

**BACKGROUND**

1. The City of Ocala requires the services of an experienced vendor to provide janitorial services for various buildings and facilities. These services will cover offices, reception areas, restrooms, break rooms, kitchens, and meeting rooms.
2. **MANDATORY PRE-BID MEETING/SITE VISIT:** Refer to the listing for the pre-bid meeting date, time, and location. Site visits will be held immediately following the pre-bid meeting. Vendors must-visit sites to ensure proper pricing. Attendance at this pre-bid meeting and sample site visit is required to participate in this bid.

**INSURANCE REQUIREMENTS**

*NOTE: STANDARD INSURANCE REQUIREMENTS include General and auto Liability and Workers Comp.*

1. **Commercial General Liability:** with limits of \$1,000,000 per occurrence/\$2,000,000 aggregate.
2. **Commercial Automotive Liability:** a combined limit of not less than \$1,000,000.
3. **Workers' Compensation and Employer's Liability:** per Florida statutory requirements.
4. **Level II Background Check Requirement:** Contractor employees and all sub-contractors working on-site must complete a Level II background check. Background checks shall be scheduled and conducted by the Ocala Police Department.

**CONTRACT TERM**

1. **Term:** The resulting contract will expire on **April 19, 2025.**

**PROJECT SUMMARY, DELIVERABLES AND HOURS**

1. **Project Summary:** The Vendor will be required to perform the following services for the City of Ocala. Vendor shall complete weekly status reports of all work. A status report book will be provided by the City Project Manager.
  1. **Daily**
    - a. **Maintain Floors.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, and wet mopped to ensure the floors are free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Chairs, trash receptacles, rugs, chair mats, and all other items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.
    - b. **Remove Trash.** All trash containers in common areas shall be emptied on days of cleaning service. Trash shall be deposited in the nearest outside trash collection container. All soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles shall be left clean, free of foreign matter, and free of odors.
    - c. **Clean Drinking Fountains.** Clean and disinfect all drinking fountains.
    - d. **Vacuum Carpets.** Vacuum all carpeted areas.

- e. **General Cleaning.** Perform cleaning continually to include door guards, door handles, push bars, and kick plates. After cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.
- f. **Kitchens/Lounge Areas/Break Rooms.** Clean and disinfect all tables, sinks, countertops, and stovetops. Surfaces shall be free of streaks, stains, spots, and smudges.
- g. **Clean Interior Glass/Mirrors.** Clean interior glass on all doors.
- h. **Clean Stairways.** All floor surfaces shall be cleaned as appropriate for floor covering. Handrails shall be cleaned and disinfected.

#### **Basic Restrooms/Locker Rooms Cleaning Services**

Vendor shall accomplish all cleaning tasks to meet the requirements of this scope of work. The minimum cleaning frequencies for restrooms and locker rooms are listed below:

- 1. **Daily**
  - a. **Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, doors, walls, stalls, stall doors, entry doors (including handles and kick plates), wall areas adjacent to wall-mounted lavatories, urinals, and toilets, and other such surfaces, using a germicidal detergent. After cleaning, surfaces shall be free of deposits, dirt, streaks, and odors.
  - b. **Sweep and Mop Floors.** After sweeping and mopping, the entire floor surface shall be free from litter, dirt, dust, and debris. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath.
  - c. **Stock Restroom Supplies.** Vendor shall ensure restrooms are stocked sufficiently so that supplies do not run out. Supplies shall be stored in designated areas. The City will supply paper products and the vendor will be responsible for supplying cleaning products.
  - d. **Trash Removal.** Remove trash from bins and replace liners.

#### **Floor Maintenance**

The City currently has the following types of flooring:

- VCT – Stripping and waxing or buffing
  - Tile Ceramic – Deep cleaning
- 1. All pricing for floor maintenance shall be based on a square foot price of flooring. Floor maintenance pricing is optional and will not be considered in the determination of the award. Pricing for floor maintenance shall be provided for the following services:

- a. Stripping and waxing
  - b. Deep cleaning (tile)
  - c. Buffing
2. The City will make the determination when floors are to be deep cleaned, stripped and waxed, or buffed.

**Emergency Services**

Upon notification, the vendor shall perform emergency cleaning required in any building, area, or room covered under this contract. Vendor shall begin emergency work, as determined by the point of contact, within one (1) hour of notification, which may be verbal. Emergency cleaning services will be priced **per hour** and will not be considered in the determination of the award.

**Working Hours:** The normal/standard working hours for this project are 5:00 AM – 9:00 AM and/or 5:00 PM to 9:00 PM Monday through Friday, excluding holidays. Vendor shall provide 48-hour advance notice to the City Project Manager for work outside normal shift hours. The city may decline the request.

**VENDOR EMPLOYEES AND EQUIPMENT**

1. Vendor must utilize competent employees in performing the work. Employees performing the work must be properly licensed or qualified as required by the scope/project.
2. Vendor must certify they possess sufficient equipment/staff to perform services outlined herein.
3. The Vendor shall provide an assigned Project Manager, who will be the primary point of contact. Vendor must provide a valid telephone number and address at all times to the City Project Manager. The telephone must be answered during normal working hours or voicemail must be available to take a message.
4. At the request of the City, the Vendor must replace any incompetent, unfaithful, abusive, or disorderly person in their employment. The City and the Vendor must each be promptly notified by the other of any complaints received.
5. The employees of the Vendor must wear suitable work clothes and personal protective equipment as defined by OSHA. Employees shall be clean and in as good appearance as the job conditions permit.
6. Vendor will operate as an independent contractor and not as an agent, representative, partner or employee of the City of Ocala, and shall control their operations at the work site, and be solely responsible for the acts or omissions of their employees.
7. No smoking is allowed on City property or projects.
8. Vendor must possess/obtain all required equipment to perform the work. A list of equipment shall be provided to the City upon request.
9. All company trucks must have a visible company name/logo on the outside of the vehicle.

**CITY OF OCALA RESPONSIBILITIES**

1. The City of Ocala will furnish, the following services/data to the Vendor for the performance of services:
  - A. Access to City buildings and facilities to perform the work.
  - B. Designated storage areas where available. Vendor will be made aware of such locations.

- C. Provide access to drawings, specifications, schedules, reports, and other information prepared by/for the City of Ocala pertinent to the Vendor's responsibilities.
  - D. Provide office facilities for the Vendor, if needed.
2. The City reserves the right to purchase any materials for the Vendor to use. The Vendor shall not charge a mark-up fee for material furnished by the City.

**VENDOR RESPONSIBILITIES**

1. Staffing should be determined by the services outlined in this scope of work and assigned to specific facilities. The number of staff assigned to each facility should be based on the number of hours recommended in the industry standard for the services outlined.
2. Provide all management, tools, equipment, supplies, and labor necessary to ensure janitorial services are performed in a manner that will maintain a satisfactory facility condition and present a clean, neat, and professional appearance.
3. Employees must be able to communicate effectively in English, both verbally and in writing. Smoking, consumption of alcohol, use of illegal drugs, or use of legal drugs in an illegal manner is prohibited on or near any City property, at any time.
4. Ensure that satisfactory standards are maintained concerning employees' competency, conduct, appearance, and integrity, at the discretion of the City. All employees must wear a shirt with the company name or logo on it, as well as an ID badge at all times while on City property.
5. All cleaning materials must be approved by the city Project Manager. Furnish Material Safety Data Sheets (MSDS) on all products used in all City facilities. The MSDS will be kept with all products used at each location. A copy shall also be provided to the City Project Manager. Vendor will be held responsible for any damage due to chemical cleaning products because of negligence on the part of the vendor's employees, agents, or representatives to any person and/or property.
6. Under no circumstances or for any reason shall the contractor, its employees, agents, or representatives ever dispose of any flammable, toxic, or caustic materials into any City-provided container or in or upon City property. Should the contractor knowingly violate the terms of this provision, the contractor shall be held liable for the cost of the timely and proper legal disposal of said material(s). Further, the contractor shall be held liable for any monetary or penalty imposed upon the City otherwise and for remediation of any property damage caused by said disposal.
7. Confine equipment, storage of equipment and materials, and the operation of contractor's workers to areas permitted by law, ordinances, or permits, and shall not unreasonably encumber the premises with materials or equipment.
8. Accept responsibility for any damage to City or personal property due to negligence on the part of the Vendor and/or their employees.

9. Inform the City Project Manager of any known deficiencies in the buildings (spots, stains, clogged toilets, broken dispensers, water leaks, elevator malfunctions, etc.). Deficiencies that require immediate attention must be communicated to the City Project Manager immediately.
10. Be fully responsible for the replacement of any keys lost or damaged by vendor's employees, agents or representatives. If a City facility's security is jeopardized by the vendor's mismanagement of keys or access cards, the vendor shall reimburse the City for all costs to ensure the security of the facility.
11. The Vendor shall complete all work performed under this solicitation under the policies and procedures of the City of Ocala and all applicable State and Federal laws, policies, procedures, and guidelines.
12. The Vendor shall obtain and pay for any licenses, additional equipment, dumping and/or disposal fees, etc., required to fulfill this contract.
13. Vendor is responsible for any damages including but not limited to buildings, curbing, pavement, landscaping, or irrigation systems caused by their activity. Should any public or private property be damaged or destroyed, the Vendor at their expense, shall repair or make restoration as acceptable to the City of destroyed or damaged property no later than one (1) month from the date damage occurred.
14. If the Vendor is advised to leave a property by the property owner or their representative, the Vendor shall leave at once without altercation. Vendor shall then contact the City Project Manager within 24 hours and advise of the reason for not completing the assigned project.
15. Data collected by the Vendor shall be in a format compatible with, or easily converted to City's databases. A sequential naming convention should be applied to the files and documentation provided to the City.
16. The Vendor shall ensure that all documents prepared under this contract have been prepared on a Windows-based operating system computer using the most current version of Microsoft Office, which includes: Word, Excel, PowerPoint, Access, or any other software as specified and approved by City staff.

#### SUB-CONTRACTORS

1. Vendor must perform a minimum of 30% of the work with their forces.
2. Services assigned to sub-contractors must be approved in advance by the City Project Manager.

#### SITE HOUSEKEEPING AND CLEANUP

1. **Cleanup:** The Vendor shall keep the premises free at all times from the accumulation of waste materials and rubbish caused by operations and employees. Such responsibilities shall include but not be limited to:
  - A. Periodic cleanup to avoid hazards or interference with operations at the site, and to leave the site in a reasonably neat condition.
  - B. The work site will be completely cleaned after each day of work.
  - C. Vendor shall legally dispose of debris.
2. **Final Cleaning:** Upon completion of work, clean the entire work area as applicable.
  - A. All furnishings and equipment shall be placed back in their original locations.
  - B. All work areas must be returned to their original condition.
  - C. The Vendor shall clean and remove from the premises, all surplus and discarded materials, rubbish, and temporary structures, and shall restore acceptably all property, both public and private, which

has been damaged during the prosecution of the work and shall have the work in a neat and presentable condition.

**SAFETY**

1. The Vendor shall be fully responsible for the provision of adequate and proper safety precautions meeting all OSHA, local, state, and national codes concerning safety provisions for their employees, sub-contractors, all building and site occupants, staff, public, and all persons in or around the work area.
2. In no event shall the City be responsible for any damages to any of the Vendor's equipment, materials, property, or clothing lost, damaged, destroyed, or stolen.
3. Before completion, storage and adequate protection of all material and equipment will be the Contractor's responsibility.

**INVOICING**

1. All original invoices will be sent to: the Facilities Division Head, Project Manager, 1805 NE 30<sup>th</sup> Avenue, Bldg. 200, Ocala, FL, 34470, email: [Facilities@ocalafl.org](mailto:Facilities@ocalafl.org).
2. Vendor will invoice at least once a month.

**PRICING AND AWARD**

1. Bidder must upload a completed **Exhibit B - Price Proposal** with their response.
2. The bidder must bid on all line items. Award will be made to the lowest bidder, not including optional line items, meeting all requirements outlined herein.