

**REQUEST FOR PROPOSAL  
HOUSEKEEPING SERVICES FOR MUSIC CITY CENTER  
201 5<sup>TH</sup> AVENUE SOUTH, NASHVILLE, TENNESSEE 37203**

**RFP # 105-2015**

**Issued By:  
The Convention Center Authority  
of the Metropolitan Government of Nashville and Davidson County**

This solicitation document serves as the written determination of the Director of Purchasing, that the use of competitive sealed bidding is neither practicable nor advantageous to the Convention Center Authority. Therefore, this solicitation will facilitate the entering into of contract(s) by the competitive sealed proposals process.

**Issuance Date: December 11, 2015**

**Housekeeping Services**



**Proposal Submission Date:  
January 22, 2016 (3:00 PM Nashville local time)**

**Procurement Staff Contact:  
Jasmine Quattlebaum  
Director of Purchasing  
Convention Center Authority**

**REQUEST FOR PROPOSAL  
Housekeeping Services**

<b>I) INTRODUCTION AND OVERVIEW .....</b>	<b>4</b>
A. Convention Center Authority.....	4
B. Purpose and Opportunity. ....	4
<b>II) SCOPE OF SERVICES.....</b>	<b>4</b>
<b>A. Scope detail.....</b>	<b>5</b>
1. Scheduled Frequencies – Daily Typical Requirements.....	5
2. Scheduled Frequencies – Weekly Typical Requirements .....	5
3. Scheduled Frequencies – Monthly Typical Requirements.....	6
4. Scheduled Frequencies – Quarterly Typical Requirements .....	6
5. Scheduled Frequencies – Semi-Annual Typical Requirements .....	7
6. Scheduled Frequencies – Annual Typical Requirements.....	7
7. Daily Cleaning Requirements .....	7
8. Miscellaneous Requirements .....	12
9. Monitoring .....	13
10. Event Cleaning Requirements.....	13
<b>B. Contractor Constraints/Responsibilities.....</b>	<b>13</b>
<b>C. Contractor Personnel Requirements .....</b>	<b>15</b>
<b>D. MCC Responsibilities .....</b>	<b>16</b>
<b>III) DIVERSITY PLAN .....</b>	<b>17</b>
<b>IV) PROCUREMENT NONDISCRIMINATION PROGRAM.....</b>	<b>18</b>
<b>V) SUBMISSION INSTRUCTIONS.....</b>	<b>19</b>
A. Timetable. ....	19
B. Inquiries. ....	19
C. Pre-Proposal Meeting.....	19
D. Submissions. ....	20
E. Compliance with RFP. ....	20
F. Response Format, Requirements, and Evaluation Criteria. ....	20
<b>VI) SELECTION PROCESS.....</b>	<b>24</b>
A. Selection Process.....	24
B. Evaluation of Proposals. ....	24
<b>VII) RULES AND GUIDELINES .....</b>	<b>24</b>
A. Conflict of Interest. ....	24
C. Submissions and Presentation Costs. ....	25

D.	Validity of Submissions. ....	25
E.	Rejection of Submissions. ....	25
F.	Minor Irregularities. ....	25
G.	Americans with Disabilities Act. ....	25
H.	Non-Discrimination. ....	25
I.	Public Disclosure. ....	26
J.	Compliance with the Authority’s Procurement Policy and Affidavit. ....	26
K.	Assistance to Minority, Women, Small, and Service-Disabled Veteran-Owned Business Enterprises. ....	26
L.	Compliance with the Authority’s Procurement Nondiscrimination Program. ....	26
M.	Sustainability Requirements. ....	27
N.	IT Security Requirements. ....	27
O.	Logos. ....	27
P.	Insurance Requirements. ....	27
Q.	Right to Protest. ....	28
R.	Invoice Payments and Submissions. ....	28
S.	Proposer Registration. ....	28

**NOTICE TO OFFERORS**

---

This Request for Proposal (RFP) has been posted to Nashville Music City Center website for your convenience. Addenda and attachments, if issued are also posted. It is the Offeror’s responsibility to ensure that the entire RFP package, in its latest version, is reviewed prior to submittal of a proposal.

Solicitation amendments are posted on the Nashville Music City Center (hereafter Music City Center) web site at (<http://www.nashvillemusiccitycenter.com/business-opportunitites>) and attached to the individual solicitation listing as either a Microsoft Office product or PDF file.

Any alterations to the document(s) made by the Offeror, other than completing worksheets/forms, may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the Convention Center Authority.

## **I) INTRODUCTION AND OVERVIEW**

### **A. Convention Center Authority.**

Established in 2009, the Convention Center Authority of Metropolitan Government of Nashville & Davidson County (hereinafter “the Authority”) is a public, nonprofit corporation and a public instrumentality of the City and is authorized under Title 7, Chapter 89, Part 1, Tennessee Code Annotated, as amended, to plan, promote, finance, construct, acquire, renovate, equip and enlarge convention center facilities along with associated hotel accommodations in order to promote and further develop tourism, convention and employment opportunities in the State of Tennessee and thereby provide a means to attract conventions, public assemblies, conferences, trade exhibitions or other business, social, cultural, scientific and public interest events to the State, enhance the State’s image as a convention destination, and encourage and foster economic development and prosperity and employment within the State. The Authority consists of nine members appointed by the Mayor of Nashville and includes a chair, vice-chair, and secretary, who are elected annually. Nashville’s vice-mayor sits on the Authority as an ex-officio member.

The Music City Center, located at 201 5<sup>th</sup> Avenue South, Nashville, Tennessee, 37203, which includes approximately 353,000 square feet of exhibition space, approximately 75,000 square feet of ballroom space (consisting of a 57,500 square foot grand ballroom and an 17,900 square foot Davidson ballroom), 60 meeting rooms with approximately 102,000 square feet in total, over 145,000 square feet of pre-function space, two outdoor terrace areas (one on 5<sup>th</sup> Avenue with 19,000 square feet of space and the other at the corner of 8<sup>th</sup> Avenue and Demonbreun with over 16,500 square feet of space), 32 loading docks, 1800 space 3 level parking garage and approximately 2,200 square feet of retail space.

### **B. Purpose and Opportunity.**

The Authority is administering this RFP for qualified firms to submit proposals for Housekeeping Services for pre-function/lobby spaces, restrooms, and offices only of the Music City Center.

It is the Authority’s objective to select the best-qualified firm who, in its opinion, will continuously provide top quality service and generally create goodwill within this high-quality facility. The final decision of the Authority will be made in its overall best interest. Any anticipated changes or deviations from these contracts should be clearly identified in the response to this RFP.

Any contract resulting from this RFP will be for a three (3) year term with a one-time option to extend for two (2) additional one year term at the sole discretion of the CCA.

## **II) SCOPE OF SERVICES.**

The Authority is looking to seek offers from qualified firms who are certified to provide supplemental staff to the MCC Housekeeping department which includes but not limited to:

## **A. Scope detail**

### **1. Scheduled Frequencies – Daily Typical Requirements**

General Instructions: unless otherwise specified by department, all services listed under Daily Requirements must be performed in applicable areas, except where service of a less frequent nature that provides a more thorough cleaning to be performed.

- Rest rooms: sweep and wet mop floor with a disinfectant type cleaner. Damp wipe all commodes, urinals, washbasins, waste receptacles, dispensers, wall surfaces and chromed pipes with a disinfectant type cleaner. Perform routine cleaning of all glass and mirrors. Empty, clean, and disinfect sanitary napkin receptacles, replace soiled bags with new ones, collect soiled bags in separate containers for disposal with flammable trash. Contractor to replenish, stock, bags, etc. Detail, clean corners, and edges of all surfaces.
- Office Area Cleaning: (i.e.: offices, file or conference rooms and adjacent internal corridors) empty wastebaskets and remove trash to designated disposal area. Clean washbasins and mirrors, where applicable. Perform dusting and damp wiping, as indicated, for wall and surfaces maintenance, including dusting of horizontal surfaces. Perform routine vacuuming of carpets and rugs, dust mop and damp mopping of all hard surface floors. Perform routine cleaning of glass walls or internal windows in high traffic areas. Perform damp wiping, with a disinfectant cleaner, all telephone mouth and earpieces. Clean workrooms and break rooms.
- Corridors: police area. Wet mop and scrub hard floors, damp mop and spray buff resilient floors. Special care should be taken on all floor surfaces but especially tile and bamboo floor surfaces.
- Outside Entrances: police and vacuum entrance walk off rugs. When applicable, perform routine cleaning of exterior side of entrance door glass and metal area surrounding entrance.
- Terraces and Balconies: clean tabletops, chairs, trashcan tops and metal surrounds, flooring and edges.

### **2. Scheduled Frequencies – Weekly Typical Requirements**

General Instructions: MCC must approve the schedule for performance of once per week tasks. Unless MCC otherwise specifies, all tasks required under Daily Requirements must be performed, except where the nature of such daily task is replaced under this weekly schedule or a less frequent schedule by a more thorough cleaning task for the same purpose.

- Restroom: perform high cleaning on all walls and surfaces with a disinfectant type cleaner.
- Office Areas: perform damp wiping on all wall and horizontal surface areas within reach. Perform thorough vacuuming of all carpet and rug floors. Wet mop and scrub all resilient floors.
- Elevators: polish bright metal surfaces in interior of car to include door track and threshold.

### **3. Scheduled Frequencies – Monthly Typical Requirements**

General Instructions: MCC must approve the schedule for performance of once per month tasks. Unless MCC otherwise specifies, all tasks required under Daily or Weekly Requirements must be performed, except where the nature of such daily or weekly task is replaced under this monthly schedule or a less frequent schedule by a more thorough cleaning task for the same purpose.

- Restroom: perform thorough fixture cleaning as described in the Minimum Requirement for Fixture and Countertop Cleaning.
- Office Areas: perform high cleaning on all wall and horizontal surface areas. Dust all vertical surfaces and under surfaces, such as desk knee wells, chair rungs, table legs, lampshades. Perform periodic low speed/high speed buffing on all resilient floors. Perform routine light fixture and vent cleaning. Perform routine office partition and screen cleaning. Spot clean all carpet and rug areas. Dry clean all spots.
- Corridors: perform high cleaning on walls. Perform glass washing on full glass areas of entrance doors, glass surrounding entrance doors, and glass areas leading off corridors.

### **4. Scheduled Frequencies – Quarterly Typical Requirements**

General Instructions: MCC must approve the schedule for performance on quarterly tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, or monthly requirements must be performed, except where the nature of such daily, weekly, or monthly tasks are replaced under this quarterly schedule or a less frequent schedule by a more thorough cleaning tasks for the same purpose.

- Restrooms: damp wipe entire surface area of stall partitions, doorframes, and sills with a disinfectant type cleaner. Wash all waste receptacles with disinfectant. Scrub all floor tile grout with disinfectant type cleaner.
- Office Areas: perform thorough light fixture and vent cleaning. Perform thorough office partition and screen cleaning. Perform thorough wastebasket maintenance.

- Corridors: sweep, strip, and finish resilient floors in high traffic areas. Perform bright metal polishing on metal door thresholds.

## **5. Scheduled Frequencies – Semi-Annual Typical Requirements**

General Instructions: MCC must approve the schedule for performance of semi-annual tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, monthly, or quarterly requirements must be performed, except the nature of such daily, weekly, monthly, or quarterly tasks replaced under this semi-annual schedule by a more thorough cleaning task for the same purpose.

- All Areas: perform blinds cleaning. Sweep, top scrub, and finish all resilient floors using a biodegradable cleaning solution, clean bamboo floors using neutral base solution provided by MCC. Clean all carpet and rug areas.

## **6. Scheduled Frequencies – Annual Typical Requirements**

General Instructions: MCC must approve the schedule for performance of annual tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, monthly, quarterly or semi-annual requirements must be performed, except the nature of such daily, weekly, monthly, quarterly or semi-annual tasks replaced under this annual schedule by a more thorough cleaning task for the same purpose.

- All Areas: wash all blinds. Perform thorough high cleaning tasks.
- Schedule of Frequencies will be provided to contractor by MCC.

## **7. Daily Cleaning Requirements**

### **(a) Floor Maintenance**

- When and where furniture, furnishing or equipment must be moved. No items are to be stacked on top of desks, tables, windowsills, credenzas, or any other furniture subject to damage from such.
- Upon completion of cleaning, furniture, furnishings, and equipment shall be returned to original position. Baseboards, walls, stair-risers, furniture, furnishings, and equipment shall not be splashed, disfigured, or damaged during floor maintenance service.
- After sweeping and damp mopping, all floors shall be clean and free of streaks. No dirt shall be left in corners, under furniture, behind doors, in grout lines or on stair landings or treads.
- Floors shall be properly prepared by thorough sweeping to remove visible dirt, debris, gum, tar, or similar substances. On

completion of mopping and scrubbing, floors must be clean and free of dirt, water streaks, mop marks or string. Floors must be rinsed properly and dry mopped to overall clean appearance, with all surfaces dry, corners and cracks clean. When scrubbing is required, it must be performed by the appropriate machinery or done by hand with a brush. Floors must be swept thoroughly and damp mopped as required, using low speed buffer or auto scrubber with synthetic red pad and spray equipment containing the proper ratio of water and floor cleaning solution or other product recommended for this type of service. Pre-treat stubborn stained areas as needed.

- Floors must be swept and dust mopped thoroughly and damp mopped as required, using floor polishing machine with synthetic fiber red / black pad and spray equipment containing the proper ratio of water and floor finish or other product recommended for this type of service. Pre-treat needed areas.

**(b) Floor Finishing**

- Floor finishing includes cleaning and applying finish to, smooth finished concrete, linoleum, bamboo, and ceramic tile floors.
- All floors shall be swept, dust mopped (including corners) thoroughly; gum wads, tar, or other adhesive substances shall be removed.
- An approved finish remover must be applied by mop and scrubbed with an electric floor buffing machine with scrub brush or medium grade scrubbing pad to remove all old finish or wax. Stubborn spots must be removed by hand with scouring pad dipped in solution. Corners and other areas the polishing machine cannot reach must be thoroughly cleaned by hand. Care must be exercised so baseboards, wall, and furniture are not splashed or marred. Solution must be removed with mop or shop vacuum and floor rinsed with clean water until all traces of solution are removed. The floor must be allowed to dry after rinsing.

**(c) Carpets and Rugs**

- A vacuum cleaner with working beater bar must be used to clean carpet and rugs of visible debris and dirt. Where applicable, nap shall lie in one direction. Surface should appear clean of debris or dirt.
- Vacuuming must be done first in one direction and then the opposite direction. This process is to remove both soil and residue at base. Carpet or rug must have clean appearance when nap is pushed back to reveal base.



- Only approved stain remover or carpet cleaning method shall be used. Fibers must not be over-wetted and when solution is removed, should feel damp, but not wet. Rug or carpet fibers should have a clean, bright appearance.
- In all carpet and rug maintenance, care must be exercised to prevent damage or marring of furniture, furnishings, equipment, or trim by machinery.
- Bonnet-buffing method is prohibited.
- Contractor will be financially responsible for any damage caused by personnel assigned to MCC.

**(d) Restroom Floor Maintenance**

- Special attention must be given to floor areas around urinals and toilets to sanitize eliminate odors, and removal of stains. Daily - floors will be hand mopped using Orbio floor cleaning solution provided by MCC. When it is necessary to remove stains, floor will be scrubbed by hand utilizing a sanitizing, disinfectant cleaner. When completed, floor must have a clean appearance with no residue of cleaning material.
- Tile grout lines will be maintained using MCC provided grout cleaning solution and equipment.

**(e) Walls and Surface Maintenance**

- Dust must be removed through the use of micro towels and neutral cleaning solution or vacuum tools. When doing high cleaning, dust should not be allowed to fall onto furniture and /or equipment below. At completion of task, there must be no dust streaks. Corners, crevices, molding, trim and ledges must be free of dust. No oil spots or smudges must be left from dusting tools or cloths. When inspected, there must be few, if any, traces of dust on any surface.
- Clean, damp cloth or sponge must be used to remove all dirt, spots, streaks, or smudges from walls, glass, or other specified surfaces using a wetting solution with the appropriate cleaning agent. Surfaces must be dried or allowed to dry, as appropriate. Green World Stainless polish must be applied and hand polished to provide a suitable luster.
- If simple damp wiping and drying obtain a polished, bright appearance, damp wiping with a suitable cloth may perform bright metal polishing. Where damp wiping does not achieve bright and polished appearance, Green World Stainless metal

polish must be applied and hand polished to provide a suitable luster.

**(f) Glass Cleaning**

- Routine Cleaning: a glass cleaner must be sprayed on concentrated oil, grease, dirt, grime, and such spots be removed by hand scrubbing. Entire surface then must be sprayed with cleaner and wiped or squeezed dry to a uniformly clean appearance.
- Washing: a solution of water and MCC provided detergent must be used to thoroughly clean windows. After each washing, all glass must be free of dirt, grime, streaks, excessive moisture, and not be cloudy. Any items moved for cleaning must be returned to original position. Sashes, sills, woodwork and other surroundings must be wiped free of drippings and watermarks.

**(g) Fixtures and Countertops Cleaning**

- Routine Fixture Cleaning: drinking fountains, washbasins, urinals, toilets, and other such fixtures made of porcelain, chrome, or stainless steel must be damp wiped and an appropriate cleaning agent used when needed and polished dry to a clean, bright appearance. No excess moisture must remain on fixture.
- Thorough Fixture Cleaning: an appropriate cleaning agent must be used on all fixtures to remove all dust, spots, stains, rust, mold, and encrustation. After this process, fixtures must be damp wiped, dried to remove excess moisture, and left clean and bright.
- No spots, drippings, watermark, cleaning solution marks, or residues are to be left on walls or floors adjacent to fixtures following cleaning.
- Granite / Marble countertops must be cleaned daily using the disinfecting cleaner and polish provided by MCC.

**(h) Policing**

- Trash Pickup: all trash, including empty bottles and paper debris must be picked up and placed in an appropriate container for conveyance for deposit in the proper trash receptacle or recycling container.
- Spillage Removal: Liquid or dry spills; and similar stains or spillage on floor must be removed by the most appropriate method. Floor condition must be returned to match area-surrounding spill.

- Routine Waste and Recycle Basket Maintenance: contents of waste bucket must be emptied into appropriate large receptacle containing a lining sufficient quality and strength to prevent leaking of liquids onto floor surfaces. Basket liner must be inspected, and if spoiled by deposit of any substance other than paper in basket or if torn, it must be discarded also and a new liner placed in basket.
- Thorough Waste and Recycle Basket Maintenance: basket shall be emptied as required above, and then damp wiped and dried to a clean finish. New liner must be placed in basket after thorough cleaning.
- Trash transports / tilt trucks shall be cleaned inside and out prior to accessing public areas.
- Exterior terraces and balconies will be maintained daily using MCC cleaning routine.

**(i) High Cleaning**

- Wall Maintenance: high cleaning of walls involves cleaning of area above 72” from the floor. Type of cleaning required must be appropriate to thorough cleaning of type of wall surface and condition of walls in high area. Such cleaning may require the use of extension poles and 6ft ladder.
- Following high cleaning, walls, trim and wall mounted fixtures must be free of dust, grime, smudges and spots. Where dusting is involved, dust must not be allowed to fall from high areas onto surfaces below. Personnel performing high cleaning must observe all applicable safety rules and regulations.
- Routine Light Fixture and Vent Cleaning: ceiling mounted light fixtures and heating, ventilation and air conditioning diffusers and vents must be dusted to remove accumulated dust and grime.
- Thorough Light Fixture and Vent Cleaning: ceiling mounted light fixtures and heating, ventilation and air conditioning diffusers and vents must be dusted and then damp wiped. All dirt, spots, streaks, smudges, oil, and residues must be removed. Upon completion, fixture or vent must have clean appearance.
- Blinds Cleaning: blinds must be vacuumed with appropriate tools or dusted with a treated cloth to remove dirt and dust. As needed, surface areas must be damp wiped to remove dirt and grime.

- Restroom Partitions: upper edges of all restroom partitions and screens must be dusted and accumulated dirt and grime removed.
- Routine Office Partitions and Screen Cleaning: upper edges of all office partitions and screens used for “open office” type arrangements must be dusted and accumulated dirt and grime removed.
- Thorough Office Partitions and Screen Cleaning: upper edges of all office partitions and screens used for “open office” type arrangements must be dusted, damp wiped with an appropriate cleaning agent and dried.

**(j) Training:**

- Contractor will be responsible for training staff on MCC daily cleaning procedures.
- Contractor will provide at contractor’s expense a quarterly review of MCC procedures for all contractor employees. MCC will provide all necessary procedural and training material to contractor.

**8. Miscellaneous Requirements**

- Event and public space areas will require multiple cleanings in a day based on usage.
- In instances where restrooms are cleaned during hours in which building occupants are present, male restrooms must be cleaned by males and female restrooms cleaned by females.
- The Contractor’s personnel shall report to Housekeeping, through contractor’s representative, any hazardous conditions or items in need of repair observed during work. The Contractor’s personnel shall turn off lights when not in use, unless otherwise instructed.
- The Contractor’s personnel will lock all locations after cleaning and return keys to contractor’s representative, unless otherwise instructed.
- The Contractor’s personnel shall turn in to Security, through contractor’s representative, any articles found in building.
- Contractor’s personnel shall report to Security, through contractor’s representative, any suspicious circumstances observed during performance of work, which appears to threaten security of the building.

- The Contractor's personnel shall report to Security, through contractor's representative, immediately upon discovery of loss, the loss of any keys to building areas.

### **9. Monitoring**

The department shall furnish the Contractor floor plans of building with a designation of areas to be cleaned.

### **10. Event Cleaning Requirements**

The MCC requires that the Contractor furnish appropriate staff to perform the cleaning needs before, during and after the hours an event or events are being held at the MCC.

The minimum requirements for cleaning the facility during an event include, but are not limited to the following:

- Light cleaning of all public restrooms to include maintaining clean mirrors and countertops, maintaining clean urinals and commodes, sweep floors, mop if needed, maintaining stocked paper towel dispensers, toilet paper dispensers and sanitary dispensers.
- Mop up spills as needed.
- Maintain clean water fountains
- Constant monitoring of all areas above.

The Contractor agrees to provide daily on-site supervisory inspections of housekeeping personnel at contractor's expense for the first thirty (30) days of the contract. Inspections must rotate shifts and include weekends.

Supervisor will meet with the Director of Facilities or his/her designee weekly for the first thirty (30) days of this contract, then monthly for the duration of the contract.

Should the Contractor at any time be unable to supply the requested personnel to MCC, MCC reserves the right to obtain housekeeping personnel from another source.

### **B. Contractor Constraints/Responsibilities**

- It will be the sole responsibility of the Contractor to insure that oriented and trained personnel utilized for this service are properly dressed and have personal identification. Contractor's personnel must be in approved uniforms with identification badge.
- The Contractor will be responsible for cleaning during normal operations of the facility and special cleaning required for events that are held in the facility. The MCC will determine the hours required.

- The Contractor must screen all personnel assigned to the MCC for recent use of alcohol and/or drug use.
- The Contractor and personnel provided must abide by all MCC rules and regulations.
- Housekeeping personnel may be asked to operate the following equipment: vacuum, carpet shampooer, floor buffer, pallet jack, rolling carts, compactor, scissor lift, and 12 ft. step ladder, pressure washer, escalator cleaning machine, etc.
- Contractor must provide all OSHA required safety training for all housekeeping personnel. This training should include, but not be limited to: Hazardous Materials, proper lifting techniques, Material Safety Data Sheets, etc.
- Contractor must provide training in Diversity and Sexual Harassment Awareness.
- MCC may on occasion request specific housekeeping personnel to work a shift. It is the contractor's responsibility to inform MCC if that person is approaching overtime hours. MCC will not pay overtime unless approved in advance by the Director of Facilities or his/her designee.
- MCC shall have the right of rejection and approval of any staff and housekeeping personnel assigned to work under this contract. If MCC rejects staff or personnel, the Contractor must provide replacement staff or personnel within one (1) hour and at no additional cost to MCC.
- The Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.
- Contractor must be able to provide additional personnel or replacement personnel within one (1) hour of a request.
- The successful Contractor will assign a manager to be the MCC's point of contact and to oversee the performance of this contract. This manager or his/her designee will be available 24/7/365 via cell phone and email.

### **C. Contractor Personnel Requirements**

- MCC requires that a minimum roster of thirty (30) housekeeping personnel be available.
- Completed schedules are to include the name of the employee working in each time slot. The contractor will be responsible for staff attendance to include checking staff in at shift start time(s).
- Upon request of MCC Management, the contractor must supply an on-site supervisor.
- Prior to being assigned to MCC, all housekeeping personnel must be familiar with the facility, sign in/out procedures, the employee entrance, rules and regulations, who/where to report and the type of work to be performed.
- Contractor must brief personnel prior to dispatching on MCC rules, such as: no cell phone use on the clock, no hats, no eating off of customer break tables, exhibits, etc. even if offered by customer.
- Housekeeping Personnel must understand they are an extension of MCC staff and therefore must look professional, smile and greet the public.
- Housekeeping Personnel must be in visible locations where assigned.
- All Housekeeping Personnel should expect to work a minimum of an eight (8) hour shift unless otherwise specified. MCC does reserve the right to cut personnel after a four hour minimum is met.
- Contractor must provide a uniform (See logo requirements in Section VII.O) approved, in advance, by the MCC management for the personnel. This uniform should be clean upon arrival to work. Shirts must be tucked in neatly. Excessive jewelry, old pants, baggy pants worn low, shorts, hats, bandanas, sunglasses, old shoes, music earphones/buds, etc. cannot be worn while working at MCC. Crocs, flip flops, sandals, etc. are not permitted.
- Cell phones, I-Pods, MP3 Players, etc. are not permitted while working.
- Contractor will provide ten (10) radios with earpieces to be used by contractor's staff to communicate with MCC staff on a daily basis.
- If housekeeping personnel are provided a MCC radio for communication purposes while working, ear pieces must be worn at all times.
- If housekeeping personnel damages or loses the earpiece and or radio the Contractor is responsible for the cost of replacement.

- A contractor-provided photo ID must also be displayed on each personnel at all times while working in the MCC. Such ID must have MCC logo only. MCC may provide these for the contractor at ten dollars (\$10) each.
- The Contractor must be able to provide personnel with prior housekeeping experience.
- The Contractor must be able to provide male and female housekeeping staff as scheduled.
- Contractor agrees to provide an accurate invoice by Friday of each week.

#### **D. MCC Responsibilities**

- MCC will provide all cleaning chemicals and necessary equipment.
- MCC will provide a weekly schedule request two weeks in advance. Completed schedules must be returned by 5pm on Thursday each week.
- MCC will agree to provide a 1 hour orientation quarterly at MCC for personnel assigned to the property. Parking will be provided for these orientations. Contractor is responsible for paying the attendees.
- MCC shall escort or ensure that personnel have access to the areas of the facility where service is to be provided
- MCC shall provide the Contractor with a point of contact person to coordinate the schedules and requirements
- The MCC shall provide to the contractor a schedule of all needed housekeeping personnel by Thursday of each week for the following week. MCC's week is defined as Saturday through Friday.
- Contractor shall be paid for services rendered at the agreed upon hourly rate for a personnel and on-site supervisor. Upon the receipt of a proper invoice from the Contractor, MCC will request payment for all accurately billed hours. There will be no other charges or fees for the performance of this contract.
- The MCC will make reasonable efforts to make payments within thirty (30) days of receipt of all undisputed invoices but in any event shall make payment within sixty (60) days. Additionally, the MCC will make reasonable efforts to make payments to small businesses within fifteen (15) days of receipt of all undisputed invoice but in any event shall make payments with sixty (60) days.



- MCC will offer parking for housekeeping team members (\$5/day) and monthly parking cards for on-site managers (\$80/month). Please note: This parking benefit could be rescinded by event or in the future entirely depending on parking demands.

### **III) DIVERSITY PLAN**

The Diversified Business Enterprise (DBE) participation level established for this contract is **TWENTY PERCENT (20%)**.

Information requested in a Diversity Plan may include the proposer to explain its plan to achieve or exceed a target percentage of minority, woman, small, and service disabled veteran owned businesses participation. A good procurement diversity plan should include, at a minimum, the following components:

- Statement of commitment.
- Strategic approaches and methodologies taken to ensure maximum participation by minority, woman, small, and service disabled veteran owned businesses suppliers.
- Methods to ensure prompt payment of minority, woman, small, and service disabled veteran owned businesses.
- Utilization monitoring and reporting tactics-includes specific techniques used to monitor participation on an ongoing basis and report to the Convention Center Authority.
- Identification of the minority, woman, small, and service disabled veteran owned businesses who will serve as subcontractors along with the nature and estimated value of the work they will perform and the percentage of the operating budget that it represents.
- Identification of the balance of the planned (non-DBE) subcontractors and the portion of total proposed cost they will perform.

#### **A. Source Lists.**

The Authority compiles, maintains and makes available source lists of Small, Minority-Owned, Woman-Owned and Service-Disabled Veteran-Owned Business Enterprises for the purpose of encouraging procurement from small businesses. Proposers who desire assistance in locating such businesses and suppliers are encouraged to contact the Authority at [mccpurchasing@nashville.gov](mailto:mccpurchasing@nashville.gov).

#### **B. Solicitation Mailing Lists.**

To the extent deemed appropriate by the Authority, it shall include Small, Minority-Owned, Woman-Owned and Service-Disabled Veteran-Owned Business Enterprises on solicitation mailing lists.

#### **C. Documentation Requirements.**

Proposer must complete the List of Proposed Diversified Businesses (See Exhibit D) and submit the Exhibit with the Diversity Plan to make a commitment to use vendors and subcontractors that claim DBE business status. Changes to the list of proposed DBE businesses must be submitted in writing and approved in advance by the Authority or designee. Proposers must confirm that any DBE businesses to be included in its proposal meet the standards set forth by the Authority. Proposers shall likewise notify its proposed

DBE businesses that the Authority requires that the subcontractor be [i] registered to do business with the City and [ii] approved as a small business through the submission to Metropolitan Government of Nashville and Davidson County Business Assistance Office or received MWBE certification through an Authority approved certified agency.

Documentation to confirm DBE status must be included with proposal submission. DBE status must be approved by the Authority prior to proposal submission.

#### **D. Misrepresentation.**

If during the course of the Agreement, the vendor fails to maintain the level of small business participation committed to in its proposal, or if any material representation made in its proposal concerning the small business status of any team member, subcontractor or contractor's involvement in the ownership, operation or management of any subcontractor claiming status as a small business is shown to be false, the Authority may, at its sole option and in addition to any other remedies available under the contract, at law or in equity, terminate the Agreement. Further, in the event that the Authority terminates the Agreement, the vendor shall pay the Authority's full re-procurement costs, including, without limitation, any costs associated with re-procurement delays. The Authority will institute debarment proceedings against any proposer that misrepresents in a proposal any material fact concerning the small business status of itself or any subcontractor or proposer's involvement in the ownership, operation or management of any subcontractor claiming status as a small business. In addition, the Authority may, at its sole discretion, assess a charge representing the cost of all audit and legal time and expense incurred by the Authority as a result of the contractor's failure to maintain the level of small business participation committed to in the contractor's proposal.

#### **IV) PROCUREMENT NONDISCRIMINATION PROGRAM**

It is the policy of the Authority to promote full and equal business opportunities for all persons doing business with the Authority by increasing the purchase of goods and services from Minority and Women Business Enterprises ("MWBE") within the Nashville MSA. In furtherance of this policy, the Authority has adopted the Metropolitan Government of Nashville and Davidson County Procurement Nondiscrimination Program, as set forth by the Metropolitan Code, Chapter 4.46, Procurement Nondiscrimination Program, as it may be deemed applicable by the Convention Center Authority and otherwise amended from time to time. For further information or clarification contact the Authority at [mccpurchasing@nashville.gov](mailto:mccpurchasing@nashville.gov).

**No proposal or submission shall be considered responsive unless it demonstrates compliance with the Procurement Nondiscrimination Program, which includes the submission of each of the following documents:**

##### **A. Covenant of Non-Discrimination.**

Each proposer must submit a duly-executed and notarized affidavit, which includes a covenant of non-discrimination. See Exhibit A.

##### **B. Good Faith Effort Statement Form.**

Each proposer must provide a statement form (See Exhibit B) initialed by an authorized company official indicating that the prime proposer has made all of the good faith efforts

required by the Procurement Nondiscrimination Program, including **delivering written notice to at least three (3) available certified MWBEs** if use of MWBEs is reasonable.

The first three items on this form **must be** initialed. Prime proposer should initial any of the additional good faith efforts listed subsequently on the form as they are applicable. Please note that timely outreach should be conducted providing firms adequate and reasonable time to respond. This form must be signed and dated by an authorized company official.

**C. Good Faith Effort Statement Verification Form.**

Each proposer **must include** a Good Faith Effort Statement Verification Form (See Exhibit C) that will detail the proposer outreach efforts on the project. The list of vendors and subcontractors shall include those persons who did not actually submit a response, price quotation or a bid, rather just requested information. The statement shall include [i] the individual’s or entity's name, business location, and information requested and [ii] back-up documentation supporting the outreach (i.e. Copies of email threads).

**V) SUBMISSION INSTRUCTIONS**

**A. Timetable.**

The following timetable should be used as a working guide for planning purposes. The Authority reserves the right to adjust this timetable in its sole discretion and without notice during the course of this RFP process.

Request for Proposals Released	Friday, December 11, 2015
Pre Proposal Meeting	<b>Wednesday December 16, 2015 @ 1:30pm RM 214</b>
RFP Questions and Inquiries Deadline	Wednesday January 6, 2015
Responses to Inquiries	Wednesday January 13, 2016
<b>RFP Response Due</b>	<b>Friday January 22, 2016</b>

**B. Inquiries.**

Direct all questions related to this RFP via email to [mccpurchasing@nashville.gov](mailto:mccpurchasing@nashville.gov) with **Housekeeping Services** in the subject line. The deadline for receiving questions and inquiries is indicated in Section V (A). All questions and inquiries will be reviewed and, and responses will be posted at ([http:// www.nashvillemusiccitycenter.com/business-opportunities](http://www.nashvillemusiccitycenter.com/business-opportunities)) by the date indicated in Section V (A).

**C. Pre-Proposal Meeting.**

A non-mandatory Pre-Proposal Meeting will be held as indicated in Section V (A). It will occur at the Music City Center, located at 201 5th Avenue South, Nashville, TN. Oral questions will receive oral responses, neither of which will be official or become part of the RFP. Vendors must clearly understand that the only written responses to written questions will be considered official and will appear in the form of an amendment. All prospective proposers are encouraged to attend. This will be the only pre-proposal meeting scheduled for this solicitation.

#### **D. Submissions.**

All submittals must be received no later than indicated in Section V (A). Qualification proposals must be submitted in a sealed envelope. No submission will be accepted after deadline. Incomplete or ineligible submissions will not be reviewed. Every effort will be made to ensure the safe handling of submitted materials; however, the Authority will not be responsible for any loss or damage. Submission should be sent by UPS or FedEx to:

Jasmine Quattlebaum  
Director of Purchasing/DBE  
Music City Center  
700 Koreans Veterans Blvd  
Nashville, Tennessee 37203

#### **Hand Delivery Submissions should be delivered to:**

**Music City Center Administrative Offices**  
Jasmine Quattlebaum  
Director of Purchasing/DBE  
600 Koreans Veterans Blvd  
Nashville, Tennessee 37203

#### **E. Compliance with RFP.**

Submissions must be in strict compliance with this RFP. Failure to comply with all provisions of the RFP may result in disqualification. The Authority reserves the right to reject any proposals and/or waive any formalities in the solicitation process. Furthermore, each proposer should carefully examine this RFP and all attachments and exhibits. Each proposer shall judge for itself all conditions and circumstances having relationship to the proposal. Each proposer will be responsible for taking such actions as they deem necessary or prudent prior to submitting a proposal. Failure on the part of any proposer to take such actions shall not constitute grounds for declaration of not understanding the conditions with respect to making its proposal. Each proposer is responsible for reading and understanding this RFP, including, but not limited to, these instructions for submitting a proposal. Proposer's failure or neglect to review any provided provisions of an agreement and the provisions of this RFP will not relieve such proposer of any contractual obligations contained in an agreement or required under the RFP. Proposer shall have no claim for relief based upon a lack of knowledge of the content or legal effect of any such provision.

#### **F. Response Format, Requirements, and Evaluation Criteria.**

Please submit one (1) original, seven (7) copies, and one (1) electronic copy of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D). **Proposals submitted electronically (i.e. Email) WILL NOT be accepted.**

All text must be printed on single-sided or double-sided pages and on the following:

**Tab 1) Transmittal Letter**

A brief letter of interest highlighting particular qualifications and committing to enter into good faith negotiations and execute a mutually agreed upon agreement if selected.

The transmittal letter must be signed by an authorized officer of the firm who is authorized to commit the Proposer's organization to perform work. Include the name(s), telephone number(s), and email(s) of the authorized contact person(s) concerning proposal. The cover letter should be on letterhead and state the legal name of the firm.

**Tab 2) Business Plan**

*Total points available for this criterion are 25 points.*

Please include the following:

- Description of the proposed contract team and the role to be played by each member of the proposed team.
- Proposed team organizational structure, interrelationships and interactions.
- Detailed plan of approach (including shift check-in, IDs, and all other major tasks and sub-tasks).
- Detailed screening plan and training plan.
- Proposed daily personnel tickets (provide a sample).
- Proposed service quality program.
- Proposed billing system (provide sample).
- Provide a photo (head to toe) of the uniform and identification badge.
- Describe how last minute additions are handled.
- Describe process for replacing unsatisfactory personnel.
- What are your hours of operation (including days of the week)
- Does your company use an after-hours answering service or is an employee on-call?
- How is the after-hour dispatch paperwork handled?

- Describe in detail your screening of personnel prior to dispatching daily.
- Provide a list of training your firm provides to each personnel.
- MCC requests a plan to encourage housekeeping personnel retention and longevity for those personnel who prove to be a good fit with MCC.

**Tab 3) Qualification of Firm**

*Total points available for this criterion are 25 points.*

Provide information, which documents your firm's, and if applicable, subcontractors' qualifications to produce the required outcomes, including its ability, capacity, skill, financial strength, and number of years of experience in providing the required services.

Please include the following:

- How long has your firm been in business doing work similar to the scope of service described in this RFP?
- Provide information regarding your firm's ability to perform the requirements of this RFP.
- How long have those assigned to the team been doing the type of work similar the scope of service described in this RFP?
- Identify their names, years of experience and any certifications applicable to the scope of service described in this RFP. Provide resumes' of all personnel working assigned to the team.
- Attach a copy of your most recent Financial Statement (audited financials are given more credibility and may be required). You may attach a paper or electronic copy.

**Tab 4) Diversity Plan**

*Total points available for this criterion are 15 points.*

Proposer will need to explain how they plan to commit in using minority, woman, small business and service disable veteran owned businesses in its business plan and to ensure that 20% or more of its services be made from minority, woman, small businesses and service disabled veteran owned businesses. (Please see Section II and III for full details on Diversity Plan and Requirements).

**Tab 5) Cost Criteria**

*Total points available for this criterion are 30 points.*

Provide an hourly rate for housekeeping personnel and an hourly rate for supervisors

NOTE: Any variations in hourly rates must be clearly noted in your proposal in this section.

Please complete the “Cost Criteria Form” in Exhibit C and return with proposal. The cost criteria form will capture hourly cost for services outlined in this RFP. Failure to provide the completed cost criteria form may result in the proposal being deemed non-responsive.

**Tab 6) Reference Projects**

*Total points available for this criterion are 5 points.*

Include three references from three different governments or similar entities where services similar to those requested in this RFP have been provided within the last three years.

Information provided for each client shall include the following:

- a) Client name, address, email and current telephone number
- b) Description of services provided
- c) Time period of the project or contract

**Tab 7) Exceptions**

Exceptions must be noted in this section of the proposal by the Contractor. Exceptions taken after the award may result in the withdrawal of the intent to award and Proposer’s firm suspended from upcoming solicitations

Any listing of exceptions by a Contractor in their proposal in no way obligates CCA at any time to change the contract’s general terms and conditions, the requirements of the RFP, or the insurance requirements of this solicitation.

Any exceptions listed by a Proposer may be unacceptable to CCA and may result in a reduction in the evaluation scoring or be cause for rejection of a Proposer’s proposal.

**Tab 8)**

**Exhibits**

Proposers must complete and submit Exhibit A-E.

## **VI) SELECTION PROCESS**

### **A. Selection Process.**

The Authority is using the Competitive Sealed Proposals method of source selection, as authorized by Section 3.3 of its Procurement Policy. The Authority may, as it deems necessary, conduct discussions with Responsive and Responsible Offeror(s) determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to solicitation requirements. Award(s), if made, will be made to the Responsive and Responsible Offeror(s) whose proposal and qualifications are most advantageous to the Authority. Responses to this RFP will be evaluated by an evaluation committee appointed by the City's Purchasing Agent, in consultation with the Authority, (the "Evaluation Committee"). The Evaluation Committee shall be comprised of subject matter experts for the specific procurement. The Evaluation Committee may be City or Authority employees, consultants, employees of other governmental agencies or citizens with no business conflicts with the potential contractors. The Evaluation Committee shall then score all proposals based upon the evaluation factors detailed herein. Evaluation will be based on consensus scoring of the Evaluation Committee based on committee deliberations of the proposals. Scores will not be an averaging of individual committee members' scores. Upon completion of the consensus scoring, the committee may recommend short-listing the proposals that are potentially acceptable and unacceptable. The detailed evaluation that follows the initial examination may result in more than one finalist. At this point, the Authority may request presentations by Offerors, carry out contract negotiations for the purpose of ultimately obtaining offers that are in the best interests of the City, and conduct detailed reference checks on the short listed Offerors. The Authority reserves the right to contact any and all references to obtain, without limitation, information regarding the Offeror's performance on previous projects. A uniform sample of references will be checked for each short-listed Offeror. Should a successful contract negotiation not be reached in a timely manner, the Authority reserves the right to select another proposer as the vendor.

### **B. Evaluation of Proposals.**

The Music City Center staff will first examine proposals to eliminate those which are clearly non-responsive to the stated requirements. The Evaluation Committee will evaluate all responsive and responsible proposals and qualifications based upon the selection criteria set forth herein. Other agencies and consultants of the City also may examine the proposals and qualifications. The evaluation committee will make recommendation(s) to the Authority's staff to consider. The Authority reserves the right to withdraw this RFP at any time, for any reason, and to issue such clarifications, modifications, and/or amendments, as deemed appropriate. Receipt of a proposal by the Authority of a submission of a proposal offers no rights upon the offeror/proposer nor obligates the Authority in any manner. The Authority reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of the Authority.

## **VII) RULES AND GUIDELINES**

### **A. Conflict of Interest.**

Proposers and development teams with conflicts of interest as outlined in the City's and the Authority's conflict of interest policies or otherwise are ineligible.



**B. Requests for Clarification of Submission.**

The Authority may check references to assist in the evaluation of any submission.

**C. Submissions and Presentation Costs.**

The Authority will not be liable in any way for any costs incurred by any developer or development team in the preparation of its proposal in response to this RFP, nor for the presentation of its submission and/or participation in any discussions.

**D. Validity of Submissions.**

All proposals shall be valid for a period of one (1) year from the due date of the RFP.

**E. Rejection of Submissions.**

The Authority reserves the right to accept or reject in whole or in part any or all proposals submitted.

**F. Minor Irregularities.**

The Authority reserves the right to waive minor irregularities in offers, provided that such action is in the best interest of the Authority. Any such waiver shall not modify any remaining solicitation requirements or excuse the Offeror from full compliance with the solicitation specifications and other contract requirements if the Offeror is awarded a contract.

**G. Americans with Disabilities Act.**

The vendor shall assure to the Authority that all services (including but not limited to the design services, as well as any construction, repair, or other infrastructure improvements) made through the Agreement, if an award is made, shall be completed in full compliance with the Americans with Disabilities Act ("ADA") and Architectural and Transportation Barriers Compliance Board, Federal Register 36 CFR Parts 1190 and 1191, Accessibility Guidelines for Buildings and Facilities; Architectural Barriers Act (ABA) Accessibility Guidelines; proposed rule published in the Federal Register on July 23, 2004, as has been adopted by the City. Questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act may be forwarded to ADA Compliance Coordinator, Elisa Putman.

Individuals who need auxiliary aids for effective communication in the programs, services or activities of the Authority are invited to make their needs and preferences known to the ADA Compliance Coordinator. This notice can be made available in alternative formats through the office of the ADA Compliance Coordinator, Elisa Putman, Monday through Friday, 8:00 a.m. until 4:30 p.m.

**H. Non-Discrimination.**

It is the policy of the Authority not to discriminate on the basis of age, race, sex, color, national origin or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regard to all aspects of this RFP the proposer certifies and warrants it will comply with this policy. Notwithstanding any other provision of this RFP, no person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment

in the Authority's contracted programs or activities, on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the Authority or in the employment practices of the Authority's contractors. Accordingly, all contractors entering into contracts with the Authority shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places that are available to all employees and applicants, notices of nondiscrimination. Further, the Authority prohibits discrimination. It is the policy of the Authority that they shall not discriminate in their employment practices by failing or refusing to hire or promote, or to discharge any individuals, because of the individual's race, religion, creed, gender identity, national origin, color, age, and/or disability.

Inquiries concerning non-discrimination policies should be forwarded to: Jasmine Quattlebaum, Director of Purchasing/DBE, Convention Center Authority, 201 Fifth Avenue South, Nashville TN 37203, (615) 401-1445.

**I. Public Disclosure.**

All submissions are considered public and subject to review upon request only after a successful Intent to Award Letter has been signed. Prior to a successful Intent to Award Letter, all submissions will be kept private in order to preserve a competitive and fair selection process.

**J. Compliance with the Authority's Procurement Policy and Affidavit.**

Proposers shall assure to the Authority that it is and will be at all times in compliance with the Authority's Procurement Policy. Further, and as a part of the contract negotiation, the successful developer and/or development team shall submit a signed affidavit regarding compliance with laws, taxes and licensure, contingent fees and nondiscrimination. See Exhibit A.

**K. Assistance to Minority, Women, Small, and Service-Disabled Veteran-Owned Business Enterprises.**

It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises in learning how to do business with the Authority. Furthermore, proposers are encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this RFP. See Section III.

Proposers are required to submit a monthly diversity report by the 15th of the following month.

**L. Compliance with the Authority's Procurement Nondiscrimination Program.**

It is the policy of the Authority to promote full and equal business opportunities for all persons doing business with the Authority by increasing the purchase of goods

and services from minority and women-owned businesses within the Nashville Metropolitan Statistical Area (“MSA”). Proposers shall assure to the Authority that it is and will be at all times in compliance with the Authority’s Procurement Nondiscrimination Policy. See Section IV.

**M. Sustainability Requirements.**

Vendor must comply and participate in all MCC sustainability programs.

**N. IT Security Requirements**

Any contractor accessing the MCC network must comply with Metropolitan Government of Nashville & Davidson County ITS information Security Procedures.

**O. Logos.**

Only the MCC approved logos will be utilized throughout the facility including, but not limited to uniforms, advertisements, business cards, brochures, proposals, etc. Other than legal requirements the name of the contractor will not be utilized.

**P. Insurance Requirements.**

Any potential vendor receiving an award shall be required to provide proof of insurance, in the form of a Certificate of Insurance. The awarded supplier must provide the Authority with original Certificates of Insurance within fifteen days of notification of award.

General Liability and automobile liability policies must be endorsed to include Convention Center Authority of the Metropolitan Government of Nashville & Davidson County as an additional insured with respect to liability arising out of work or operations performed by on behalf of supplier. The following insurance(s) shall be required:

- General Liability Insurance in the amount of (\$1,000,000.00) dollars (if the supplier will be making on-site delivery).
- Automobile Liability Insurance in the amount one million (\$1,000,000.00) dollars (if supplier will be making on-site deliveries)
- Workers’ Compensation Insurance with statutory limits required by the State of Tennessee or other applicable laws and Employer’s Liability Insurance with limits of no less than one hundred thousand (\$100,000.00) dollars, as required by the laws of Tennessee. (Workers’ Compensation Insurance is, at the time of this RFP, not required for companies with fewer than five (5) employees.)

**Q. Right to Protest.**

Proposer is entitled to protest to the Director of Purchasing, as authorized by Section 7.1 of the Convention Center Authority Procurement Policy. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

**R. Invoice Payments and Submissions.**

The MCC will make reasonable efforts to make payments within thirty (30) days of receipt of invoice but in any event shall make payment within sixty (60) days. Additionally, the MCC will make reasonable efforts to make payments to small businesses within fifteen (15) days of receipt of invoice but in any event shall make payments with sixty (60) days.

Proposer shall submit an invoice for services rendered by the 5th of the following month to the Music City Center Finance department. The billing statement shall itemize the services performed and show a grand total.

**S. Proposer Registration**

If the successful proposer is not registered with the Metropolitan Government as a potential supplier, the bidder will be required to register in iSupplier ([www.nashville.gov](http://www.nashville.gov)) to be awarded the bid. If the awarded proposer does not complete the registration within forty-eight (48) hours of its being notified of the proposer, CCA may determine that the bidder shall be deemed non-responsible and not be considered for award.

[The remainder of this page is intentionally left blank.]

**Exhibit A  
Affidavit**

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

As used herein, "Offeror" will include artists, bidders and proposers.

**Compliance with Laws:** After first being duly sworn according to law, the undersigned (Affiant) states that he/she is presently in compliance with, and will continue to maintain compliance with, all applicable laws. Thus, Affiant states that Offeror has all applicable licenses, including business licenses, copies of which are attached hereto. Finally, Affiant states that Offeror is current on its payment of all applicable gross receipt taxes and personal property taxes.

**Contingent Fees:** In accordance with the Authority's Procurement Policy and the Metropolitan Government's Procurement Code, it is a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a contract with the Authority upon an agreement or understanding for a contingent commission, percentage, or brokerage fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. After first being duly sworn according to law, the undersigned (Affiant) states that the Offeror has not retained anyone in violation of the foregoing.

**Nondiscrimination:** Affiant affirms that by its employment policy, standards and practices it does not subscribe to any personnel policy which permits or allows for the promotion, demotion, employment, dismissal or laying off of any individual due to race, religion, creed, gender, national origin, color, age, and/or disability and that it is not in violation of and will not violate any applicable laws concerning the employment of individuals with handicaps and/or disabilities. It is the policy of the Metropolitan Government not to discriminate on the basis of age, race, sex, color, religion, national origin or handicap and/or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. Contractor certifies and warrants it will comply with this policy.

**And Further Affiant Sayeth Not:**

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

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

Address: \_\_\_\_\_  
\_\_\_\_\_

Sworn to and subscribed before me on this \_\_\_\_ day of \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
Notary Public  
My commission expires: \_\_\_\_\_



**Exhibit B**  
**GOOD FAITH EFFORT STATEMENT FORM**

Bid/Proposal for: Music City Center Convention Center \_\_\_\_\_  
(Name of Project)

**Pursuant to the requirements for Participants under the Procurement Non-Discrimination Program, and in consideration of the privilege to submit Proposals on contracts funded, in whole or in part, by the Convention Center Authority, I/We, attest that I/We have made the following efforts to ensure that potential MWBE subcontractors were notified of the opportunity to participate as a subcontractor or joint venturer on this project.**

\_\_\_ I/We have made efforts to include MWBE's, certified by certifying entities recognized by the Convention Center Authority, in the procurement process and to ensure that businesses are not discriminated against on the basis of race, ethnicity or gender.

\_\_\_ I/We have delivered appropriate notice to three or more available MWBEs certified by certifying entities recognized by the Convention Center Authority for each potential subcontracting or supply category in the Contract and all potential subcontractors or vendors which requested information on the Contract.

\_\_\_ I/We have provided all potential subcontractors or vendors with adequate and timely information as to the plans and specifications of this project as well as information necessary to provide a bid or quote as well as and the last date and time for receipt of price quotations.

**Additionally, \_\_\_\_\_ has made the following Good Faith Efforts to include MWBEs as subcontractors or joint venturers on this project.**

\_\_\_ I/We have attended a special meeting called to inform businesses and individuals of subcontracting or supply opportunities.

\_\_\_ I/We have, in accordance with normal industry practices, divided the contract into economically feasible segments that can be performed by a MWBE.

\_\_\_ I/We have provided a written explanation for rejection of any potential subcontractor or vendor to Convention Center Authority, including the name of the firm proposed to be awarded the subcontract or supply agreement, where price competitiveness is not the reason for rejection.

\_\_\_ I/We have actively solicited, through sending letters or initiating personal contact, MWBEs in all feasible and appropriate categories providing subcontracting opportunities for the contract under consideration.

\_\_\_ I/We have utilized the services of available community organizations and associations, contractors' groups, and trade associations known to publicize contracting and procurement opportunities, for the purpose of obtaining assistance in the contacting

and recruitment of MWBEs for the Convention Center Authority Project contract under consideration.

\_\_\_\_ I/We have advertised in publications of general circulation in the Nashville Metropolitan Statistical Area (“MSA”), trade publications and other media owned by, or otherwise focused or marketed to MWBEs, and the advertisement identifies and describes the specific subcontracting or other opportunity in reasonable detail.

\_\_\_\_ I/We have conducted discussions with interested MWBEs in good faith, and provided the same willingness to assist MWBEs as has been extended to any other similarly situated subcontractor.

\_\_\_\_ I/We have taken steps to ensure that all labor supervisors, superintendents, and other onsite supervisory personnel are aware of and carry out the obligation to maintain a nondiscriminatory work environment, free of harassment, intimidation and coercion at all construction sites, offices and other facilities to which employees are assigned to work.

\_\_\_\_\_  
Printed Name of Company

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title of Company Official

\_\_\_\_\_  
Full Company Name

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Area Code/Phone Number

\_\_\_\_\_  
City, State, Zip

Please contact the Jasmine Quattlebaum Director of Purchasing/DBE (615) 401-1445 with any questions about information which may be required.



**EXHIBIT C  
GOOD FAITH EFFORT VERIFICATION FORM**

Please complete this form to provide Convention Center Authority with information regarding your outreach efforts. Please include information appropriately regarding those certified MWBEs that you contacted, who contacted you and those with whom you have decided to work on this project. Please add additional copies of this sheet as necessary so that you may list ALL MWBEs with whom you've had contact. Please contact Director of Purchasing/DBE 615-401-1445.

**Project Name** \_\_\_\_\_

**RFP Number** \_\_\_\_\_

As part of our regular and customary good faith efforts to include MWBE subcontractors, suppliers and joint venturers, \_\_\_\_\_ has contacted or was contacted by the following certified MWBEs related to our bid/proposal.

<i>Business Name &amp; Contact</i>	<i>Phone No</i>	<i>MBE/WBE Certificate Type</i>	<i>Date of Contact</i>	<i>Method of Contact</i>	<i>Who Initiated Contact?</i>	<i>If Bid Submitted, Amount of Bid*</i>	<i>Offer Accepted or Declined</i>	<i>Reason(s) for Declining</i>

\*STATEMENT OF BID/PRICE QUOTATION

Name \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_





**Exhibit D**

**List of Proposed Diversified Business Enterprise**

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

Notice: DBE businesses listed must be registered with Metropolitan Government of Nashville and Davidson County (Metro) and small business status must be approved by the Metropolitan Government or DBE Certification *prior* to proposal submission.

	DBE Business Name	Business Address, Phone Number and email address	Work to be Performed by this DBE Business	Minimum of total dollars to be spent with this DBE Business	Business Classification Type
1.					
2.					
3.					
4.					
5.					
6.					

**TOTAL** \_\_\_\_\_

Submission of a proposal shall constitute Proposer’s representation that neither Proposer nor an officer, agent or employee of Proposer, or the spouse, parent or child of an officer, agent or employee of Proposer, is involved in the ownership, operation or management of any subcontractor claiming status as a DBE business for purposes of this Proposal and Contract.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**Exhibit E**

**Cost Data Worksheet for RFP 105-2015  
Music City Center Housekeeping Services**

Proposer must enter a hourly rate for the following MCC positions:

	Year 1	Year 2	Year 3	Year 4	Year 5
A.) Housekeeping Personnel					
B.) Housekeeping Supervisors					