

Request For Proposal (RFP)
Shiloh Falls Home Owners Association
Maintenance/Waste Collection Services
March 5, 2012

VIEW OF PROPERTY BY RFP RESPONDENTS: Those interested in submitting a proposal to this RFP should meet at the Shiloh Falls main gate on Highway 57 for a guided tour of the property at either 7:00 a.m. or 5:00 p.m. on Monday, March 12, 2012. The tour will begin exactly on- time.

1. SUMMARY

The Shiloh Falls Home Owners Association (to be referred to as SFHOA) is accepting proposals for Maintenance Services. The purpose of this RFP is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria by which they will be judged.

2. PROPOSAL GUIDELINES AND REQUIREMENTS

This is an open and competitive process.

Proposals received after 12:00 noon CST Wednesday, March 23, 2012, will not be considered and will be returned unopened.

The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

The price you quote should be inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

If the execution of work to be performed by your company requires the hiring of sub-contractors you must clearly state this in your proposal. Sub-contractors must be identified and the work they will perform must be defined. In your proposal please provide the name, address, and EIN of the sub-contractor. The SFHOA will not refuse a proposal based upon the use of sub-contractors; however we retain the right to refuse the sub-contractors you have selected.

Provisions of the RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

Use blank forms at the end of the RFP for your proposal format. You may add extra sheets of paper as necessary.

3. PROJECT DESCRIPTION AND GUIDELINES

A. Common Area Maintenance Services.

- 1) All common areas will be mowed and trimmed on a regular basis. Actual number of times for mowing will be dependant upon rainfall and weather, but schedule should be structured as follows:
 - Spring (March thru May) - every other week (approximately 6 times)
 - Summer (June thru Sep) – weekly (approximately 16 times)
 - Fall (Oct thru Nov) – every other week (approximately 4 times)
 - No mowing on Saturday or Sunday

- 2) Areas to be mowed and trimmed include the following:
 - Old South Road from Hwy. 57 to Golf Clubhouse Street – from edge of street to tree line (approximately 55 feet from center of Old South Road on each side).
 - All other streets – from edge of street to tree line (approx. 30 to 40 feet from center of street on each side). Home Owners (lots with existing homes) are responsible for mowing and trimming for their individual lot, but the area adjacent to the street in front of any home may be mowed by the contractor, if lack of mowing and trimming by the property owner creates an appearance that is unreasonably detrimental to adjoining property owners and to the neighborhood.

- 3) Common Area includes entrance to Shiloh Falls where Sandpiper Pointe intersects Holiday Hills. The area between Holiday Hills and gate on Sandpiper Pointe will be mowed and trimmed each time common areas are mowed and trimmed.

B. Seeding, Fertilizing, Weed Control and Fire Ant Control

- 1) Apply Seeds, Fertilizer, and SFHOA Weed Control and treat common areas for Fire ants as required and as mutually agreeable to ASSOCIATION and contractor. *To insure these products meet SFHOA quality standards, please include description and Brand name of products contractor will be using.*

C. Maintain Common Area Flowerbeds:

- 1) Weed
- 2) Fertilize
- 3) Plant Flowers and Shrubs
- 4) Mulch
- 5) Monitor irrigations system and report immediately non-operating locations to SFHOA Security Officer.

D. Miscellaneous Maintenance

- 1) Replace light bulbs as required in light fixtures at entrance on Old South Road, entrance on Sandpiper Pointe from Holiday Hills.
- 2) Provide repair to any common areas exhibiting erosion problems.
- 3) Repair and paint fences and street signs as required
- 4) Remove all trash, brush, litter and debris from the common areas as required. At the beginning of each work day, a drive through will be made down all SFHOA streets to pick up casual litter (beverage cans, food wrappers, paper products, etc.,) seen in common areas dropped from previous day traffic.
- 5) Clean Guard House. Mop floors, dust, and clean bathroom weekly. Clean windows when needed)

E. Pool and Pool Area Cleaning and Maintenance

- 1) Clean and maintain SFHOA pool and pool area to the Tennessee Department of Health Standards including the following:
 - Physical Facilities such as bathhouse floors and walls, plumbing fixtures, toilet tissue, soap and paper towels.
 - Water quality such as PH range, total alkalinity, cyan uric acid level and algae control.
 - Safety equipment inspection.
- 2) The pool cover should be removed and the pool prepared for the opening on the Friday of Memorial Day weekend.
- 3) The pool should remain open through Labor Day and then be prepared for the winter closing including installing the pool cove
- 4) During the months when the pool is open, clean pool area and restrooms daily prior to 10 a.m. Restock restroom supplies such as toilet tissue and paper towels as required.
- 5) Empty all trash containers each Monday and Friday at a minimum (additional times as required) during the pool open season. Place trash containers and bagged debris curbside no later than 10 a.m. for waste disposal pickup.
- 6) Maintain supply of chemicals for pool treatment and toilet tissue and paper towels for pool restrooms.
- 7) Cleaning of the pool (pool, pool deck, restrooms) to be completed prior to the daily opening at 10:00 a.m.
- 8) During out of season period (Day after Labor Day through Thursday before Memorial Day weekend), pool areas are to be cleaned once within the first week of each month.

F. Residential Curbside Trash/Yard Debris Removal Services:

- 1) Provide Residential curbside trash collection services to each home in the Shiloh Falls development each Monday and Friday at a specific time as mutually agreeable to SFHOA and contractor.
- 2) Provide the same twice-weekly trash removal for the Security Gatehouse.
- 3) Provide the same twice-weekly trash removal for the SFHOA pool during open season.
- 4) Garbage receptacles will be returned from curbside to house with the exception of driveways with very steep incline.
- 5) All curbside trash should be contained within a trash bag (Excluding boxes and other large objects) to meet the limitations of disposal currently provided by the local county government.
- 6) Leaves MUST be in bags and yard debris will not exceed 3 inches in diameter and no longer than 5 feet. These will also be picked up on the same days as the household trash. No brush from thinned or cleared lots is included within the conditions of this agreement. (Lots, in this instance, refer to lots with no existing home.)
- 7) If a holiday falls on a Monday or Friday, trash collection will be on Tuesday for a Monday holiday and on Thursday for a Friday holiday. Residents will be reminded of the holiday schedule the week prior to the holiday.
- 8) Holidays that will be observed are as follows: New Year's Day
Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

G. Supplies and Materials

All weed, feed, seed, and other materials supplies and materials such as pool supplies, plants, etc., will be billed to SFHOA separately. Purchases must be approved by Chairperson for Maintenance Committee or SFHOA Board of Directors prior to purchase. SFHOA reserves the right to purchase the requested supplies directly from supplier as they choose.

H. Contractor Communications

Contractor agrees to provide a means of contact whereby SFHOA may be able to communicate any question and/or instructions to the contractor within a reasonable period of time not to exceed (1) hour (standard business hours) from time that ASSOCIATION leaves a voice or digital message for the contractor. The contractor may provide access through landline, cellular phone and/or pager.

4. TERM

This agreement for maintenance shall be in effect for twelve (12) months. Should disputes or disagreements arise, either party shall notify the other in writing of said disputes or disagreements. If said disputes or disagreements are not resolved within (30) days of the written notice, this contract may be rendered null and void by either party. If contract is cancelled by SFHOA, SFHOA will be responsible for payment of the maintenance fee through the last day of the thirty day period following the written notification.

5. COMPENSATION FOR SERVICE

During the contract period the contractor shall be entitled to receive 12 monthly equal payments for the services performed and compensation agreed to in the contract. Contractor will submit a monthly invoice by last day of the month and payments will be made no later than the 3rd business day of the following month.

6. TIMELINE

- **VIEW OF PROPERTY BY RFP RESPONDENTS: Those interested in submitting a proposal to this RFP should meet at the Shiloh Falls main gate on Highway 57 for a guided tour of the property at either 7:00 a.m. or 5:00 p.m. on Monday, March 12, 2012. The tour will begin exactly on- time.**
- Proposals are due no later than 12:00 noon CST, Thursday, March 22, 2012.
- Proposals will be evaluated immediately thereafter. During this time we may require interviews at our office with our evaluation team on or about March 24, 2012. You will be notified if this is requested.
- The selected proposal will be decided on or about March 24, 2012.
- Negotiations will begin immediately with the successful candidate and should conclude no later than March 26, 2012.
- All other candidates will be notified on or about March 27, 2012.
- The selected contractor will start immediately upon signing of contract.

7. QUALIFICATIONS

- Briefly describe your company's capacity to maintain our property in a proper and timely manner. How many full-time staff does your company employ? How many part-time? What equipment do you currently own and operate to perform this service?
- List three grounds/maintenance customers including current phone numbers your company has contracted within the last five (5) years that best reflect your work and relevancy to this project. Briefly list the role your company played in each contract.
- Briefly describe the number of staff that would end up working on this project. This may be divided monthly or seasonally.
- Provide length of time in business.
- Provide proof you are bonded and insured. Are your employees covered by worker's compensation? SFHOA requires a minimum insurance coverage of \$1,000,000.
- Provide proof of all required local, county, state and federal licenses.
- Provide proof of Horticulture-Lawn and Turf license as required by the Department of Agriculture, State of Tennessee.

8. EVALUATION CRITERIA

The following criteria will form the basis upon which the SFHOA will evaluate proposals.

The mandatory criterion that must be met includes:

1. Seven (7) copies of your proposal must be received no later than 12:00 noon CST Thursday, March 22, 2012. Also, provide one digital copy that can be opened using Microsoft Word.
2. Proposal cover sheet will have the following information:
 - Company Name
 - Point of contact name and phone number
 - Residential Curbside Trash/Compostable Removal Services Price: \$
 - All other services price: \$
 - Total proposal price: \$
3. Deliver proposals in a sealed envelope to the attention of:

Bob Royer
Chairman Maintenance Committee
Shiloh Falls Home Owners Association
Shiloh Falls Guard House
Counce, TN

8. EVALUATION CRITERIA (cont)

Proposals that meet the requirements, as stated throughout this RFP, will be evaluated with the following criteria:

- Suitability of the Proposal – the company meets the needs and criteria set forth in the RFP
- Expertise in maintaining grounds and providing maintenance
- Aesthetic Capabilities – Prior work demonstrates ability to achieve and maintain the beauty of the neighborhood in a timely and organized fashion.
- Candidate Experience – Candidate has successfully completed similar projects and has the qualifications necessary to undertake this project.
- Value/Pricing Structure and Price Levels – The price is commensurate with the value offered by the proposer.
- Depth and Breadth of Staff – The candidate contractor has appropriate staff to maintain the grounds in a timely fashion. Identify staff you anticipate working in Shiloh Falls. Who will be responsible for providing direct supervision and keeping the staff on schedule?
- Proposal Presentation – The information is presented in a clear, logical manner and is well organized. Use the Proposal Forms located at the end of this RFP for your presentation.
- Demonstrated commitment to high service level agreements.

9. SFHOA CONTACT INFORMATION

If question arise or clarification is needed on any terms or request in this RFP, please contact Bob Royer at 731-412-9644.

10. EXCEPTIONS

SFHOA reserves the right to amend the selection criteria at any time throughout the selection process.

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II. List the three grounds/maintenance customers with phone numbers your company has contracted within the last five (5) years that best reflect your work and relevancy to this project. Briefly list the role your company played in each contract. *If more room is needed complete on additional paper.*

1. _____

2. _____

3. _____

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V. Provide proof you are bonded and insured. Provide proof of worker's comp insurance. SFHOA requires a minimum insurance coverage of \$1,000,000.

VI. Provide proof of all required local, county, state and Federal licenses.

VII. Provide proof of Horticulture-Lawn and Turf license as required by the Department of Agriculture, State of Tennessee

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VIII. Provide current reference information for three former or current clients.

1. _____

2. _____

3. _____

VII. BID AMOUNT

Total 12 month compensation \$ _____ (payable over 12 monthly payments)

Of total 12 month compensation, amount for Garbage/Trash pickup \$ _____

Of total 12 month compensation, amount for all other services \$ _____

VIII. Other Information you wish SFHOA to consider:
