

- A. Explain your process for diagnosing architectural obstructions, damaged glass or frames, bird nests, other safety hazards to elevations and equipment before beginning window cleaning to ensure that work is finalized with minimum downtime. This shall include a description of the methods used to prevent streaking, residue markings or spotting, debris removal, ground cleanup, protection of surrounding surfaces; practices used to identify unknowns for each job and how you will ensure Williamson County is getting best value with your suppliers and subcontractors.

- B. Explain how to monitor and maintain project schedules. Including a description of maintaining schedules, to include the ability to prepare and execute multiple projects in multiple locations simultaneously and meet scheduled deadlines. This shall include but not be limited to how annual cleaning schedules will be organized and adjusted, including, any weather-related events; describe how you will provide as-needed services, including response time to emergency and non-emergency requests; and any other additional information we would need to know going into the contract. (Attach additional sheet, if necessary)

- C. Explain how the staffing size and appointed roles will fulfill the requirements of this RFP. Please include an organizational chart. (Attach additional sheet, if necessary)

- D. If awarded, explain how the existing workload will fit in proportion to the service outlined in the RFP.

- E. Explain how you manage to coordinate the work with Subcontractors hired by you, if applicable. Are there any other contracts that will “share” assigned technicians? Explain how responsive service will be maintained for Williamson County.

F. Quality Control/Quality Assurance:

a) Respondent shall provide the name and job title of the person in the organization who oversees the quality assurance program, along with a description of the firm's quality assurance processes which, if awarded the Contract, must be maintained by Successful Respondent during the term of the contract; it shall further include in detail, specific quality control actions. Describe your quality control program on how you ensure high quality work with minimal callbacks.

b) Quality and Labor Warranty: Describe standard quality and labor warranty for services performed under this RFP. Identify any restriction(s) on provided labor and quality warranty.

c) Safety Program:

- i) Describe the firm's safety program, including a description of the safety training provided to employees and personal protective equipment issued, indicating required use or encouraged use. The County reserves the right to require a copy of the safety manual, which, if contracted, will become a contract document.

- ii) Indicate the name(s) and classification title of the person(s) in your organization who manage the program.

- G. Principal Subcontractors: Include subcontractors with whom the Respondent intends to utilize in the performance of the Contract. Principal Subcontractors should be listed separately on separate documents provided by the Respondent.

H. List the number of employees assigned to these services and detail their relevant education, qualifications, training, and certifications in alignment with Attachment B – Scope of Work. (Attach additional sheets, if necessary)

Description	Number of Employees	Number of years with window cleaning experience	Brief Summary of experience, qualifications & capabilities
Supervisor			
Technician			
Other, specify:			

I. Include your company’s example of an inspection and maintenance report in Attachment M for submission.

J. Provide a list of equipment to be used to provide services described herein. Attach page if needed.

K. Provide a brief description of other services offered or industry certifications, if applicable, that add value to the County utilizing the scope of this contract. Write “N/A”, if this is not applicable instead of leaving the space blank.

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