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##### Erlanger Health, Inc

**Chattanooga, TN 37403**

##### Request for Proposal (RFP)

# Janitorial Services for Medical Office Buildings and Off-Site Clinics

**RFP Reference #0006-2425**

**RFP Due Date & Time: Wednesday, June 18, 2025, at 2:00 EST**

# Intent to Quote and Physician Ownership Question due 05/14/2025

# *RFP Name: Janitorial Services for Medical Office Buildings and Offsite Clinics*

*RFP Ref #\_***0006-2425\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Does your company have physician ownership? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If yes, please provide detailed information as to the ownership. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**By signing below, you are certifying that the above is accurate and true.**

**Please email this document to the Attention of:**

**Stephanie Newman**

**Erlanger Health, Inc.**

**Stephanie.Newman2@erlanger.org**

### Contact Person Company

### Address City State Zip Code

### Telephone Email Address

1. **GENERAL INFORMATION**
2. **Health Care Organization Background and Overview**

Erlanger Health is the leading provider of healthcare services in the tri-state region of Tennessee, North Carolina and Georgia. Erlanger Health is a multi-facilitated teaching organization that provides extensive healthcare services across the southeast region. Our Residency program is affiliated with the University of Tennessee @ Memphis Medical School and the facility currently has 200 residents in 9 specialties and 8 fellowships spanning over 9 specialties. Erlanger Health includes the Baroness Erlanger Hospital main campus which is the only accredited Level 1 Trauma Service provider for our region, six helicopters regionally positioned, Children’s Hospital, Erlanger East, Erlanger North, Southside/Dodson Avenue Health Centers, Erlanger Western Carolina, and Erlanger Bledsoe. We also operate approximately 60 physician practices with 493 employed physicians.

Major Service lines at Erlanger include Emergency, Trauma, Obstetrics/Gynecology, Neurosurgery, Orthopedics, Urology, Cardiology, General Surgery, Oncology, Gastroenterology, Neonatal, Prenatal, and Pediatrics.

1. **Purpose of Request for Proposal (RFP)**

Erlanger Health, Inc. (herein called “Erlanger”). desires to engage the services of a JanitorialCompany (hereinafter, “Proposer/Vendor”) to provide services as described herein and as attached in the Evaluation Considerations and Exhibits. Erlanger wishes to contract with a Janitorial Company to provide the required leadership and skill to result in outstanding quality, customer satisfaction, operational effectiveness, fiscal responsibility and employee performance in the desired service areas.

Erlanger reserves the right to reject any or all offers, to select the “Best” offer at its sole discretion, and/or to negotiate with any or all interested parties, groups, and/or companies. Neither the submission of an offer in response to the Request for Proposal (“RFP”), nor any subsequent discussion or negotiation of any proposed definitive contract, is neither binding on the Company nor Erlanger until a final definitive contract is duly executed by both parties.

In evaluating companies, Erlanger is seeking a Vendor whose mission, vision and values align with, Support and enhance those of Erlanger.

**Our Mission**

We compassionately care for people.

**Our Vision**

Erlanger is a nationally acclaimed health system anchored by a leading academic medical center. As such, we will deliver the highest quality to diverse populations, at the lowest cost, through personalized patient experiences across all patient access points. Through innovation and growth, we will sustain our success and spark economic development across the Chattanooga region.

**Our Core Values**

**Excellence** - We distinguish ourselves and the services we provide by our commitment to excellence, demonstrating our results in measurable ways.

**Respect** - We pay attention to others, listen carefully, and respond in ways that demonstrate our understanding and concern.

**Leadership** - We differentiate ourselves by our actions, earning respect from those we lead through innovation and performance.

**Accountability** - We are responsible for our words and our actions. We strive to fulfill all our promises and to meet the expectations of those who trust us for their care.

Nurturing - We encourage growth and development for our staff, students, faculty and everyone we serve.

**Generosity** - We are giving people.  We give our time, talent and resources to benefit others.

Ethics - We earn trust by holding ourselves to the highest standards of integrity and professional conduct.

**Recognition**- We value achievement and acknowledge and celebrate the accomplishments of our team and recognize the contributions of those who support our mission.

1. **RFP Activity Schedule**

The Request for Proposal outlines the format and information required in your proposal.

**Erlanger reserves the right to amend the dates in this schedule as desired at any time.**

**(All times are Eastern Standard Time)**

|  |  |
| --- | --- |
| **RFP Activity Schedule** | **Due Dates** |
| **RFP distributed** | **Wednesday, May 7, 2025** |
| **Intent to quote submitted to Stephanie.Newman2@erlanger.org** | **Wednesday, May 14, 2025** |
| **Submit Questions to stephanie.newman2@erlanger.org** | **No later than Friday, May 16, 2025** |
| **Questions and Answers distributed to Vendors** | **Wednesday, May 21, 2025** |
| **RFP due date & Time** | **Wednesday June 18, 2025, before 2:00 pm** |

**D. Questions Regarding the RFP**

If you have any questions regarding this RFP, send an e-mail to Stephanie Newman at Stephanie.Newman2@Erlanger.org no later than **4:00 p.m. Eastern Time on Friday, May 16, 2025.** Be sure to reference the section of the RFP in question. All questions should be submitted via e-mail. Any questions submitted (and their answers) may be distributed to all participating Vendor(s). These guidelines for communications have been established to ensure that the RFP process is fair and equitable to all Vendor(s). Stephanie Newman is the single point of contact for the RFP process. As such, all responses should be directed to her.

**E. Response Due Date and Delivery**

**In order to be considered, your Proposal must be submitted in a sealed envelope with the RFP Reference Number, Due date and Time printed on the outside of the envelope. Proposals should be sent to:**

Erlanger Health, Inc.

Supply Chain Management Department

Attn: Stephanie Newman

1516 Riverside Drive

Chattanooga, TN 37406

RFP Reference #0004-2425

Proposals may be sent, AT YOUR RISK, or delivered to Stephanie Newman, Contract Specialist. We strongly suggest you personally deliver or send via Fed Ex. **Electronic Submissions will be requested the day after the due date.**  Any other method of delivery puts the bid at risk of not making the deadline. Proposals arriving late will be held unopened for two weeks and then disposed of at that time.

Proposals are to be submitted **on or before 2:00 p.m. Eastern Time on Wednesday, June 18, 2025,** at which time they will be publicly opened. Public Opening means that Proposals will be removed from their sealed envelopes, but prices and Proposals will not be reviewed in public until after they have been evaluated, and an award has been made if one is made.

**F. Response Time Frame**

Proposals must be valid for at least one hundred twenty (120) days following the closing date of this RFP.

**G. Code of Ethics**

Vendor is responsible for understanding and following Erlanger’s Code of Ethics

**H. Disclaimer**

Vendor(s) must perform their own evaluation of all information and data provided by Erlanger. Erlanger makes no representation or warranty regarding any information or data provided.

1. **RFP PROCESS**

Proposals must be in accordance with the attached instructions, or they will not be considered. Erlanger reserves the right to reject any or all Proposals received, to accept any proposal which in its opinion may be in the best interest of Erlanger, and to combine Proposals into a final Proposal upon which it may solicit additional pricing or best or final offers. Erlanger does not obligate itself to accept any Proposal.

1. The proposal must be completed in its entirety
2. Only the original signature on Proposal will be accepted
3. All changes to Proposals must be made in writing
4. Proposals must be submitted in duplicate
5. Proposal Opening - Proposers may come to the RFP opening, however, pricing and term information will not be provided at that time. The RFP opening is a public event to demonstrate that Erlanger follows all applicable laws in its process.
6. Following the RFP Opening, a proposer may not have any further contact with the Technical Contact or other Erlanger personnel or affiliated physicians about the RFP unless initiated or authorized by Erlanger. All communication must be done through a single point of contact Stephanie Newman.

**A. Evaluation Process**

1. In the event Erlanger Management determines, in its sole discretion, that additional proposals are necessary for a competitive procurement process, Management may, with or without notice, extend the RFP opening date for a period of time as it deems necessary or appropriate. In the event the RFP opening date is extended pursuant to this paragraph, an updated copy of the RFP will be made available upon request, and any respondent that submitted a response prior to the RFP opening date extension may re-submit its proposal or rely upon its original proposal.
2. Erlanger. will evaluate the proposals considering, without limitation, some or all of the following, if applicable: price, quality, delivery time and schedules, quantity, any exceptions taken to the RFP documents, including any agreements accompanying such documents, any warranties offered, and the proposer’s demonstration of its good faith commitment for equal opportunity of small business enterprises, minority businesses and individuals, and socially and economically-disadvantaged individuals (collectively, "Minority Businesses") and any other items or things, which Erlanger considers important, applicable and in its best interest.
3. Erlanger may choose to award a contract to the Proposer who submits a proposal that demonstrates the best overall value as determined by Erlanger without regard to race, color, religion, creed, national origins, gender, age, or handicap condition.
4. **RFP Requirements**

**A. RFP Costs**

All costs associated with the preparation of this RFP will be borne by Vendor(s). Nothing in this RFP is to be construed as obligating Erlanger to pay for information solicited or obligating Erlanger in any way whatsoever.

**B. Right to Terminate RFP Process**

Erlanger may terminate this RFP process at any time and for any reason, or for no reason, and makes no commitments, express or implied that this process will result in a business transaction with any Vendor(s).

**C. Proposal Validity**

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, Erlanger reserves the right to reject a proposal if the Proposer’s acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

**D. Errors and Omissions in Proposal**

Proposer(s) must perform their own evaluation of all information and data provided by Erlanger. Erlanger makes no representation or warranty regarding any information or data provided. Erlanger will not be liable for any error in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission unless corrections or clarifications are needed due to patent errors identified in proposals by the State or the Proposer. Erlanger, at its option, has the right to request clarification or additional information from the Proposer.

**E. Changes, Addenda, Withdrawals**

Erlanger reserves the right to change the terms, conditions, and/or technical specifications of this RFP at any time. All Proposers expressing an interest in submitting a proposal will be given copies of any such revisions if they become necessary.

Proposer changes to the Proposal will necessitate a re-submission of the entire Proposal on or before the opening.

A Proposer may withdraw a proposal that has been submitted at any time up to the bid closing date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the Erlanger RFP contact, Stephanie Newman.

**F. Taxes**

Erlanger is a tax-exempt entity and will provide documentation upon award of the bid.

**G. Insurance Requirements**

The Proposer will obtain and maintain insurance coverage and supply copies of certificates of insurance to Erlanger prior to starting work under this RFP. The Company agrees to have and maintain at all times: (a) Commercial General Liability Insurance, and, if goods or merchandise are being sold by a manufacturer or a distributor, if said distributor modifies the goods or merchandise, to Erlanger hereunder, Product Liability insurance with contractual liability endorsement, (b) statutory worker's compensation insurance, and (c) automobile liability coverage for all owned or leased vehicles (required only if vehicles are to be operated by Vendor on 's premises during the contract term), all of the above with a carrier or carriers qualified to do business in the state of Erlanger’s location. The Proposer shall note insurance coverages in the proposal with liability limitations.

Vendor shall provide certificates of such coverage to Erlanger within five (5) days of execution of this Agreement. Vendor shall also provide or require its insurer(s) to endeavour to provide, at least thirty (30) days prior written notice of any lapse, non-renewal, and cancellation or material change of such coverage.

Erlanger may terminate this Agreement immediately upon any such expiration or cancellation of coverage. Insurance coverage specified under this contract shall not be considered as relieving the Company of its responsibility to carry, at its expense, such additional insurance as deemed necessary.

**H. Contract Term**

The term of the resultant agreement shall be for a period of five (5) years with an option for annual renewals, thereafter.

**I. Use of Subcontractors**

Vendor will not subcontract services without the prior written consent and approval of Erlanger.

**J. Conflict of Interest**

The Proposer shall disclose any apparent business conflict of interest that may exist between the Vendor, any employee or owner of the Vendor, any member of the immediate family of the employee or owner, and/or any party the Vendor contemplates may provide services or materials under the RFP, if the Vendor is selected. Furthermore, Erlanger’s employees, affiliates and subsidiaries may not have any interest in Vendor’s business. If the Vendor has indicated that a potential conflict of interest may exist, the Vendor shall disclose all information necessary to ascertain whether a conflict of interest does in fact exist and shall cooperate fully with Erlanger in resolving the conflict expeditiously.

**K. Compliance with Laws**

The parties to the resultant agreement shall comply with the provisions of all applicable national, federal, state, county, local laws, ordinances, American’s with Disabilities Act (ADA), TJC, CMS, other regulations, and codes (including procurement of any required permits or certifications) in their respective performance thereunder including, but not limited to, the standards promulgated by the Occupational Safety and Health Act, Section 503 or the Rehabilitation Act of 1973, and Section 402 of the Vietnam Veteran Readjustment Assistance Act of 1974, and all applicable laws, orders, and regulations concerning immigrants and nondiscrimination in the employment of minorities, females, veterans, and the handicapped. Irrespective of whether a specification is furnished, if products, services, or containers furnished by the service provider are required to be constructed, packaged, labeled, or registered in a prescribed manner, service providers shall comply with the federal law, and in addition, with applicable state or local law. The Vendor will agree to indemnify Erlanger and defend Erlanger against any claims, loss, or damage sustained because of service providers noncompliance therewith.

# Signature Page

In Executing this Proposal, each Proposer affirms that all the requirements of the Proposal are understood and accepted by the Proposer. The undersigned has reviewed the Proposal as submitted and understands Erlanger will not be responsible for any errors or omissions on the part of the undersigned preparing this Proposal.

**Signature Print**

**Company**

**Address City State Zip Code**

Exhibit A

Locations

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MOB Locations** |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Total** | **Vacant** | **Cleaning** |  |  |
| **Location** | **Sq. Ft** | **Sq. Ft** | **Sq. Ft** | **Hours** | **Address** |
| 1200 Pineville Road  Primary Care Signal Mountain | 4,092 |  | 4,092 | Mon-Fri | 1200 Pineville Rd, Chattanooga, TN 37405 |
| Andrews Internal Medicine | 7,430 |  | 7,430 | Mon-Fri | 2751 Business Hwy 19, Andrews NC |
| Annex@WCH | 7,446 |  | 7,446 | Mon-Fri | 3990 E. Hwy 64 Alt, Murphy, NC |
| Bledsoe MOB | 1,790 |  | 1,790 | Mon-Fri | 121 Wheelertown Rd, Pikeville TN |
| Chattanooga Bone & Joint | 15,834 |  | 15,834 | Mon-Fri | 1809 Gunbarrel Rd, Chattanooga TN 37421 |
| Chattanooga Lifestyle Center | 9,830 |  | 9,830 | Mon-Fri | 325 Market St #307 Chattanooga, TN 37402 |
| Cleveland Pediatrics | 3,000 |  | 3,000 | Mon-Fri | 101 Keith St. SW, Cleveland, TN |
| Dalton Primary Care | 3,200 |  | 3,200 | Mon-Fri | 1329 West Walnut Avenue. Dalton GA |
| Dayton Cardiology | 1,527 |  | 1,527 | Mon-Fri | 195 White Oak Rd, Dayton TN 37321 |
| Dodson Avenue | 23,748 |  | 23,748 | Mon-Fri | 1200 Dodson Ave. Chattanooga, TN 37406 |
| Drs Douglas & Lawrence  (East Brainerd Internal Medicine) | 4,884 |  | 4,884 | Mon-Fri | 1720 Gunbarrel Rd. 110 Chattanooga, TN 37421 |
| East Cardiology | 10,800 |  | 10,800 | Mon-Fri | 1614 Gunbarrel Rd, Chattanooga TN 37421 |
| eKids Learning Center | 14,624 |  | 14,624 | Mon-Fri | 1043 Blackford St. Chattanooga, TN 37403 |
| EMC North Annex | 14,293 |  | 14,293 | Mon-Fri | 632 Morrison Springs Rd, Chattanooga, TN 37415 |
| EMC North POB | 27,480 | 6,772 | 20,708 | Mon-Fri | 632 Morrison Springs Rd, Chattanooga, TN 37415 |
| Erlanger South (Battlefield Parkway) | 7,955 |  | 7,955 | Mon-Fri | 60 Erlanger S Dr A. Ringgold, GA 30736 |
| Gunbarrel Professional Center | 2,760 |  | 2,760 | Mon-Fri | 1720 Gunbarrel Rd. 410 Chattanooga, TN 37421 |
| Hoar Construction / The Depot | 2,108 |  | 2,180 | Mon-Fri | 365 Hampton St, Chattanooga TN |
| Holtzclaw Building | 20,800 | 14,866 | 5,934 | Mon-Fri | 600 N. Holtzclaw Ave, Chattanooga, TN 37403 |
| Lookout Mountain | 3,547 |  | 3,547 | Mon-Fri | 101 Mc Farland Rd. Lookout Mountain GA 30750 |
| Marion Co Primary Care | 7,496 |  | 7,496 | Mon-Fri | 520 E. 12th St, South Pittsburg, TN 37380 |
| Medical Center Plaza | 147,324 | 5,250 | 142,074 | Mon-Fri | 979 E 3rd St Chattanooga, TN 37403 |
| Medical Mall | 262,464 | 39,699 | 222,765 | Mon-Fri | 979 E 3rd St Chattanooga, TN 37403 |
| Murphy MOB | 2,672 |  | 2,672 | Mon-Fri | 4048 US Hwy 64 East, Murphy NC |
| Murphy MOB 1 | 12,395 |  | 12,395 | Mon-Fri | 75 Medical Park Ln, Murphy NC |
| Murphy MOB 2 | 10,514 |  | 10,514 | Mon-Fri | 125 Medical Park Ln, Murphy NC |
| Murphy MOB 3 | 9,155 |  | 9,155 | Mon-Fri | 145 Medical Park Ln, Murphy NC |
| New MOB @Pikeville | 6,300 |  | 6,300 | Mon-Fri | 136 Wheelertown Rd, Pikeville, TN |
| Oasis Park Hixson | 7,500 |  | 7,500 | Mon-Fri | 1724 Hamil Rd. 214 Hixson, TN 37343 |
| Ooltewah Primary Care | 3,057 |  | 3,057 | Mon-Fri | 5953 Elementary Way, Ooltewah, TN |
| Ooltewah PT | 2,000 |  | 2,000 | Mon-Fri | 5953 Elementary Way, Ooltewah, TN |
| PARC l@WCH | 23,473 |  | 23,473 | Mon-Fri | 3764 E. Hwy 64 Alt, Murphy, NC |
| Paul Huff Suite 103 | 2,000 |  | 2,000 | Mon-Fri | 4312 Paul Huff Parkway, Cleveland TN |
| Paul Huff Suite 104 Pharmacy | 2,457 |  | 2,457 | Mon-Fri | 4312 Paul Huff Parkway, Cleveland TN |
| Paul Huff Suite 202 | 5,800 |  | 5,800 | Mon-Fri | 4312 Paul Huff Parkway, Cleveland TN |
| Paul Huff Suite 203 | 5,600 |  | 5,600 | Mon-Fri | 4312 Paul Huff Parkway, Cleveland TN |
| Plaza Ambulatory Care Center | 73,894 | 2,561 | 71,333 | Mon-Fri | 979 E 3rd St Chattanooga, TN 37403 |
| Primary Care | 8,000 |  | 8,000 | Mon-Fri | 146 US Hwy 64 East, Hayesville NC |
| Primary Care PC | 3,810 |  | 3,810 | Mon-Fri | 6982 Nashville St., Ringgold Suite 200 |
| PSG - Cleveland | 4,502 |  | 4,502 | Mon-Fri | 4472 Ellis Cir, Cleveland TN 37312 |
| PSG - Downtown | 9,748 |  | 9,748 | Mon-Fri | 901 Riverfront Pkwy, Chattanooga TN 37402 |
| PT | 1,840 |  | 1,840 | Mon-Fri | 6982 Nashville St., Ringgold Suite 200 |
| Riverside/Brighthouse HR | 46,282 |  | 46,282 | Mon-Fri | 1516 Riverside Drive, Chattanooga, TN 37406 |
| Signal Mtn Primary Care | 5,250 |  | 5,250 | Mon-Fri | 2600 Taft Hwy #100, Signal Mountain, TN 37377 |
| Soddy Daisy (express care) | 17,295 | 6,875 | 10,420 | Mon-Fri | 944S Dayton P1ke, Soddy-Daisy. TN 37379 |
| St Elmo | 5,894 |  | 5,894 | Mon-Fri | 3800 Tennessee Ave Chattanooga, TN 37409 |
| UTFP (Ground Floor) Workforce | 4,144 |  | 4,144 | Mon-Fri | 1100 E 3rd St. Chattanooga, TN 37403 |
| UTFP Family Practice (1st Floor) | 33,600 |  | 33,600 | Mon-Fri | 1100 E 3rd St. Chattanooga TN 37403 |
| UTFP Sports Medicine | 10,002 |  | 10,002 | Mon-Fri | 1100 E 3rd St. G-102 Chattanooga, TN 37403 |
| Volkswagen | 10,481 |  | 10,481 | Mon-Fri | 7380 Volkswagen Dr. Chattanooga, TN 37421 |
| VW Childcare Center (Separate building) | 12,000 |  | 12,000 | Mon-Fri | 7372 Volkswagen Dr, Chattanooga, TN 37421 |
| VW Pharmacy suite 190 | 8,778 |  | 8,778 | Mon-Fri | 7380 Volkswagen Dr. Chattanooga 1N 37421 |
| VW time Share suite 160 | 1,841 | 1,841 | - | Mon-Fri | 7380 Volkswagen Dr. Chattanooga, TN 37421 |
| Whitehall Medical Building | 81,202 | 11,675 | 69,527 | Mon-Fri | 960 E 3rd St. Chattanooga, TN 37403 |
| Wish Hixson | 3,000 |  | 3,000 | Mon-Fri | 1025 Executive Dr, Hixson TN 37343 |
| Women’s Care Center | 6,470 |  | 6,470 | Mon-Fri | 7490 Ziegler Rd, Chattanooga, TN 37421 |
| Workforce- Volkswagen-Suite 100 | 1,963 |  | 1,963 | Mon-Fri | 7380 Volkswagen Dr. Chattanooga, TN 37421 |
| **Totals** | **1,047,351** | **89,539** | **957,884** |  |  |