

**REQUEST FOR QUALIFICATIONS
PREFERRED CLEANING SERVICE**

For

**Venue 1921 at East Ridge
East Ridge, Tennessee**



**1517 Tombras Avenue
East Ridge, Tennessee 37412
sskiles@eastridgetn.gov
423-260-9190**

ISSUE DATE: February 8, 2026

RESPONSE DEADLINE: March 4, 2026

I. PURPOSE

The City of East Ridge, Tennessee (the “City”) is seeking Requests for Qualifications (RFQ) from an experienced professional cleaning service company for *Venue 1921 at East Ridge*, a premier municipal event space.

The purpose of this RFQ is to identify a qualified company that demonstrates excellence in service delivery, professionalism, and compliance with all applicable regulations. The selected company will be eligible to provide cleaning services for a wide range of public and private events hosted at Venue 1921, including weddings, corporate functions, and community celebrations.

II. INTRODUCTION AND BACKGROUND INFORMATION

Venue 1921 at East Ridge is a newly developed, 12,000-square-foot multipurpose event facility located in the heart of East Ridge, Tennessee. Designed to accommodate both public and private gatherings, the venue features a flexible open floor plan with 7,000 square feet of indoor space that can seat up to 500 guests. In addition to the main hall, Venue 1921 offers a 1,700-square-foot open-air patio and 5,000 square feet of green space, providing versatile options for outdoor events and activities.

III. SCOPE OF SERVICES

The selected cleaning service company shall provide comprehensive event-based cleaning for Venue 1921 at East Ridge. Services will be performed before and/or after events as scheduled by City staff and must meet high standards of cleanliness, safety, and professionalism appropriate for a municipal event venue.

1. Staffing & Labor Requirements

- Contractor will supply adequately trained staff to complete all required cleaning tasks within the allotted time.
- Typical staffing expectations:
 - **Small to midsize events:** 1–2 staff members
 - **Large events (e.g., corporate galas, weddings, community-wide events):** 2–3 staff members
- Staffing adjustments may be made after initial trial events as both parties evaluate actual needs.

2. Event Cleaning Services (Post-Event Standard Cleaning)

The contractor shall complete the following at minimum after each scheduled event:

A. General Spaces (Ballroom, Meeting Rooms, Pre-function Areas)

- Remove all trash and replace liners
- Sweep, vacuum, and/or mop all floors
- Clean and disinfect all hard surfaces, including tables, counters, and fixtures
- Spot-clean walls, doors, glass, and entryways
- Reset room to baseline condition (as mutually agreed upon)

B. Restrooms

- Clean and sanitize toilets, sinks, counters, mirrors, and fixtures
- Restock supplies (provided by the city)
- Sweep and mop restroom floors
- Empty and disinfect trash receptacles

C. Kitchen/Prep Areas (if used)

- Wipe down countertops, prep tables, sinks, fixtures, and appliances (exterior surfaces)
- Sweep and mop floors
- Remove trash and replace liners

D. Waste Handling

- Bag and transport all waste to designated disposal area
 - Ensure no trash, food, or debris remains inside the venue
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3. Optional/As-Needed Services (Upon Request)

These services may be requested for certain high-impact events and billed under agreed pricing rules:

- Deep cleaning of floors (machine scrub, polishing)
 - Carpet extraction
 - High-volume trash removal or overflow management
 - Mid-event restroom checks and refreshes
 - Pre-event light cleaning if the space has not been recently used
 - large-scale window cleaning capabilities to do quarterly or as needed
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4. Pricing Structure (Flexible Options)

Pricing may follow one of the approved methods:

A. Flat Event Fee (Preferred Starting Structure)

- **Standard cleaning fee per event: \$300**
 - Intended for small to midsize events
 - To be evaluated after several months and adjusted based on real labor hours

B. Hourly Rate Structure

- **\$25 per hour per staff member**
- **\$75 minimum per event**
- May be used when staffing or event needs vary significantly
- City may impose a not-to-exceed cap (e.g., **\$300 per event**)
- Suitable for trial periods, new room layout learning, or mixed-size events

C. Large-Event Recommendation (Optional Discussion Item)

Based on industry experience, **corporate galas, weddings, community-wide events** or high-traffic events may require a cleaning fee of **up to \$450**, depending on labor hours and space usage. This can be revisited once Venue 1921 establishes a track record of event volumes and cleaning needs.

5. Trial Period & Evaluation

- Both parties will evaluate:
 - Staffing levels
 - Hours required
 - Adequacy of the fee structure
 - Any adjustments needed before Fall's busy season
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6. Contractor Responsibilities

- Ensure timely arrival and completion of cleaning services
 - Provide all cleaning equipment and chemicals
 - Maintain professional conduct and appearance while on-site
 - Comply with all local, state, and federal safety regulations
 - Coordinate access and departure with City staff
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7. City Responsibilities

- Provide access to the venue at scheduled times
 - Supply restroom consumables (paper products, soap, etc.)
 - Communicate in advance regarding event size, complexity, and areas used
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IV. MINIMUM REQUESTED QUALIFICATIONS

To be considered for inclusion on the Preferred Vendor List, vendors must meet the following minimum qualifications:

1. Minimum of two (2) years of professional experience in the relevant category.
2. Demonstrated success with events of various sizes and types.
3. Valid business license, insurance, and any applicable certifications.

4. Portfolio of work, sample pricing, and client references.
 5. Ability to collaborate effectively with Venue 1921 staff to ensure smooth event execution.
 6. Description of similar projects/events completed within the last 5 years. Include Client contact information (name, phone, and email).
 7. Current references (name, address, email address and phone number).
 8. Any additional information deemed necessary to demonstrate the vendor's qualifications and capacity to deliver high-quality services.
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V. EVALUATION OF REQUESTS FOR QUALIFICATIONS

Submissions will be reviewed by a Selection Committee composed of City staff and the Venue Manager of 1921. Evaluation will be based on the following criteria:

- **Quality and scope of cleaning services offered**, including standard, deep-cleaning, and event-based services
 - **Professionalism, training, and experience of the cleaning company and assigned staff**
 - **References and demonstrated past performance** providing cleaning services for event venues, commercial buildings, or similar facilities
 - **Compliance with safety, sanitation, and regulatory standards**, including OSHA requirements and use of approved cleaning products
 - **Capacity to meet the needs of diverse events and variable schedules**, including small gatherings, large events, and fast turnarounds
 - **Examples of previous work**, client testimonials, and any **social media or online presence** demonstrating reliability, quality, or service outcomes
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VI. SUBMITTAL INSTRUCTIONS

Interested vendors must submit:

- Three (3) printed copies and one (1) electronic copy of their Letter of Interest and Qualifications Package

Submittals must be signed by an authorized representative of the vendor and delivered by mail or in person during City Hall business hours.

Deadline for Submission:

2:30 PM EDT, Wednesday, March 4, 2026

Delivery Address:

Jennifer Deitrick, City Clerk
City of East Ridge
1517 Tombras Avenue
East Ridge, TN 37412

All vendors will be notified once the selection process is complete. For questions or additional information, please contact Event Manager Tara Viland directly at 423-883-7231 or tviland@eastridgetn.gov.