Request for Proposals

CUSTODIAL CLEANING SERVICES

RFP PW 27-03

City of Norcross

Public Works Department

Contents

NOTICE TO PROPOSERS: 3
TITLE VI/NON-DISCRIMINATION NOTIFICATION 4
1. INTRODUCTION 5
2. SCOPE OF WORK 5
3. SPECIFICATIONS 7
4. SITE INFORMATION 9
5. SCHEDULE OF EVENTS 9
6. RESTRICTIONS ON COMMUNICATION WITH STAFF 10
7. PROPOSAL FORMAT & INSTRUCTIONS 10
8. EVALUATION CRITERIA 11
9. GENERAL CONDITIONS 11
APPENDIX A 16
APPENDIX B 17
APPENDIX C 18
APPENDIX D 19
APPENDIX E 20
APPENDIX F 21
APPENDIX G 22

City of Norcross
Public Works Department

Request for Proposals
CUSTODIAL CLEANING SERVICES
RFP PW 27-03

NOTICE TO PROPOSERS:

The City of Norcross is soliciting sealed proposals for Custodial Cleaning Services from qualified and experienced custodial service providers to perform routine cleaning, sanitation, and maintenance services for various City-owned facilities. The purpose of this contract is to maintain a sanitary, professional, and public-ready conditions in all City facilities. The scope of work includes nine (9) locations requiring a range of custodial services. The City intends to award a 1-year contract with four (4) automatic renewals to one company. All work must be conducted according to industry standards. The contractor will be responsible for furnishing all labor, supervision, equipment, machinery, tools, and personal protective equipment (PPE).

Proposals are due on **Friday, November 20, 2026, at 12:00 p.m. Eastern.**

There will be an optional, highly recommended, pre-proposal meeting on **October 28, 2026**, at **10:00 a.m**. at the Norcross Public Works building, located at 345 Lively Avenue Norcross, Georgia 30071. Site visits will occur following the meeting.

Please submit questions/requests via **e-mail only** to procurement@norcrossga.net by **5:00 p.m. on November 4, 2026**. Questions and answers will be posted in an addendum on the City Website.

No proposal will be received or accepted after the above specified date and time. Submissions received after the designated date and time will be deemed invalid and returned unopened.

No proposal may be withdrawn within thirty (30) days after the proposal deadline. Requests for withdrawals must be submitted in writing. All proposals shall remain firm for 90 days after the submission deadline.

The City of Norcross reserves the right to accept or reject any or all Proposals and award in the best of interest of the city.

All sealed proposals must be submitted by **Friday, November 20, 2026, at 12:00 p.m. Eastern** to the address below: Clearly label the proposal "RFP Submission: Custodial Cleaning Services (RFP PW 27-03)" and submit two hard (paper) copies and one digital (USB) copy of your RFP package to:

Charlene Marsh, MPA
Procurement & Capital Projects Manager
City of Norcross Public Works Department
345 Lively Avenue
Norcross, GA 30071

TITLE VI/NON-DISCRIMINATION NOTIFICATION

The City of Norcross, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21,Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all proposers that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 23 will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

1. INTRODUCTION

The City of Norcross is soliciting sealed proposals for Custodial Cleaning Services from qualified and experienced custodial service providers to perform routine cleaning, sanitation, and maintenance services for various City-owned facilities. The purpose of this contract is to provide sanitary, professional, and public-ready conditions for all City facilities with a proactive approach. The scope of work includes nine (9) locations requiring a range of custodial services that include daily, weekly, biweekly, and an as-needed basis. The City intends to award a 5-year contract with automatic renewals to one company. All work must be conducted according to industry standards. The contractor will be responsible for furnishing all labor, supervision, equipment, machinery, tools, and personal protective equipment (PPE).

2. SCOPE OF WORK

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. All work shall be performed in a skillful manner, using quality equipment and materials, and the Specification methods. For more detail on cleaning frequency per building, see Appendix A – Scope by Facility.

Visible soil, overflowing trash, depleted supplies, spills, fingerprints, odors, and routine cleanliness issues shall be corrected during the assigned service period without waiting for direction.

The Contractor shall perform routine custodial services in accordance with the service frequencies outlined in Attachment A and including, but not limited to the following:

A. General Office Cleaning

a. Empty trash receptacles and replace liners
b. Dust accessible furniture, fixtures, and horizontal surfaces
c. Remove and appropriately dispose of recyclable materials
d. Vacuum carpeted areas
e. Sweep and mop hard surface floors
f. Clean glass & counters
g. Sanitize high-touch surfaces

B. Restroom Cleaning & Sanitation

a. Clean and disinfect toilets, urinals, sinks, counters, partitions, mirrors, dispensers, and fixtures
b. Sweep and mop floors with disinfectant
c. Empty trash and sanitary containers
d. Refill approved supplies: soap, paper towels, and toilet tissue
e. Sanitize high-touch surfaces

C. Floor Care

a. Vacuum carpeted areas in common spaces
b. Spot treat carpet or hard floor stains
c. Machine scrub floors when necessary

D. Breakrooms and kitchens

a. Clean and disinfect tables, counters, sinks, faucets, and other high-touch surfaces
b. Clean appliance exteriors (microwaves, refrigerators, etc.)
c. Clean food and spill residue
d. Sweep and mop floors
e. Empty trash receptacles and replace liners

E. Entrances, Lobbies, and Common Areas

a. Sweep and mop floors as needed
b. Vacuum carpet and mats
c. Clean and disinfect entrance doors and reachable glass
d. Remove fingerprints

F. Staircases & Elevators

a. Vacuum, dust, and remove debris
b. Clean floor, doors, interior surfaces, buttons, and other high touch points

G. Locker Rooms and Showers

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

H. Event services

a. Event specific cleaning not included in routine custodial services

I. City Requested Special Cleaning

J. Day Porter, Staffing, and Quality Expectations

a. Proposer shall recommend the staffing, labor hours, cleaning schedule, supervision and service approach it believes are necessary to meet the City standard. The City is not prescribing a universal headcount.
b. Day porter coverage shall focus on high traffic areas, restroom checks/restocking, entrances, breakrooms, spills, trash overflow, court/meeting support and other immediate custodial needs.
c. Provide a working supervisor/account manager, documented quality inspections, reliable backup staffing, and a 24-hour contact for urgent custodial issues.
d. Secure facilities require compliance with City/Police access, identification, confidentiality, key, badge and alarm requirements. Locked/restricted spaces shall not be entered without authorization.
e. The city may inspect at any time. Deficiencies shall be corrected promptly. Repeated missed service, poor restroom conditions, failure to restock, or failure to correct deficiencies may be treated as contract performance issues.

3. SPECIFICATIONS

A. Periodic Cleaning and Floor Care

a. City facilities contain a variety of flooring materials, including carpet, epoxy, tile and grout, ESD flooring, wood, porcelain tile, and VCT. Flooring types and levels of foot traffic vary by facility. The Contractor shall maintain all flooring in a clean, safe, and professional condition using cleaning methods and products appropriate for each surface.

b. The charts below represent the City's flooring types and anticipated minimum service levels. The Contractor shall evaluate flooring conditions and traffic levels at each facility and recommend adjustments when additional or reduced service would provide better results or value to the City.

c. Service Adjustments: The City recognizes that flooring needs will vary based on facility use, traffic, events, weather, and overall floor condition. The Contractor shall identify areas where the recommended frequency should be increased or decreased and provide the City with the recommended service level and associated pricing or credit before changes are made.

d. Monthly Detail Cleaning: Monthly detail cleaning shall include accessible vents, blinds, ledges, baseboards, light switches, wall marks, elevator surfaces, interior glass, corners, and other areas where high or low dust and debris accumulate. Detail cleaning shall supplement routine cleaning and shall not replace daily or scheduled cleaning responsibilities.

e. Floor Protection: Cleaning methods, chemicals, pads, brushes, and equipment shall be appropriate for the flooring manufacturer and finish. The Contractor shall not use products or methods that may damage flooring, coatings, grout, finishes, or warranties.

Figure 1: Flooring Types

Facility	Flooring Types
City Hall	Carpet, Tile, VCT
Wingo Annex	Carpet, VCT
Norcross Cultural Arts & Community Center	Wood, Tile, VCT, rubber tile, finished concrete
Welcome Center & Museum	Wood, VCT
Public Works, Utilities, Parks	Carpet, Tile, VCT
PW Annex	Tile, VCT
Human Resources Building	Wood
Police Station & Court House	Carpet, Tile, Epoxy, ESD, VCT, Concrete
Historic Library	Carpet, Wood, VCT

Figure 2: Flooring Service Levels

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
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

B. Products, Consumables, and Equipment

The city shall provide approved routine cleaning products/chemicals and designated consumable supplies. The contractor shall provide labor, supervision, tools, carts, vacuums, mops, microfiber materials, machines, PPE and other cleaning equipment. Final responsibility should be confirmed upon contract execution.

Figure 3: Responsibility for Consumables

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

4. SITE INFORMATION

The City facility inventory is as follows:

Facility	Address	Year	Sq. Ft.
City Hall	65 Lawrenceville Street	2002	34,996
Wingo Annex	168 Wingo Street	1993	6,060
Norcross Cultural Arts & Community Center	10 College Street	1877	15,109
Welcome Center & Museum	17 College Street	1918	4,379
Public Works, Utilities, Parks	345 Lively Avenue	2009	22,046
PW Annex	345 Lively Avenue	2009	840
Human Resources Building	189 Lawrenceville Street	1928	1,350
Police Station & Court House	6025 Buford Highway	2026	43,000
Historic Library	65 North Peachtree Street	1921	2,161

5. SCHEDULE OF EVENTS

EVENT	DATE & TIME
Release of RFP	October 13, 2026
Optional Pre-Proposal Meeting	October 28, 2026, at 10:00 a.m.
Deadline for Written Questions	November 4, 2026, at 5:00 p.m.
Date of Final Addendum	November 10, 2026
Proposals Due	November 20, 2026, at 12:00 p.m.
Proposal Evaluation	November-December 2026
Contract Award	January 2027

6. RESTRICTIONS ON COMMUNICATION WITH STAFF

Communications and questions regarding the RFP should be limited to procurement@norcrossga.net. All questions about this RFP should include the company name and the referenced RFP section in the following format:

Company Name
Question
Citation of relevant section of the RFP
Question
Citation of relevant section of the RFP

7. PROPOSAL FORMAT & INSTRUCTIONS

All sealed proposals must be submitted by **Friday, November 20, 2026, at 12:00 p.m. Eastern** to the address below: Clearly label the proposal "RFP Submission: Custodial Cleaning Services (RFP PW 27-03)" and submit two hard (paper) copies and one digital (USB) copy of your RFP package to:

Charlene Marsh, MPA
Procurement & Capital Projects Manager
City of Norcross Public Works Department
345 Lively Avenue
Norcross, GA 30071

A complete proposal packet consists of the following:

1. **Cover Letter**

2. **Company Information**
    a. Include primary firm and subcontractors (if applicable). Provide a summary of scope of subcontractor services. List the address, email address, and telephone number of the offices form which the services are to be provided.

3. **Statement of Work**
    a. Include a proposed plan to provide Custodial Cleaning Services that meet the requirements of this RFP. Responses must contain specific information such as service plan, proposed labor, equipment, services windows, estimated weekly labor hours, materials, and procedures.

4. **Labor & Resources**
    a. Provide an organizational chart identifying key personnel such as project manager, supervisors, and crew leaders
    b. Provide a list of equipment to be used for fulfillment of scope of work

5. **References**
    a. Submission must be accompanied by a reference form containing at least 4 references (attached in Appendix C) OR a minimum of 3 letters of reference. References must be for projects of similar size and scope.

6. **Cost Proposal Form**
    a. Cost Proposal Form (Appendix B) must be sealed in a separate envelope.

7. **Certificate of Liability Insurance according to Requirements**

8. **E-Verify Form – Appendix D**

9. **Acknowledgement of Addenda Form – Appendix E**

10. **Non-Collusion Affidavit - Appendix F**

8. EVALUATION CRITERIA

The proposal evaluation will be made on the following criteria:

Evaluation Criteria	Max Score
Experience & Qualifications	30
Approach & Timeline	30
References	5
Cost Proposal	35
Local Firm Bonus Credit	5
Total	**105**

Experience & Qualifications: Demonstration of understanding of the project scope, experience of company and proposed staff with contracts of similar scope and size, certifications possessed by proposed staff, staffing capacity

Approach & Timeline: Evaluated based on the proposed statement of work and proposed labor resources.

References: References will be evaluated on a pass/fail basis. Proposals including references and letters of reference for projects of similar scope and size will receive 5 points.

Cost Proposal: The cost proposal will not factor into the committee's evaluation of the technical proposal. Scores will be determined by weights assigned based on proposed cost.

Local Firm Bonus Credit: Businesses with a current and valid City of Norcross Business License or other proof of business in the City shall receive a 'local firm' credit of 5 points added to their technical (pre-cost proposal) score. Businesses with a valid business license or other proof of business within the boundaries of Gwinnett County or another Gwinnett County city will receive a credit of 2.5 points.

The City of Norcross reserves the right to interview top-scoring firms.

9. GENERAL CONDITIONS

PROPOSERS ARE ADVISED TO THOROUGHLY UNDERSTAND THE GENERAL CONDITIONS AND SPECIAL PROVISIONS, PRIOR TO SUBMITTING THEIR PROPOSALS.

A. QUALIFICATIONS

a. Proposals will be considered only from experienced and well-equipped Vendor(s) engaged in work of this type and magnitude.

b. Proposers may be required to submit evidence setting forth qualifications which entitle their company for consideration as a responsible Vendor. A list of work of similar character successfully completed within the last five years may be required, which lists the location, size, and scope for use on this work. Before accepting any proposals, the City may require evidence of the Vendor's financial ability to successfully perform the work to be accomplished under the contract.

c. Proposers must provide their own materials for this contract.

d. Liability Insurance: During the term of the Agreement, Contractor shall, as its sole expense, secure and maintain in-force policies of insurance of the following types:

i. Workers' compensation coverage in accordance with the statutory requirements of the jurisdiction in which Services are to be performed.

ii. Employer's liability insurance with a minimum of $250,000.

iii. Comprehensive General Liability Insurance, subject to a limit for bodily injury and property damage combined at least $1,000,000 aggregate.

iv. Automobile liability insurance subject to a limit for bodily injury and property damage combined, of at least $1,000,000 per occurrence.

e. Contractor shall furnish Client Certificates of Insurance evidencing the insurance coverages required. The certificates shall stipulate that should any of the above insurance policies be cancelled before the termination of this agreement, the issuing company will endeavor to mail thirty (30) days' written notice to Client.

B. AUTHORITY TO SIGN

a. Proposers must ensure that the legal proper name of their firm and/or corporation is printed or typed as appropriate on all documents.

C. RIGHTS RESERVED

a. The City of Norcross reserves the right to reject any or all proposals, to waive informalities or to re-advertise. It is understood that all proposals are made subject to this agreement, and that City of Norcross reserves the right to decide which proposal(s) it deems the most qualified. In arriving at this decision, full consideration will be given to the experience and qualifications of the Proposer, work of this type successfully completed and past performance with the City of Norcross.

b. Proposers are advised to examine the site(s) of the proposed work, as are necessary, to familiarize themselves with location conditions, which may affect the proposed work. Proposers are also advised to fully inform themselves regarding conditions under which the work will be performed. The City of Norcross will not be responsible for the Proposer's errors or misjudgment, nor for any information on location conditions or general laws and regulations.

c. Latest Financial Statements, certified audit, if available, prepared by an independent certified public accountant, or other financial documents or reporting *may* be requested by City. If requested, such

statements must be provided within five (5) business days, or the proposal will be rejected.

d. Any unauthorized additions, conditions, limitations, or provisions attached to the Proposal shall render it informal and may be cause for rejection.

D. AWARD OF CONTRACT

a. The contract will be awarded to the most qualified firm whose proposal will provide the best value and be the most advantageous to the City, experience, technical considerations, cost, and other factors considered. The City is to make the determination.

b. Prior to award of the Contract, the successful Proposer will be required to submit a schedule to the City, demonstrating the Proposer's ability to commence and proceed in a timely manner. A Proposer's failure to demonstrate the ability to proceed as required may result in contract cancellation.

c. Failure to demonstrate the ability for contract execution and progression will result in, at the City's discretion, contract cancellation or re-advertising of any and/or all these contracts.

d. Prior to execution of a Contract, a Utility Coordination Meeting may be required between Vendor(s), utility agencies and City of Norcross Public Works to ensure clarity and commitments concerning inter-related work schedules.

E. PRODUCTION REQUIREMENTS

a. Time is of the utmost importance of this project. The successful Proposer will be required to commence work within ten (10) calendar days from the receipt of the Notice to Proceed and must carry on with utmost diligence to complete the work according to the specifications in the RFP.

F. SERVICE ADJUSTMENTS AND CHANGE MANAGEMENT

a. The city may increase or decrease service as operational needs change. Proposers shall provide add and deduct pricing, so the financial effect of a change is known before authorization. Unit prices remain valid for the applicable contract year, subject only to the approved annual contract adjustment.

b. No service or price change shall occur without written City authorization.

c. For a City requested change, the contractor shall provide the operational impact, recommended staffing/schedule change, and resulting price or credit using approved unit pricing when applicable.

d. If the contractor recommends a change because its original plan is not achieving the required standard, it must identify the deficiency, cause and corrective options. The city may accept, reject or modify the recommendation.

e. If the contractor failed to provide the staffing, hours, supervision, equipment or tasks included in its accepted proposal, correcting that deficiency does not automatically entitle the contractor to additional compensation.

f. If the City increases scope, frequency, square footage, operating hours or tasks, an approved price adjustment may apply. If the City decreases them, corresponding credit shall apply.

g. The city may test an adjustment for a defined period before making it permanent, with pricing and expectations approved in writing.

G. LOCATION AND SITE(S)

a. All work is within City limits of the City of Norcross, Georgia.

b. The Vendor shall accept the site(s) in its present condition and carry out all work in accordance with the requirements of the specifications as indicated in this RFP.

c. The Vendor is responsible for the location of above and below ground utilities and structures, which may be affected by the work.

H. COMPLIANCE WITH OSHA STANDARDS AND REGULATIONS

a. The work connected with this Contract shall be performed in accordance with all applicable OSHA regulations and standards including any additions or revisions thereto, until the job is completed and accepted by the City of Norcross.

I. NON-COLLUSION

a. Vendor(s), by submitting a proposal, certify that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Georgia or United States law.

J. MATERIALS

a. Unless otherwise specified in the Contract, Vendor shall provide and assume full responsibility for all services, materials, equipment, labor, and all other facilities and incidentals necessary for the completion of the Work.

b. All materials and equipment incorporated into the work shall be of good quality, except as otherwise provided in the Contract. All special warranties and guarantees required by the Specifications shall expressly run to the benefit of the City.

c. The city shall provide approved routine cleaning products/chemicals and designated consumable supplies. The contractor shall provide labor, supervision, tools, carts, vacuums, mops, microfiber materials, machines, PPE and other cleaning equipment. Final responsibility should be confirmed before advertisement.

K. CONTRACT REQUIREMENTS

The successful Vendor is required to do the following within ten (10) days of Notice:

a. Return to the City contract documents executed by the authorized representative attested by the corporate secretary treasurer.

b. Provide Insurance Certificates as specified in the RFP documents.

c. Failure to execute the Contract or furnish satisfactory proof of carriage of the insurance required within ten days after the date of Notice of Award of the Contract may be just cause for the annulment of the award and for the forfeiture of the RFP guaranty of City of Norcross, not as a penalty, but as liquidation of damages sustained. At the discretion of the City, the award may then be made to the next most qualified Vendor, or the work may be re-advertised or constructed by City forces.

d. Prior to award of the Contract, the successful Proposer will be required to submit a schedule to the City, demonstrating the Proposer's ability to commence and proceed in a timely manner. A

Proposer's failure to demonstrate the ability to proceed as required may result in the award to the next lowest, responsive, and responsible proposal, as deemed in the City's best interest.

L. CONTRACT TERM

a. The services to be performed under the Contract shall commence upon execution of the Contract. The initial term of the Contract shall be from February 1, 2027, through August 31, 2027.

b. Upon expiration of the initial term, the agreement shall automatically renew for successive one (1) year renewal terms for a maximum of four (4) renewals unless either Party provides written notice of non-renewal to the other Party at least sixty (60) days prior to the end of the then-current term.

c. The initial contract period is an abbreviated term. Proposers shall provide pricing for the initial prorated period and for each subsequent full contract year. Any annual price increases shall apply only between successive full contract years and shall not exceed 3% annually. Contractors shall incorporate all anticipated labor, supply, insurance, and operating cost increases into their proposed pricing schedule. No additional increases beyond those stated in the Contractor's cost proposal shall be permitted without written approval by the Owner.

M. MISCELLANEOUS PROVISIONS

a. **Schedule:** The contractor shall provide to Facilities and Fleet Superintendent a schedule of activities on a monthly basis. The schedule must be presented at least seven (7) days prior to work commencing in order to notify residents and/or businesses.

b. **Work Hours:** No work shall take place on Sunday unless approved by the City of Norcross. The contractor shall submit to the City of Norcross a written request at least seven (7) days prior to the weekend work. See City Ordinance Sec. 26-22.

c. **Disposal of Refuse:** The Contractor shall be solely responsible for disposing of materials and shall take into account, before submitting proposal, the compliance with the above stated ordinances and regulations. Disposal of debris must be done in a lawful manner, in accordance with all applicable federal, state and/or local laws, statutes, rules, ordinances, and/or regulations. All trash and debris shall be collected and removed from the site(s) on the day of service. The contractor will not be permitted to burn any of the materials on site(s) or within the boundary limits of Norcross, Georgia. The City is contracted with Waste Management; thus, the contractor must use their services for waste removal

APPENDIX A

RFP PW 27-03
SCOPE OF WORK BY FACILITY

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.

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; 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.

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: *By request only*

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 Friday.

Ballroom, classrooms 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 Friday.

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 Friday.

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

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. **Service Twice weekly.**

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

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. **Service weekly.**

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 service. Clean only when requested by the city.

Other cleaning may be requested depending on facility demand use.

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

Notes: *Routine service once weekly. 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 area Twice a week.*

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: *Twice a week.*

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.

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

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.

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

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. Restrooms, offices, breakrooms and elevator are specified Monday through Friday. Office areas once a week. Cubicles twice a week*

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.*

APPENDIX B

RFP PW 27-03
COST PROPOSAL FORM

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.

Facility	Staff	Days/Wk.	Service Window	Est. Hrs./Wk.	Monthly Price
City Hall					
Wingo Annex					
Norcross Cultural Arts & Community Center					
Welcome Center & Museum					
Public Works, Utilities, Parks					
PW Annex					
Human Resources Building					
Police station & Court House					
Historic Library					

Vendor assumptions / exclusions / explanation:

Service Adjustment and Unit Pricing

Adjustment	Unit	Add Price	Deduct/Credit	Notes/Minimums
Additional cleaner labor	Per labor hour			
Add one routine cleaning visit	Per facility/visit			
Remove one routine cleaning visit	Per facility/visit			
Add recurring weekly service day	Per facility/month			
Remove recurring weekly service day	Per facility/month			
Emergency/unscheduled cleaning	Per labor hour/callout			
After hours event cleaning	Per event or labor hour			
Excessive trash cleanup	Per occurrence			
Carpet extraction	Per sq. ft.			
Hard floor deep scrub	Per sq. ft.			
VCT strip/refinish	Per sq. ft.			

Annual Cost Summary

Contract Year	Annual Cost
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)	

Proposed contract annual increases between 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:_____

APPENDIX C

RFP PW 27-03
REFERENCES

References for _____

Please provide a list of contact numbers, addresses and a contact person for at least four (4) projects completed (or in progress) having a similar specification and scope of work.

City of Norcross requests a minimum of four (4) references where work of a similar size and scope has been completed (or in progress).

Company Name: _____
Description of Project: _____
Completion Date: _____
Contact Person: _____
Telephone: _____ Fax: _____
Email address: _____

Company Name: _____
Description of Project: _____
Completion Date: _____
Contact Person: _____
Telephone: _____ Fax: _____
Email address: _____

Company Name: _____
Description of Project: _____
Completion Date: _____
Contact Person: _____
Telephone: _____ Fax: _____
Email address: _____

Company Name: _____
Description of Project: _____
Completion Date: _____
Contact Person: _____
Telephone: _____ Fax: _____
Email address: _____

Company Name: _____
Description of Project: _____
Completion Date: _____
Contact Person: _____
Telephone: _____ Fax: _____
Email address: _____

APPENDIX D

RFP PW 27-03
E-VERIFY FORM

ATTACHED SEPARATELY

APPENDIX E

RFP PW 27-03
ACKNOWLEDGEMENT OF ADDENDA FORM

The undersigned hereby acknowledges receipt of the following Addenda:

Addendum Number	Dated	Acknowledge Receipt (initial)

☐ No addenda were received:

Acknowledged for:_____
(Name of Firm)

_____
Signature of Authorized Representative

_____
Name (Print or Type)

_____
Title

_____
Date

APPENDIX F

RFP PW 27-03
NON-COLLUSION AFFIDAVIT

The undersigned Bidder certifies that the accompanying bid is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under the laws of the State of Georgia or the United States.

The undersigned further certifies that no attempt has been made to induce any other person or firm to submit or refrain from submitting a bid for the purpose of restricting competition.
The undersigned acknowledges that this certification is made as a material representation upon which the City of Norcross will rely in awarding the Contract.

Company Name: _____
Authorized Representative: _____
Title: _____

Signature: _____
Date: _____

APPENDIX G

RFP PW 27-03
CHECKLIST

FIRM NAME: _____

PROJECT: _____

DATE: _____

Please use this checklist to ensure you have properly completed all forms and requirements.
Use of this appendix is not required but highly recommended to ensure responsiveness of proposal.

- ☐ Two Hard Copies & One Electronic Copy of Proposal Package (*including completed appendices and all required forms*)

  Proposal Package Components:

  - ☐ Cover letter
  - ☐ Firm Information
  - ☐ Statement of Work
  - ☐ Labor & Resources
  - ☐ References Form/Letters of Reference
  - ☐ Acknowledgement of Addenda
  - ☐ Non-Collusion Affidavit
  - ☐ Certificate of Liability Insurance
  - ☐ E-Verify Contractor & Subcontractor Affidavits (with required documentation)
  - ☐ Draft Contract Agreement (OPTIONAL)
  - ☐ Cost Proposal (in Sealed Envelope)

Mail or deliver to:
Charlene Marsh, MPA
Procurement & Capital Projects Manager
City of Norcross Public Works Department
345 Lively Avenue
Norcross, GA 30071