- ***D. Upon Final Completion and final acceptance of the Work by the City, Contractor shall submit a final application for payment. Final payment shall constitute full compensation for all work performed under this Agreement.***

64. Could you please clarify whether residential cleaning experience and references would satisfy the qualification and reference requirements for this RFP?
A: The City will evaluate qualifications and references based on the criteria set forth in the RFP. Residential cleaning experience may be submitted for consideration; however, the City reserves the right to determine whether the experience and

references provided adequately demonstrate a proposer's ability to successfully perform the required services.

65. Previous Contract Award: The name of the company awarded the previous janitorial services contract, including the award date and original contract amount.
A: The City is not providing historical contract pricing as part of this solicitation. Proposers should develop pricing based on their own assessment of the scope of services and requirements set forth in the RFP.

66. Contract Pricing: The monthly and annual amounts paid under the existing or most recently completed janitorial services contract.
A: See response to question #70.

67. Contract Amendments and Renewals: Copies of any amendments, extensions, renewals, or price adjustments affecting the original contract value.
A: See response to question #70.

68. Contract Scope: Confirmation of the number of City facilities covered under the previous contract and whether any additional locations or services were subsequently included.
A: The initial contract award included 5 City facilities; however, additional locations and services were subsequently included via contract amendment.

69. Public Records: If available, a copy of the executed contract and the award documentation associated with Agenda Item 23-6737, Janitorial Services Contract Award Recommendation.
A: Executed contract is attached to the addendum.

70. Could you please provide or direct us to the following records?

- The 2023 contract award recommendation and approved award, including the winning company.
- The original awarded annual and total contract values.
- Any subsequent contract renewals, amendments, or price adjustments.
- The current incumbent contractor and current monthly or annual contract amount

A: The original contract was awarded to Good Success Company as follows:
Year 1(2023): $49,200.00
Year 2 (2024): $50,236.80
Year 3 (2025): $77,880.00 (increase from $50,928 for addition of day porter)
Year 4 (2026): $81,000.00 (5% increase) + $7,500/month for addition of Public Safety building
Year 5 (2027): $85,050.00 + $7,500/month for Public Safety building

71. Notice to Proposers, page 2, and Introduction, page 4: Page 2 describes a one-year contract with four automatic renewals, while page 4 describes a five-year contract with automatic renewals. Please confirm the intended initial term and renewal structure.

A: The initial contract year is 6 months, with a maximum of 4 automatic 12-month year renewals.

72. Does the City of Norcross allow contractors to submit proposals for individual facilities or selected groups of facilities, rather than all nine locations?
A: The City has issued the Request for Proposals for the award of one contract to one contractor to service all facilities included in the scope of work.

73. Does the City reserve the right to award individual facilities to multiple contractors?
A: See response to question #72.

74. Scope & Square Footage: Could the City provide the approximate cleanable square footage and floor types (carpet, tile/VCT, polished concrete) for each facility included in the solicitation?
A: No.

75. Cleaning Windows: What are the designated access hours for cleaning across each facility (e.g., evening after 6:00 PM, night shift, or daytime porter hours)?
A: See response to question #6.

76. Consumables & Supplies: Does the City supply consumable restroom paper goods, soap, and trash liners, with the contractor providing cleaning chemicals and equipment, or is the contractor expected to furnish all consumables?
A: See response to question #3 and change item #3.

77. Periodic Floor Care: For scheduled periodic services (such as VCT stripping/waxing and carpet hot-water extraction), are these to be included in the base monthly fee or billed as separate line items upon authorized work order?
A: Periodic floor care services will be scheduled, authorized, and billed separately.

78. For the Police Station & Court House, the task descriptions state daily service, Monday through Sunday, for restrooms, break rooms and the elevator, and Monday through Friday for office and administrative areas. The Notes for the same site state that restrooms, offices, break rooms and the elevator are specified Monday through Friday, that office areas are cleaned once a week, and that cubicles are cleaned twice a week. Which frequencies govern for each area?
Citation: RFP Appendix A, Site 8 (Police Station & Court House)
A: see change item #4 for revised scope of work by facility.

79. For the Cultural Arts & Community Center, the individual task descriptions state daily service, Monday through Friday, while the scheduled cleaning days and Notes state routine service Monday through Sunday. What weekend service, if any, is required?
Citation: RFP Appendix A, Site 3 (Cultural Arts & Community Center)
A: See response to question #3 and change item #4 for revised scope of work by facility.

80. For the Welcome Center & Museum, the restroom and office tasks state twice weekly service, while the scheduled cleaning days (Monday only) and Notes state routine service once weekly. Which frequency is required?
Citation: RFP Appendix A, Site 4 (Welcome Center & Museum)
A: See response to question #3 and change item #4 for revised scope of work by facility.

81. Appendix A schedules Sunday service at Site 3 and Site 8,while Section 9.M.b states that no work shall take place on Sunday unless approved by the City, with a written request at least seven days before the weekend work. Is the Sunday service shown in Appendix A pre-approved under the contract, or must the contractor submit a written request for each Sunday?
Citation: RFP Section 9.M.b and Appendix A, Sites 3 and 8
A: See response to question #18.

82. Question 5: Section 9.L.a sets the initial term as February 1, 2027 through August 31, 2027. Appendix B, Annual Cost Summary, labels Prorated Year 1 as February 2027 through August 2028 and Year 2 as September 2028 through August 2029. Please confirm the end date of the prorated initial period and the start date of the first full contract year, so that pricing is entered under the correct year headings.
A: See change item #5.

83. Please also confirm that, under Section 9.L.c, annual price increases may apply only between successive full contract years.
Citation: RFP Section 9.L.a and 9.L.c, and Appendix B (Annual Cost Summary)
A: Yes, annual price increases of 3% maximum may apply only between successive full contract years of 12 months.

84. Cultural Arts & Community Center — Appendix A: Task descriptions specify Monday–Friday service, while the scheduled days and notes indicate Monday–Sunday. Which service schedule should proposers price?
A: see change item #4.

85. Welcome Center & Museum — Appendix A: Certain tasks specify twice-weekly service, while the schedule notes indicate once weekly. Please confirm the required frequency for each affected task.
A: see change item #4.

86. Police Station & Court House — Appendix A: Office cleaning is listed as daily Monday–Friday in the task description, but the notes state offices once weekly and cubicles twice weekly. Please confirm the required tasks and frequencies for offices and cubicles.
A: see change item #4.

87. Day porter — Section 2.J: Are there minimum coverage hours or days? If staffing is entirely vendor-recommended, please identify peak occupancy, court schedules and response expectations to guide our staffing proposal.
A: See response to question #11.

88. Public Works/PW Annex — Appendix A: How many shower stalls require cleaning? Please also confirm whether shop or garage floors are included in routine service.
A: 5 total shower stalls. Shop floors are excluded from routine service.

89. Facility measurements — Section 4 and Appendix A: Are cleanable square-footage breakdowns or floor plans available showing carpet, hard floors, offices, common areas and excluded spaces?
A: A Floor plan has been provided as an attachment.

90. Storage and access — Section 2.J and Appendix A: Which facilities offer secure contractor-equipment storage?
A: All facilities offer secure contractor equipment storage.

91. Please identify permitted cleaning windows and any background checks, badging, escort or other personnel-access requirements, particularly for Police/Court.
A: See change item #6.

92. Periodic floor care — Section 3.A, Figure 2: Please clarify the carpet-extraction frequency shown as "Half." Should scheduled periodic floor care be included in the recurring base price or separately priced?
A: Every 6 months. See change item #5 for revised cost proposal form. Periodic floor care will be authorized, scheduled, and priced separately.

93. Chemicals and consumables — Section 3.B, Figure 3: Please confirm that City-provided floor-care chemicals include products needed for carpet extraction, stripping and refinishing, and other required periodic work. How will contractors obtain replenishments?
A: See response to question #3 and change item #3.

94. Pricing — Appendix B: May a supplemental per-facility monthly breakdown be included within the separately sealed cost proposal? Please confirm the required format for request-only services, including labor-hour rates, mobilization charges and minimum charges.
A: See change item #5 for revised cost proposal form.

95. References — Section 7.5 and Appendix C: Are ongoing contracts acceptable? May four distinct completed projects performed through the same contracting client be listed with the same authorized reference contact? Please also clarify how aggregate multi-site experience is assessed against the similar-size-and-scope requirement.
A: References for ongoing contracts are acceptable. Please refer to response to question #1 regarding guidance on how to approach detailing experience and qualifications of the contractor and subcontractor.

96. Insurance timing — Sections 7.7, 9.A and 9.K: Two Mops currently carries general liability insurance. Must all required coverages be active at proposal submission, or may

we submit our current certificate with evidence that additional required coverage can be bound upon award and furnished within ten days? Please provide any required certificate-holder wording and endorsements.
A: See response to question #9.

97. Business licensing and local preference — Sections 8 and 9: Two Mops is based in Statham, Georgia, without a Norcross office. Is a separate Norcross business license required to perform this contract if awarded? Does eligibility for local-preference points require an established business location within the applicable jurisdiction?
A: A separate Norcross business license is not required for an in-state vendor. Please review requirements in Section 8 for local preference points.

98. Equipment and PPE: Section 3(B) assigns cleaning equipment to the contractor, while Figure 3 identifies shared City/contractor responsibility for certain equipment and safety supplies. Section 9(J) also addresses this allocation. Please identify the equipment and PPE the City will supply, its availability by facility, and the items the contractor must furnish and price.
A: See response to question #3 and change item #3.

99. Are prime contractors permitted to subcontract 100% of the physical custodial services while retaining responsibility for contract management and quality assurance?
A: Yes.

100. Are bid bonds, proposal guarantees, performance bonds, or payment bonds required?
A: No.

101. What are the payment terms, and are invoices processed monthly under Net 30?
A: See response to question #15.

102. Some locations require seven-day service, but Section 9.M restricts Sunday work. Can regular Sunday cleaning be approved for the contract term?
A: Sunday cleaning is approved for the contract due to its inclusion in the scope of work by facility.

103. Should the USB copy include the completed cost proposal, or must all pricing remain exclusively in the separate sealed envelope?
A: The USB copy should NOT include the cost proposal form. All costs must be submitted in a separately sealed envelope.

104. During the October 28 site tour, it was observed that certain janitorial work is currently performed once a week in-house using community-service labor. Will that in-house community-service coverage continue under the new contract? If so, which facilities and cleaning frequencies does it cover, and should proposers exclude that once-weekly coverage from the scope (and service frequencies) they propose and price for those facilities?

A: Community service coverage does not overlap with the scope of work for this contract.

105. Appendix B requests a recommended 12-month service plan with monthly price by facility. Please confirm the monthly price is intended to apply to both the prorated initial term and each full renewal year, subject only to the stated annual adjustment (max 3%).
A: Yes.

106. City Ordinance Sec. 26-22 restricts Sunday work without approval, while Appendix A schedules seven-day service at the Cultural Arts & Community Center and Police Station & Court House. Please confirm Sunday routine service at those facilities is approved under the contract.
A: See response to question #102.

107. Appendix A lists Wingo Annex and Historic Library as "by request only." Will the City accept a monthly on-call availability price for these facilities with requested visits billed at unit rates.
A: See change item #5 for revised cost proposal.

108. Please confirm whether the City requires four similar-project entries on Appendix C OR three separate signed reference letters, and whether comparable commercial property-maintenance/turnover cleaning contracts may qualify as custodial references.
A: Proposers may submit three signed reference letters for similar projects in lieu of four entries on the references form.

109. Our team was unable to attend the October 28 pre-proposal meeting and site visits. Will the City offer an additional site walkthrough before the question deadline or proposal due date, particularly for the Police Station & Court House?
A: At this time, staff cannot accommodate additional site walkthroughs. Buildings in the scope are open to the public; however, certain areas are only accessible with staff escort.

110. Appendix G is listed in the Table of Contents but is not included in the RFP document. Please provide Appendix G or confirm that it is not required.
Citation: Table of Contents; Appendix G
A: Please review page 33 of the RFP packet.

111. Section 9.M.c requires the contractor to use the City's Waste Management contract for waste removal. Please confirm whether there is any cost to the contractor for this service, and where custodial trash should be deposited at each facility.
A: There is no additional cost to the contractor for this service. The successful vendor will coordinate locations of trash deposit at each facility with city staff.

112. LABOR HOURS. Appendix B asks for estimated hours per week per facility. Are the submitted hours evaluated for reasonableness against the City's own staffing estimate, and are hours below or above that estimate scored or otherwise considered?
A: The hours are evaluated based on the city's own estimates.

113. On City holidays and other closures, does service shift, is it skipped, or is it required and billed? Please confirm how the contract treats holidays for routine service and for the Police Station's seven-day coverage.
A: Service is generally skipped on city holidays; however, there may be requests for on-demand services.

114. The contract provides for annual increases capped at three percent. Does the cap apply to the recurring monthly prices only, or also to the unit prices in the service adjustment table (additional visits, extra service days, floor care per square foot, event and callout rates)?
A: Annual price adjustments, if approved by the City, shall apply proportionately to all pricing submitted in the Contractor's Cost Proposal, including monthly facility pricing, labor rates, service adjustment pricing, add/deduct pricing, event services, and other unit prices. Any increase shall not exceed three percent (3%) between successive full contract years and shall be effective only upon written approval by the City.

115. For work outside the routine scope (event support, excessive trash, additional visits), are the Appendix B unit prices the only acceptable basis, and will the rates submitted be honored for the life of the contract or adjusted annually?
A: See response to question #114.

116. For cost scoring, will the City evaluate the prorated Year 1 price, the first full year price, or the total of all contract periods? Citation: Section 8, Cost Proposal; Appendix B
A: The City will evaluate the total proposed price reflected in Schedule3 of the cost proposal form across all contract periods.

117. Does a City of Norcross or Gwinnett County business license held by a joint venture partner or named subcontractor qualify the proposal for the Local Firm Bonus Credit? Citation: Section 8, Local Firm Bonus Credit
A: The City of Norcross or Gwinnett County business license must be held by the prime contractor in order to qualify the proposal for the local firm bonus credit.

118. Figure 3 indicates that vacuums, carts, mops, auto-scrubbers, and PPE are marked "Contractor/City (Both for occasional employee use)". Does the City already own operational auto-scrubbers and equipment on-site that the contractor is permitted to use, or must the contractor supply 100% of their own floor machines and equipment across all nine buildings?
A: The city does not own operational auto-scrubbers; however, the city does have vacuums, mops, carts, and PPE that the contractor is permitted to use.

119. Does every building have a dedicated, secure custodial closet equipped with a functional service sink (hot/cold water) and space to store rolling carts and machinery? ***A: Yes.***

Addendum 1 – NOVEMBER 6, 2026
CUSTODIAL CLEANING SERVICES
RFP PW 27-03

SECTION 2: CHANGES

The Request for Proposals document is modified as follows:

1. SCOPE OF WORK CORRECTION

Section 2, Scope of Work, currently states:
~~"The Contractor shall provide at his/her own risk all supervision, labor, materials, equipment, tools, transportation, hauling, dumping, supplies, insurance, and services to maintain in a superior condition all landscape areas, playgrounds, irrigation, and drainage systems, and other related work outlined in the Specification and as agreed in writing."~~

Revised language:
"The Contractor shall provide at his/her own risk all supervision, labor, materials, equipment, tools, transportation, hauling, dumping, supplies, insurance, and services required (except where explicitly stated otherwise) to perform all work outlined in the Specifications and as otherwise agreed in writing."

The references to landscape areas, playgrounds, irrigation systems, and drainage systems were included in error and shall not be construed as requirements of this solicitation. Additionally, this revision clarifies that the Contractor shall provide supplies and equipment except where the RFP document states otherwise.

2. FLOORING SERVICE LEVEL CORRECTION

Section 3, Specifications, Figure 2: Flooring Service Levels currently reads as follows:

~~Frequency~~	~~Surface~~	~~Required Work~~
~~Monthly~~	~~Carpet~~	~~Spot clean stains, spills, and visibly soiled areas~~
~~Monthly~~	~~Epoxy~~	~~Soft auto scrub using an approved neutral cleaner~~
~~Monthly~~	~~Tile and grout~~	~~Deep scrub using an appropriate grout cleaner~~
~~Monthly~~	~~ESD Flooring~~	~~Soft auto scrub using an approved neutral cleaner appropriate for ESD flooring~~
~~Half~~	~~Carpet~~	~~Hot water extraction or approved deep cleaning method~~

~~Frequency~~	~~Surface~~	~~Required Work~~
~~Quarterly~~	~~Wood~~	~~Inspect flooring condition and clean using products and methods approved for the specific wood floor and finish~~
~~Quarterly~~	~~Epoxy~~	~~Deep scrub, with particular attention to high traffic areas~~
~~Quarterly~~	~~Tile and grout~~	~~Deep scrub using an appropriate grout cleaner~~
~~Quarterly~~	~~ESD Flooring~~	~~Soft auto scrub using an approved neutral cleaner appropriate for ESD flooring~~
~~Quarterly~~	~~Porcelain Tile~~	~~Deep scrub tile and grout using appropriate products and equipment~~
~~Semiannual or as directed~~	~~VCT~~	~~Machine scrub, buff, strip, and refinish as required based on floor condition~~

Revised Language:

Surface	Frequency	Required Work
Carpet	*Monthly*	Spot clean stains, spills, and visibly soiled areas
	Quarterly	Inspect flooring condition and clean using products and methods approved for the specific wood floor and finish
	Half/Every 6 Mos.	Hot water extraction or approved deep cleaning method
Epoxy	*Monthly*	Soft auto scrub using an approved neutral cleaner
	Quarterly	Deep scrub, with particular attention to high traffic areas
Tile and Grout	*Monthly*	Deep scrub using an appropriate grout cleaner
	Quarterly	Deep scrub using an appropriate grout cleaner
ESD Flooring	*Quarterly*	Deep scrub using an approved neutral cleaner appropriate for ESD flooring
Porcelain Tile	*Quarterly*	Deep scrub tile and grout using appropriate products and equipment
VCT	*Semiannual or as directed*	Machine scrub, buff, strip, and refinish as required based on floor condition

3. RESPONSIBILITY FOR CONSUMABLES

Section 3, Specifications, Figure 3: Responsibility for Consumables currently reads as follows:

~~Item~~	~~Responsibility~~	~~Notes / Approved Products~~
~~Cleaning chemicals/disinfectants~~	~~City~~	
~~Toilet tissue~~	~~City~~	
~~Paper towels~~	~~City~~	
~~Hand soap~~	~~City~~	
~~Trash liners~~	~~City~~	
~~Floor care chemicals~~	~~City~~	
~~Vacuums, carts, mops, auto scrubbers~~	~~Contractor/City~~	~~Both for occasional employee use~~
~~PPE and employee safety supplies~~	~~Contractor/City~~	~~Both for occasional employee use~~

Revised language:

Item	Responsibility	Notes / Approved Products
Cleaning chemicals/disinfectants	City	
Toilet tissue	City	
Paper towels	City	
Hand soap	City	
Trash liners	City	
Periodic Floor care chemicals	***Contractor***	
Vacuums, carts, mops, auto scrubbers	Contractor/City	Both for occasional employee use
PPE and employee safety supplies	Contractor/City	Both for occasional employee use

The contractor will be responsible for periodic floor care chemicals.

4. SCOPE OF WORK BY FACILITY REVISIONS

Appendix A: Scope of Work by Facility
Appendix A has been deleted in its entirety and replaced with attachment #1 to this addendum.

5. REVISED COST PROPOSAL FORM

Appendix B, Cost Proposal Form, Annual Cost Summary currently reads as follows:

~~Contract Year~~
~~Prorated Year 1 (February 2027-August 2028)~~
~~Year 2 (September 2028-August 2029)~~
~~Year 3 (September 2029-August 2030)~~
~~Year 4 (September 2030-August 2031)~~
~~Year 5 (September 2031-August 2032)~~

Revised language:

"Contract Year
Year 1 (February 1, 2027-August 31, 2027)
Year 2 (September 1, 2027-August 31, 2028)
Year 3 (September 1, 2028-August 31, 2029)
Year 4 (September 1, 2029-August 31, 2030)
Year 5 (September 1, 2030-August 31, 2031)"

The contract years displayed in the annual cost summary chart are inaccurate and do not reflect the initial contract year of 6 months.

A revised cost proposal form is attached to this addendum as attachment #2 and MUST be submitted with the proposal in a separately sealed envelope.

6. BACKGROUND INVESTIGATION REQUIREMENT

Section 9: General Conditions, following subsection 9.M: Miscellaneous Provisions, the following section has been added to the RFP Document:

"N. Required Background Investigations

1. All contractors with unescorted access to the City of Norcross police station and courthouse facilities are required to complete an initial name-based and fingerprint-based criminal history background check conducted by the Norcross Police Department.
2. Contractors with a criminal history that includes felony convictions will not be permitted access to the police station and courthouse facilities. Theft, fraud, or other related convictions may also prohibit access. All other criminal history results are subject to review by the Chief of Police or their designee for final approval.
3. Periodic criminal history checks will be conducted by the Norcross Police Department throughout the duration of the contractor's employment.
4. Contractors must successfully complete annual security awareness training in accordance with applicable state and federal criminal justice information system regulations.
5. There is no cost to the contractor for background checks and required training."

7. LICENSES, PERMITS, AND CERTIFICATIONS

Section 9: Requirements, Subsection D: Award of Contract, the following language has been added:

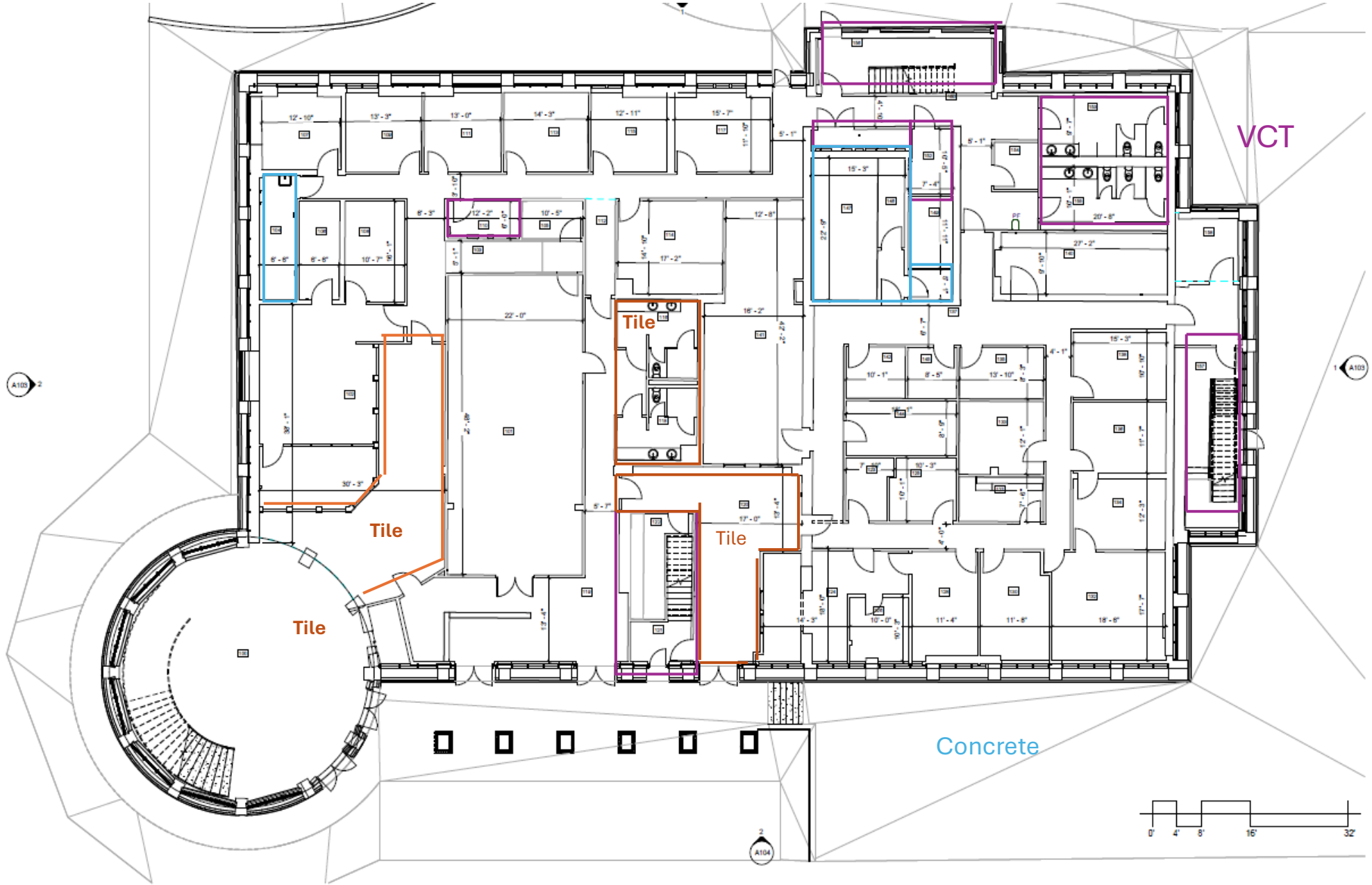
"e. The successful Contractor shall be responsible for obtaining and maintaining any business licenses, occupational tax certificates, permits, registrations, and other authorizations required by applicable federal, state, county, and local laws prior to commencing work under the Contract."

All other terms, conditions, specifications, and requirements of the Request for Proposals remain unchanged and in full force and effect.

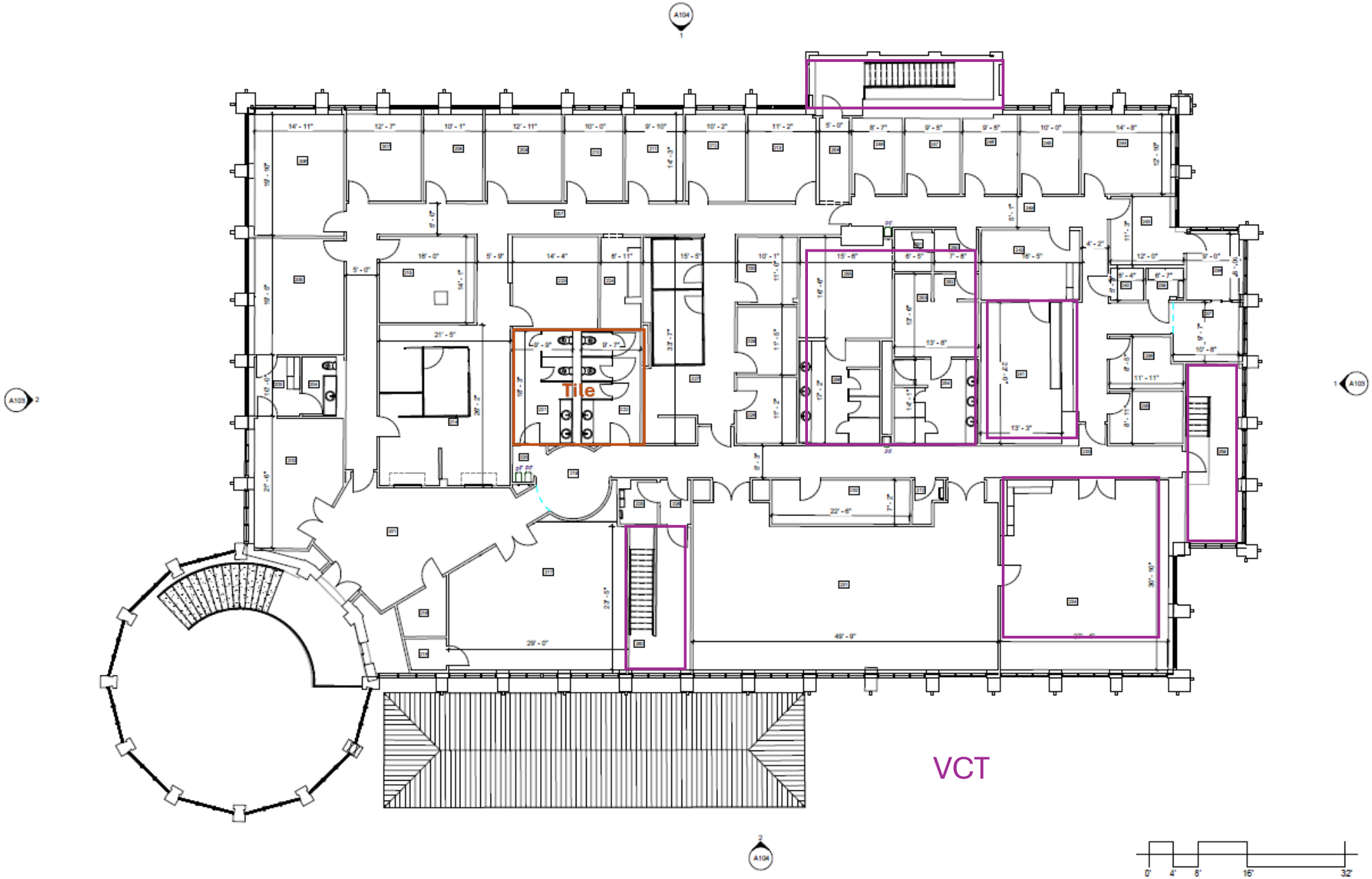
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SECTION 3: ATTACHMENTS

1. Revised Appendix A: Scope of Work by Facility (Pages 27-33)
2. Revised Appendix B: Cost Proposal Form (34-37)
3. Facility Floor Plan (Pages 25-26)
4. Contract Agreement with Good Success (Pages 38-45)



1 **Level 1**
1/8" = 1'-0"



1 **Level 2**
1/8" = 1'-0"

REVISED

APPENDIX A
RFP PW 27-03
SCOPE OF WORK BY FACILITY

SITE 1
City Hall | 65 Lawrenceville Street

Restrooms (7): Clean and disinfect toilets, urinals, sinks, counters, partitions, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash and sanitary containers; restock approved supplies. **Service daily, Monday through Friday.**

Individual offices: Empty trash and replace liners 2 days a week. Dust accessible furniture and horizontal surfaces and vacuum carpeted areas **monthly.**

Breakrooms (2): Clean and disinfect tables, counters, sinks, faucets and high touch surfaces; clean appliance exteriors; remove food and spill residue; sweep or mop floors; empty trash and recycling. **Service daily, Monday through Friday.**

Entrance and foyer: Vacuum carpet and mats; sweep or damp mop hard floors as needed; clean entrance doors and reachable glass; remove fingerprints; maintain a clean appearance. **Service daily, Monday through Friday.**

Reachable windows and glass: **Clean every two weeks.**

Round Stairwell: Vacuum, dust and remove debris **daily.**

Elevators (2): Clean floors, doors, interior surfaces, buttons and other high touch points **daily.**

High dusting: Perform dusting of high fixtures once **every 6 months**.

Customer service windows: clean glass, counters and high touch surfaces **daily.**

Council Chambers: Vacuum floors, dust accessible surfaces and leave the room orderly and ready for use **once per week.**

SCHEDULED CLEANING DAYS: ☒ **Mon** ☒ **Tue** ☒ **Wed** ☒ **Thu** ☒ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *Routine service Monday through Friday. Council Chambers weekly scheduled day proposed by contractor; reachable windows and glass every two weeks; office dusting/vacuuming monthly, as noted above.*

SITE 2

Wingo Annex | 168 Wingo Street

Office areas: Empty trash and recycling and replace liners; vacuum carpet and mats; sweep or damp mop hard floors; dust accessible furniture and horizontal surfaces; remove fingerprints and clean high touch surfaces.

Restrooms (2): Clean and disinfect toilets, sinks, counters, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash and sanitary containers; restock approved supplies. **Once weekly.**

Showers: Clean and disinfect shower floors, walls, fixtures, drains, benches and other touch points. Address soap buildup, odors and visible residue.

Entrances and common areas: clean doors, reachable glass and traffic paths; remove tracked soil and debris; maintain high touch surfaces.

SCHEDULED CLEANING DAYS: ☒ **Mon** ☐ **Tue** ☐ **Wed** ☐ **Thu** ☐ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *Restrooms once weekly, scheduled day proposed by contractor. All other areas when requested by the city.*

SITE 3

Cultural Arts & Community Center | 10 College Street

Restrooms (5): Clean and disinfect toilets, sinks, counters, partitions, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash and sanitary containers; restock approved supplies. **Service daily, Monday through Sunday.**

Ballroom, classrooms, gym, and meeting area: Empty trash and replace liners; vacuum carpet and mats; sweep or damp mop hard floors; clean tables and accessible surfaces; remove fingerprints; return furniture and containers to proper position. **Service daily, Monday through Sunday.**

Lobby and hallways: Maintain floors and traffic paths; clean entrance doors and reachable glass; remove fingerprints, cobwebs and debris; clean high touch surfaces. **Service daily, Monday through Sunday.**

Elevator (1): Clean floor, doors, interior surfaces, buttons and other high touch points. **Service daily, Monday through Sunday.**

Event services: Event specific cleaning are not included in routine custodial service.

SCHEDULED CLEANING DAYS: ☒ **Mon** ☒ **Tue** ☒ **Wed** ☒ **Thu** ☒ **Fri** ☒ **Sat** ☒ **Sun**

Notes: *Routine service Monday through Sunday. Event specific cleaning is not included in routine service.*

SITE 4

Welcome Center & Museum | 17 College Street

Restrooms (2): Clean and disinfect toilets, sinks, counters, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash; restock approved supplies.

Office: Empty trash and replace liners; vacuum or mop floors as applicable; dust accessible furniture and horizontal surfaces; clean high touch points.

Kitchen area: Clean and disinfect counters, sink, faucet and touch points; clean appliance exteriors; remove food and spill residue; sweep or mop floors; empty trash and recycling.

Museum and first floor/common areas: Vacuum carpet and mats; sweep or damp mop hard floors; dust accessible surfaces; clean doors and reachable glass; remove fingerprints and debris. Cleaning should be performed carefully so displays and exhibits are not disturbed.

Upstairs: Not included in routine weekly service. Clean only when requested by the city.

*Other cleaning may be requested depending on facility demand and use.

SCHEDULED CLEANING DAYS: ☒ **Mon** ☐ **Tue** ☐ **Wed** ☐ **Thu** ☐ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *Routine service once weekly, scheduled day proposed by contractor. Upstairs cleaned only when requested by the city.*

SITES 5 & 6

Public Works, Utilities, Parks and PW Annex | 345 Lively Avenue

Restrooms (5): Clean and disinfect toilets, urinals, sinks, counters, partitions, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash and sanitary containers; restock approved supplies. **Service daily, Monday through Friday.**

Showers: Clean and disinfect shower floors, walls, fixtures, drains, benches and other touch points. Address soap buildup, odors and visible residue. **Service daily, Monday through Friday.**

Office areas: Empty trash and recycling and replace liners; vacuum carpet and mats; sweep or damp mop hard floors; dust accessible furniture and horizontal surfaces; clean high touch points. **This will be done only 2 days a week.**

Breakrooms (2): Clean and disinfect tables, counters, sinks, faucets and touch points; clean appliance exteriors; remove food and spill residue; sweep or mop floors; empty trash and recycling. **Service daily, Monday through Friday.**

Community Service area and associated offices: clean floors, empty trash, dust accessible surfaces, clean counters and other high touch points, and maintain the area in an orderly condition. **Service daily, Monday through Friday.**

Entrances and common areas: Clean doors and reachable interior glass; maintain traffic paths; remove fingerprints, debris and cobwebs. **Service daily, Monday through Friday**.

SCHEDULED CLEANING DAYS: ☒ **Mon** ☒ **Tue** ☒ **Wed** ☒ **Thu** ☒ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *Routine service Monday through Friday. Office areas twice a week, scheduled days proposed by contractor.*

SITE 7

Human Resources Building | 189 Lawrenceville Street

Restroom (1): Clean and disinfect toilet, sink, counter, mirror, dispenser and fixtures; sweep and wet mop floor; empty trash; restock approved supplies.

Offices: Empty trash and replace liners; vacuum, sweep or mop floors as appropriate; dust accessible furniture and horizontal surfaces; clean high touch points.

Lobby/open area: Vacuum, sweep or mop floors as appropriate; dust accessible surfaces and furniture; empty trash; clean high touch surfaces; maintain an orderly appearance.

Entrance: Clean entrance doors and reachable interior glass; remove fingerprints and debris.

General condition: Leave all serviced areas clean and orderly after each visit.

SCHEDULED CLEANING DAYS: ☐ **Mon** ☐ **Tue** ☐ **Wed** ☐ **Thu** ☐ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *On-demand/by request of the city.*

SITE 8

Police Station & Court House | 6025 Buford Highway

Building operation: The facility operates 24 hours per day, 7 days per week. Cleaning shall be scheduled and performed without interfering with police operations, court functions, employees or public access.

Restrooms (14): Clean and disinfect toilets, urinals, sinks, counters, partitions, mirrors, dispensers and fixtures; sweep and wet mop floors; empty trash and sanitary containers; restock approved supplies. **Service daily, Monday through Sunday.**

Office and administrative areas: Empty trash and recycling and replace liners; vacuum carpet and mats; sweep or damp mop hard floors; dust accessible furniture and horizontal surfaces; clean high touch points. **Service daily, Monday through Friday.**

Breakrooms (3): Clean and disinfect tables, counters, sinks, faucets and touch points; clean appliance exteriors; remove food and spill residue; sweep or mop floors; empty trash and recycling. **Service daily, Monday through Sunday.**

Lobby, hallways and public areas: Maintain floors and traffic paths; clean entrance doors and reachable glass; remove fingerprints, debris and cobwebs; disinfect handles, push bars, handrails and other high touch points.

High dusting: Perform dusting of high fixtures in main lobby and rotunda once every 6 months.

Elevator (1): Clean floors, doors, interior surfaces, buttons and other high touch points. **Service daily, Monday through Sunday.**

Jiu-Jitsu studio: Limit custodial services to restroom cleaning only. **Service daily, Monday through Sunday.**

Multipurpose room: On-demand cleaning of multipurpose room.

Court related areas: Vacuum or mop floors as appropriate; empty trash; dust accessible surfaces; clean high touch points; leave designated court areas orderly and ready for normal use. Twice a week. **Services restricted to Monday through Friday, between 8:00 a.m. and 5:00 p.m.**

Continuous operations: Maintain cleanliness throughout regularly serviced areas and coordinate work around the building's continuous occupancy.

Staffing: Vendor shall recommend the staffing, labor hours and cleaning schedule necessary to maintain the required service standard in this continuously occupied facility.

SCHEDULED CLEANING DAYS: ☒ **Mon** ☒ **Tue** ☒ **Wed** ☒ **Thu** ☒ **Fri** ☒ **Sat** ☒ **Sun**

Notes: *Facility operates 24/7. Courthouse access is limited to M-F 8:00 a.m. to 5:00 p.m. Restrooms, offices, breakrooms and elevator are specified Monday through Friday. Office areas once a week, scheduled day proposed by contractor. Cubicles twice a week, scheduled days proposed by contractor.*

SITE 9

Historic Library | 65 North Peachtree Street (Request only)

Routine areas: One restroom, two open areas, one with carpet flooring and one with wood flooring, and one small kitchen area.

Restroom: Clean and disinfect toilet, sink, counter, mirror, dispenser and fixtures; sweep and wet mop floor; empty trash; restock approved supplies.

Carpeted open area: Empty trash and replace liners; vacuum carpet and mats; spot clean spills; dust accessible furniture and horizontal surfaces; remove fingerprints and cobwebs.

Wood floor open area: Sweep or dust mop and clean wood flooring using products and methods appropriate for the flooring; spot clean spills; dust accessible surfaces and clean high touch points.

Kitchen area: Clean and disinfect counters, sink, faucet and touch points; clean appliance exteriors; remove food and spill residue; sweep or mop floor; empty trash and recycling.

Entrance and common surfaces: Clean entrance doors and reachable interior glass; remove fingerprints and maintain a clean appearance.

SCHEDULED CLEANING DAYS: ☐ **Mon** ☐ **Tue** ☐ **Wed** ☐ **Thu** ☐ **Fri** ☐ **Sat** ☐ **Sun**

Notes: *Request only. No routine schedule; cleaning performed only when requested by the City.*

REVISED

APPENDIX B

RFP PW 27-03
COST PROPOSAL FORM

Each proposer should price the service plan it recommends and explain the basis for that recommendation for a 12-month period. The proposal shall identify staffing, days of service, service windows (start to finish), estimated weekly labor hours, supervision, and monthly price by facility. The proposer remains responsible for meeting the required cleaning standards using its accepted staffing model.

SCHEDULE 1: RECURRING/ROUTINE CLEANINGS

Please provide information in accordance with scope of work outlined in Appendix B.

Facility	Staff	Days/Wk.	Service Window	Est. Hrs./Wk.	Monthly Price
City Hall					
Wingo Annex (restrooms)					
Norcross Cultural Arts & Community Center					
Welcome Center & Museum					
Public Works, Utilities, Parks					
PW Annex					
Police station & Court House					
MONTHLY TOTAL ALL RECURRING FACILITY TASKS:			**$_____**		

Vendor assumptions / exclusions / explanation:

SCHEDULE 2: SERVICE ADJUSTMENT AND UNIT PRICING

Unit prices shall include all labor, supervision, equipment, materials, transportation, overhead, and profit necessary to perform the service. Unit prices may be used by the City for optional, additional, or emergency services not included in the routine monthly scope. Proposers may provide unit pricing for additional services offered by not shown in this table.

Service	Unit	Price	Notes
Emergency/unscheduled cleaning	Hour	$	
After hours event cleaning	Hour	$	
Excessive trash cleanup	Per occurrence	$	
Flooring Service - Carpet	Per sq. ft.	$	Monthly/Quarterly/Half
Flooring Service - Epoxy	Per sq. ft.	$	Monthly/Quarterly
Flooring Service – Tile & Grout	Per sq. ft.	$	Monthly/Quarterly
Flooring Service – ESD Flooring	Per sq. ft.	$	Monthly
Flooring Service - Wood	Per sq. ft.	$	Quarterly
Flooring Service – Porcelain Tile	Per sq. ft.	$	Quarterly
Flooring Service - VCT	Per sq. ft.	$	Semiannual or As Directed
Custodian	Hour	$	
Lead Custodian	Hour	$	
Supervisor	Hour	$	
Day Porter	Hour	$	
(Optional)		$	
(Optional)		$	
(Optional)		$	
(Optional)		$	

SCHEDULE 3: ANNUAL COST SUMMARY

Annual cost summary shall include recurring cleaning costs ONLY (annual totals for recurring services shown in schedule 2).

Contract Year	Annual Cost
Prorated Year 1 (February 1, 2027-August 31, 2027) ***- Incl. Mobilization***	
Year 2 (September 1, 2027-August 31, 2028)	
Year 3 (September 1, 2028-August 31, 2029)	
Year 4 (September 1, 2029-August 31, 2030)	
Year 5 (September 1, 2030-August 31, 2031)	

****Proposed contract annual increases between full contract years shall not exceed three percent (3%)***

PROPOSER, in compliance with the Request for Proposals associated with this project, having examined the Specifications with related documents and the site of the proposed work, and being familiar with all of the conditions surrounding the construction of the proposed project, including the availability of materials and labor, hereby proposes to furnish all labor, materials and supplies, and to construct the project in accordance with the production and contract requirements, within the time set forth therein, and at the price(s) stated above. This price is to cover all expenses including overhead and profit incurred in performing the work required under the contract documents, of which this proposal is a part.

PROPOSER verifies that all information provided in response to this bid package is truthful and accurate to the best of the Proposer's knowledge and belief.

This bid is submitted to the City of Norcross by:

Firm Name: _____

Authorized Representative (Signature): _____

Authorized Representative (Print): _____

Firm Address: _____

Date:_____

AGREEMENT BETWEEN GOOD SUCCESS COMPANY
AND THE CITY OF NORCROSS
PROJECT: PWUP 03-03 – JANITORIAL CLEANING SERVICES

This Agreement made and entered into this 16 day of June, in the year 2023; by and between THE CITY OF NORCROSS, Georgia, having its principle place of business at 65 Lawrenceville St. Norcross, Georgia and ("Contractor") Good Success Company its principle place of business at 525 Stoneglen Chase, Atlanta, Georgia 30331.

WHEREAS, the City of Norcross has caused Request for Proposal Number, RFP03-03 (the "Request") to are issued soliciting proposals from qualified contractors to furnish all items, labor services, materials and appurtenances called for by them in accordance with this proposal. Selected ("Contractor") is required to provide the services as called for in the scope of services; and

WHEREAS, the Contractor submitted a response to the Request; and

WHEREAS, the Contractor's submittal was deemed by the City of Norcross to be the proposal determined to be most advantageous to the City; and

NOW THEREFORE, in consideration of the mutual covenant and promises contained herein, the parties agree as follows:

1.0 Scope of Work

The Contractor agrees to provide all Services and comply with all requirements specified in the Request (which is hereby incorporated by reference) and as outlined in the attached Scope of Work, a copy of which is attached hereto as Appendix "A". Further Contractor shall provide those Services as may additionally be specified in the Contractor's Statement in accordance with the terms and conditions of this agreement. The specifications are hereby made a part of this agreement by reference.

The Contractor shall also perform those services described in Appendix B as requested by the City.

2.0 Payment

The City shall pay the amount provided below for the corresponding contract year:

Contract Year	ANNUAL COSTS
Year One (2023)	$49,200.00
Year Two (2024)	$50,236.80
Year Three (2025)	$50,928.00
Year Four (2026)	$51,792.00
Year Five (2027)	$52,656.00

In addition, the City shall pay additional costs for on-demand services in accordance with Appendix B.

3.0 Term

The term of this contract shall be for one (1) year from the beginning date of execution of this agreement and shall be automatically renewal for the following four years, unless denied by the City with 30 days' notice prior to the annual renewal date. Title to any supplies, materials, equipment, or other personal property shall remain in the vendor until fully paid for by the City.

4.0 Renewal

The City shall have the option, in its sole discretion, to renew the Contract for a one year additional renewal as defined in the Standard Contract Form on a year-to-year basis, by giving the Contractor written notice of the renewal decision at least sixty (60) days prior to the expiration of the initial term or renewal term and requesting Contractor's written consent for renewal of the Contract. Renewal will depend upon the best interests of the City, funding, and Contractor's performance. Renewal will be accomplished through the issuance of a Notice of Renewal from the City Manager to the Contractor. Upon the City's election, in its sole discretion, to renew any part of this Contract, Contractor shall remain obligated to perform in strict accordance with this Contract unless otherwise agreed by the City and the Contractor.

5.0 Extension

If not set forth in the RFQ and/or Contractor's submittal, the City will determine the basic period of performance for the completion of any of Contractor's actions contemplated within the scope of this Agreement and notify Contractor of the same via written notice. If no specific period for the completion of Contractor's required actions pursuant to this Agreement is set out in writing, such time period shall be a reasonable period of time based upon the nature of the activity. If the completion of this Contract is delayed by actions of the City, then and in such event the time of completion of this Contract shall be extended for such additional time within which to complete the performance of the Contract as is required by such delay. This Contract may be extended by mutual consent of both the City and the Vendor for reasons of additional time, additional services and/or additional areas of work.

6.0 Independent Contractor

6.1. The Contractor shall be an independent Contractor. The Contractor is not an employee, agent or representative of the City of Norcross. The successful Contractor shall obtain and maintain, at the Contractor's expense, all permits, license or approvals that may be necessary for the performance of the services. The Contractor shall furnish copies of all such permits, licenses or approvals to the City of Norcross Representative within ten (10) day after issuance.

In as much as the City of Norcross and the Contractor are contractors independent of one another neither has the authority to bind the other to any third person or otherwise to act in any way as the representative of the other, unless otherwise expressly agreed to in writing signed by both parties hereto. The Contractor agrees not to represent itself as the City's agent for any purpose to any party or to allow any employee of the Contractor to do so, unless specifically authorized, in advance and in writing, to do so, and then only for the limited purpose stated in such authorization. The Contractor shall assume full liability for any contracts or agreements the Contractor enters into on behalf of the

City of Norcross without the express knowledge and prior written consent of the City.

7.0 Indemnification

The Contractor agrees to indemnify, hold harmless and defend the City from and against any and all liabilities, suits, actions, legal proceedings, claims, demands, damages, costs and expenses (including attorney's fees) to the extent rising out of any negligent act or omission of the Contractor, its agents, subcontractors or employees in the performance of this Contract except for such claims that arise from City's actions.

8.0 Insurance

The Contractor shall, at its own cost and expense, obtain and maintain worker's compensation and commercial general liability insurance coverage covering the period of this Agreement, such insurance to be obtained from a responsible insurance company legally licensed and authorized to transact business in the State of Georgia. The minimum limit for Worker's Compensation Insurance shall be the statutory limit for such insurance. The minimum limits for commercial general liability insurance, which must include personal liability coverage will be $100,000 per person and $100,000 per occurrence for bodily injury and $500,000 per occurrence for property damage.

8.1 Contractor shall provide certificates of insurance evidencing the coverage requested herein before the execution of this agreement, and at any time during the term of this Agreement, upon the request of the City, Contractor shall provide proof sufficient to the satisfaction of the City that such insurance continues in force and effect.

9.0 Termination

Any other provisions of this agreement notwithstanding, each party has the right to terminate this Agreement if the other party breaches or is in default of any obligation hereunder which default or breach is incapable of cure or which, being capable of cure, has not been cured within thirty (30) days after receipt of written notice of such default (or such additional cure period as the non-defaulting party may authorize). In addition, if at any time after commencement of the Services, the City of Norcross shall, in its sole reasonable judgment, determine that such Services are inadequate, unsatisfactory, no longer needed, or substantially not conforming to the descriptions, warranties, or representations contained herein, the City may terminate this Agreement upon thirty (30) days written notice to the Contractor.

The City of Norcross may terminate the agreement immediately without prejudice to any other right of action or remedy if the Contractor:

Becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, or becomes subject to any proceeding under any bankruptcy or insolvency law, whether domestic or foreign, or has wound up or liquidated, voluntarily or otherwise. In the event that any of the above events occur, the Contractor shall immediately notify the City of Norcross of each occurrence.

Termination of the contract may be given after thirty (30) days written notice for any reason and at the sole discretion of the City, provided however that this provision shall not excuse the City from paying for any services

rendered prior to the termination. In the event that termination occurs before the Contractor's full performance of any obligation due, the City shall excuse all payments.

11.0 Inclusion of Documents

The Request, any amendments thereto, and the Contractor's submittal in response thereto, including any best and final offer, are incorporated in this Agreement by reference and form an integral part of this agreement. In the event of a conflict in language between this Agreement and the foregoing documents incorporated herein, the provisions and requirements set forth in this Agreement shall govern. In the event of a conflict between the language of the RFQ, as amended, and the Contractor's submittal, the language in the former shall govern.

12.1 Compliance with All Laws and Licenses

The Contractor must obtain all necessary licenses and comply with local, state and federal requirements. The Contractor shall comply with all laws, rules and regulations of any governmental entity pertaining to its performance under this Agreement.

13.0 Assignment

The Contractor shall not assign or subcontract the whole or any part of this Agreement without the City of Norcross' prior written consent.

14.0 Amendments in Writing

No amendments to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of the parties.

15.0 Drug-Free and Smoke-Free Workplace

A drug-free and smoke-free workplace will be provided for the Contractor's employees during the performance of this Agreement; and

The Contractor will secure from any subcontractor hired to work in a drug-free and smoke-free work place a written certification so stating and in accordance with Paragraph 7, subsection B of the Official Code of Georgia Annotated Section 50-24-3.

The Contractor may be suspended, terminated, or debarred if it is determined that: (1) the Contractor has made false certification herein; or (2) the Contractor has violated such certification by failure to carry out the requirements of Official Code of Georgia Annotated Section 50-24-3.

16.0 Additional Terms

Neither the City nor any Department shall be bound by any terms and conditions included in any Vendor packaging, invoice, catalog, brochure, technical data sheet, or other document which attempts to impose any condition in variance with or in addition to the terms and conditions contained herein.

19.0 Governing Law

This Agreement shall be governed in all respects by the laws of the State of Georgia. The Superior Court of Gwinnett County, Georgia shall have exclusive jurisdiction to try disputes arising under or by virtue of this contract.

20.0 Entire Agreement

This Agreement constitutes the entire Agreement between the parties with respect to the subject matter contained herein; all prior agreements, representations, statement, negotiations, and undertakings are suspended hereby. Neither party has relied on any representation, promise, nor inducement not contained herein.

21.0 Special Terms and Conditions

Janitorial Bond—Prior to the execution of this Agreement, the Contractor shall provide a Janitorial Bond, equal to $25,000.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed by their duly authorized officers as of the day and year set forth next to each signature.

CITY OF NORCROSS:	CONTRACTOR:
By: _____	By: Kenneth R. Davis
Title: Mayor	Title: CEO
Name: Craig Newton	Name: KENNETH R. DAVIS
Date: 6/15/2023	Date: 06.16.2023

Kenneth R. Davis

CEO

KENNETH R. DAVIS

06.16.2023

Appendix A
Statement of Work

Administrative Office, the general areas to be serviced Include the following: Lobby & Entrance, Restrooms, General Office Areas, Stairwells, Private Offices, and Class-training rooms.

- Buildings to be service seven (7) days a week Cultural Arts Center -10 Britt Ave. Early Morning Only, after 2:00am before 8:00am
- Buildings to be service five (5) times a week: (Daily) City Hall - 65 Lawrenceville Street, Evenings After 6:00pm before 6:00am
- Buildings to be service two (2) times a week: Norcross Welcome Center - 125 Lawrenceville St., Norcross Police Annex Building - 168 Wingo St., and Public Works Maintenance Building- 345 Lively Ave. Evenings After 6:00pm – before 6:00am

1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)
2. Dust and disinfect (where appropriate) furniture, including desktops, computer equipment, tables, and chairs with treated cloth
3. Vacuum carpeting and runners (as needed)
4. Dustmop and damp mop hard floors with appropriate method for surface
5. Clean with sanitary spray and polish to a shine all dispensers, mirrors, sinks, and faucets
6. Wipe clean and polish all splash, counters, cabinets, and sinks. (restroom & breakrooms)
7. Scrub toilet and urinal interiors with a liquid abrasive and flush afterwards
8. Fill soap dispensers, paper towel dispensers, and add toilet paper to holders. Leave one extra roll of toilet paper in each stall
9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor surface
10. Clean and sanitize drinking fountains and door handles
11. Clean and remove fingerprints from handrails, door glass, interior office windows, elevators, and from all glass-topped furniture
12. Remove trash recycling to the appropriate outside dumpster
13. Inspect area; secure doors and lights (doors found locked shall be re-locked)

Areas to be serviced Monthly (1) time per month all buildings as needed:

1. Dust vent covers and binds
2. Clean elevator walls
3. Clean frames, switches, baseboards, high and low dust
4. Pour water down floor drains
5. Dust partition tops, wall hanging, ledges & other horizontal surfaces within reach

Areas to be serviced twice (2) per year, once every six months, all buildings as needed: 1. Buff floors / strip and refinish VCT

Appendix B

Additional charges

Facility	Cost / Cleaning
Cultural Arts Center – Ballroom 1st floor front lobby, restrooms, kitchen (Floors, counters wipe down front of appliances)	$100.00
Rectory – 1st floor, exhibit areas, kitchen (Floors, counters wipe down front of appliances)	$50.00
City Hall -Community Room – (Vacuuming, cleaning, windows, and doors)	$50.00