SEALEDDESK · PER-BID COMPLIANCE MATRIX

City of Norcross, GA: Custodial Cleaning Services, RFP PW 27-03

Sample deliverable built from the real RFP packet (read in full on Oct 29, 2026). Source: RFP packet (PDF) and City bid posting.

Issuer	City of Norcross Public Works Department, 345 Lively Avenue, Norcross, GA 30071. Contact: procurement@norcrossga.net	**Due**	**Fri Nov 20, 2026, 12:00 p.m. ET** (sealed; 2 paper copies + USB)
Scope	Routine custodial service at 9 City facilities (about 130,000 sq ft); initial term Feb 1 to Aug 31, 2027, then up to four 1-year renewals	**Evaluation**	Best value, 105 pts: experience 30, approach 30, cost 35, references 5, local firm up to 5
Bonds	None stated in the packet	**Insurance**	WC statutory; EL $250K; CGL $1M aggregate; auto $1M per occurrence

How to use. Work down each part. "Owner" shows who does the step: the client submits their own bid and signs every form; SealedDesk prepares drafts and checklists only. Section references point to the RFP packet. Confirm every item against the official packet and any addenda; this matrix is a preparation aid, not legal advice. SealedDesk is not a government agency and is not affiliated with the City of Norcross or any government.

A. Deadlines and logistics

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
A1	Notice to Proposers; §5	Proposals due Fri Nov 20, 2026, 12:00 p.m. ET. Late submissions are invalid and returned unopened.	Deliver by Thu Nov 19 to Charlene Marsh, Procurement & Capital Projects Mgr., Norcross Public Works, 345 Lively Ave, Norcross GA 30071.	Client	☐ Not started ☐ Drafted ☐ Client OK	
A2	Notice; §7	Label the package "RFP Submission: Custodial Cleaning Services (RFP PW 27-03)".	Printed label on the outer package and on the sealed cost envelope.	Client	☐ Not started ☐ Drafted ☐ Client OK	
A3	Notice; §7	Two hard (paper) copies and one digital (USB) copy of the full package.	Assemble, tab and print 2 copies; load the same PDF on a USB drive.	Client	☐ Not started ☐ Drafted ☐ Client OK	
A4	Notice; §5; §6	Written questions by email only to procurement@norcrossga.net by Nov 4, 5:00 PM ET. Format: company name, question, RFP section cited.	Send the question list in Part H (client reviews and sends under own name).	Prep + Client	☐ Not started ☐ Drafted ☐ Client OK	
A5	§5; App. E	Final addendum due Nov 10. Check the City website and acknowledge every addendum on Appendix E.	Check the bid page on Nov 10 and Nov 18; list each addendum number and date.	Client	☐ Not started ☐ Drafted ☐ Client OK	
A6	Notice	Proposals stay firm 90 days after the deadline; no withdrawal within 30 days.	State the 90-day validity in the cover letter.	Client	☐ Not started ☐ Drafted ☐ Client OK	
A7	Notice; §9.C.b	Optional pre-proposal meeting and site visits were Oct 28 (passed). Proposers are advised to examine the sites.	Arrange site walk-throughs of the 9 facilities through the procurement contact; record sq. ft. and floor types against §4.	Client	☐ Not started ☐ Drafted ☐ Client OK	

B. Proposal package (§7, in order)

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
B1	§7.1	Cover letter.	One page: legal firm name exactly as it will appear on all forms (§9.B), authorized signer, 90-day price validity, contact details.	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
B2	§7.2	Company information: primary firm and any subcontractors with a summary of their scope; address, email and phone of the office providing the services.	Company profile page; subcontractor table or "none".	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
B3	§7.3; §2; App. A	Statement of work: service plan, proposed labor, equipment, service windows, estimated weekly labor hours, materials and procedures.	Facility-by-facility plan that follows App. A frequencies and the §3.A flooring schedule.	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
B4	§7.4	Labor and resources: organizational chart (project manager, supervisors, crew leaders) and equipment list.	Org chart; equipment inventory (machines, vacuums, carts, microfiber, PPE).	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	
B5	§7.5; App. C	References: at least 4 on the Appendix C form, OR a minimum of 3 letters of reference, for projects of similar size and scope.	4 references with contact names, phone, email and completion dates; confirm each reference will answer.	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	
B6	§7.6; App. B	Cost Proposal Form in a SEPARATE sealed envelope.	Completed App. B (Part E below), signed, sealed in its own envelope inside the package.	Client	☐ Not started ☐ Drafted ☐ Client OK	
B7	§7.7; §9.A.d	Certificate of Liability Insurance meeting the stated requirements.	Broker-issued certificate (Part C).	Client	☐ Not started ☐ Drafted ☐ Client OK	
B8	§7.8; App. D; App. G	E-Verify form ("attached separately") with contractor and subcontractor affidavits and required documentation.	Download the form from the City bid page; fill in the E-Verify user ID and date registered; add subcontractor affidavits if any.	Client	☐ Not started ☐ Drafted ☐ Client OK	
B9	§7.9; App. E	Acknowledgement of addenda form.	Complete after the Nov 10 addendum check, or mark "No addenda were received".	Client	☐ Not started ☐ Drafted ☐ Client OK	
B10	§7.10; App. F	Non-collusion affidavit.	Signed by an authorized representative.	Client	☐ Not started ☐ Drafted ☐ Client OK	
B11	App. G	Draft contract agreement (optional); use the App. G checklist.	Skip unless the firm has exceptions to propose; run the checklist before sealing.	Optional	☐ Not started ☐ Drafted ☐ Client OK	

C. Insurance (§9.A.d-e, §9.K)

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
C1	§9.A.d.i	Workers' compensation per Georgia statutory requirements.	Policy declarations page or certificate line.	Client	☐ Not started ☐ Drafted ☐ Client OK	

C2	§9.A.d.ii	Employer's liability, minimum $250,000.	Show limit on the certificate.	Client	☐ Not started ☐ Drafted ☐ Client OK	
C3	§9.A.d.iii	Comprehensive general liability, minimum $1,000,000 aggregate (bodily injury and property damage combined).	Show limit on the certificate.	Client	☐ Not started ☐ Drafted ☐ Client OK	
C4	§9.A.d.iv	Automobile liability, minimum $1,000,000 per occurrence.	Show limit on the certificate.	Client	☐ Not started ☐ Drafted ☐ Client OK	
C5	§9.A.e	Certificates must state the issuer will endeavor to mail 30 days' written notice of cancellation to the City.	Ask the broker for the 30-day notice wording and the City as certificate holder.	Client	☐ Not started ☐ Drafted ☐ Client OK	
C6	§9.K.b-c	Satisfactory insurance certificates are due within 10 days of award notice, or the award may be annulled.	Keep the broker on standby for the award week.	Client	☐ Not started ☐ Drafted ☐ Client OK	

D. Scope and performance commitments

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
D1	§2; App. A	Facility service frequencies: City Hall Mon-Fri; Wingo Annex by request only; Cultural Arts & Community Center Mon-Sun; Welcome Center & Museum once weekly (restrooms/ office twice weekly); Public Works/Utilities/Parks Mon-Fri (office areas 2 days a week); HR Building Mon and Thu; Police Station & Court House Mon-Sun; Historic Library by request only.	Build a schedule grid by site and day; confirm labor hours against square footage in §4.	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
D2	§2.J	Staffing and quality: working supervisor or account manager, documented quality inspections, reliable backup staffing, 24-hour urgent contact, day-porter coverage plan, compliance with police access, ID, badge, key and alarm rules.	One-page quality and staffing plan; background-check and badge process.	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	
D3	§3.A	Flooring care: monthly spot clean and soft scrub by floor type, quarterly deep scrub (epoxy, tile, ESD, porcelain), semiannual carpet extraction and VCT strip/refinish, quarterly wood inspection; monthly detail cleaning; floor-safe products and methods.	Periodic-cleaning calendar with equipment and chemicals matched to each floor type.	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
D4	§3.B; Fig. 3; §9.J.c	City provides cleaning chemicals, tissue, towels, soap, liners and floor chemicals; contractor provides labor, supervision, carts, vacuums, mops, microfiber, machines and PPE. Packet says final responsibility is to be confirmed.	Price on this split and state it as an assumption on App. B; confirm in Part H.	Prep + Client	☐ Not started ☐ Drafted ☐ Client OK	
D5	§9.F	Service adjustments: add and deduct pricing; no service or price change without written City authorization.	Fill the unit pricing table (Part E); describe your change-request process.	Client	☐ Not started ☐ Drafted ☐ Client OK	

D6	§9.M.a-b	Monthly schedule to the Facilities and Fleet Superintendent at least 7 days before work; no Sunday work unless the City approves a written request 7 days ahead.	Note the conflict with Sunday service at two sites in Part H.	Client	☐ Not started ☐ Drafted ☐ Client OK	
D7	§9.M.c	City is contracted with Waste Management; the contractor must use their services for waste removal; no burning.	Plan trash handling accordingly.	Client	☐ Not started ☐ Drafted ☐ Client OK	
D8	§9.E; §9.D.b	Start within 10 calendar days of Notice to Proceed; before award, submit a schedule showing the ability to start and proceed.	Mobilization timeline (hiring, equipment, background checks).	Client	☐ Not started ☐ Drafted ☐ Client OK	
D9	§9.H	Comply with OSHA standards and regulations.	Safety program summary (SDS binder, training log).	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	

E. Pricing (Appendix B, sealed separately)

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
E1	App. B	12-month price by facility: staff, days per week, service window, estimated hours per week, monthly price; plus vendor assumptions and exclusions.	Fill one row per facility (9 sites); explain staffing basis; list assumptions (city-supplied consumables, Sunday work, request-only sites).	Prep + Client	☐ Not started ☐ Drafted ☐ Client OK	
E2	App. B	Service adjustment unit prices: extra cleaner labor per hour, add/remove a visit, add/remove a weekly day, emergency cleaning, event cleaning, excess trash cleanup, carpet extraction, hard-floor deep scrub, VCT strip and refinish.	Price all 11 lines (add and deduct columns).	Client	☐ Not started ☐ Drafted ☐ Client OK	
E3	App. B; §9.L.c	Annual cost summary: prorated Year 1 plus Years 2-5; increases between full years may not exceed 3%.	Build a 5-year table; hold increases at or under 3%.	Prep + Client	☐ Not started ☐ Drafted ☐ Client OK	
E4	App. B	Price covers all expenses including overhead and profit; signed by an authorized representative.	Signature and date on the form.	Client	☐ Not started ☐ Drafted ☐ Client OK	

F. Evaluation (§8), where the 105 points are

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
F1	§8	Experience and Qualifications: 30 points (similar contracts, staff certifications, staffing capacity).	Capability section and org chart; list similar contracts and any cleaning certifications.	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	
F2	§8	Approach and Timeline: 30 points (statement of work and labor resources).	Strongest section to differentiate: staffing model for the 24/7 police building.	Prep drafts	☐ Not started ☐ Drafted ☐ Client OK	
F3	§8	References: 5 points, pass/fail, for similar size and scope.	Use municipal or commercial accounts of similar size.	Client supplies	☐ Not started ☐ Drafted ☐ Client OK	

F4	§8	Cost proposal: 35 points, scored on proposed cost.	Final price check on Nov 18.	Client	☐ Not started ☐ Drafted ☐ Client OK	
F5	§8	Local firm bonus: 5 points with a Norcross business license; 2.5 points with a license in Gwinnett County or another Gwinnett city.	Attach license proof if applicable.	Client	☐ Not started ☐ Drafted ☐ Client OK	
F6	§8; §9.C.c	City may interview top-scoring firms; financial statements, if requested, are due within 5 business days or the proposal is rejected.	Keep latest financial statements ready.	Client	☐ Not started ☐ Drafted ☐ Client OK	

G. After award (§9.K-L)

#	SECTION REF.	REQUIREMENT	WHAT TO SUBMIT / DO	OWNER	STATUS	NOTES
G1	§9.K.a	Within 10 days of award notice: return the executed contract, attested by the corporate secretary or treasurer.	Identify the signer and attestor in advance.	Client	☐ Not started ☐ Drafted ☐ Client OK	
G2	§9.L.a-b	Initial term Feb 1 to Aug 31, 2027; then automatic 1-year renewals up to 4 times unless either party gives 60 days' written notice.	Calendar the non-renewal notice dates.	Client	☐ Not started ☐ Drafted ☐ Client OK	

H. Questions to submit by Nov 4, 5:00 PM (inconsistencies found in the packet)

1. §9.M.b says no Sunday work without City approval, but App. A lists Sunday service at the Cultural Arts & Community Center and the Police Station & Court House. Is Sunday service pre-approved for those sites?
2. The Notice to Proposers says a 1-year contract with four automatic renewals; §1 says a 5-year contract. §9.L says Feb 1 to Aug 31, 2027, then four 1-year renewals. Which governs?
3. App. B labels Year 1 as "February 2027-August 2028". Should that read August 2027?
4. §2 lists landscape areas, playgrounds, irrigation and drainage systems in the scope paragraph. Is that language in error for a custodial contract?
5. §3.B and §9.J.c say responsibility for chemicals and equipment is to be confirmed. Please confirm the City-supplied versus contractor-supplied items in Figure 3 (vacuums, carts and PPE are listed as "Contractor/City").
6. Is a Norcross business license required at award, and how is the local-firm bonus verified for a firm licensed in Gwinnett County?
7. Are background checks or fingerprinting required for staff at the Police Station & Court House, and who bears their cost?