

BACKGROUND

1. The City of Ocala requires the services of an experienced vendor to provide janitorial services for the Ocala Police Department (OPD) facilities. These services will cover offices, reception areas, restrooms, break rooms, kitchens, rental lounges, auditoriums, etc.
2. **MANDATORY PRE-BID MEETING/SITE VISIT: A mandatory pre-bid meeting and site visit will be held on Thursday, May 21, 2026, at 10:00 a.m., located at Ocala Police Department, 402 S. Pine Ave, Ocala, FL 34471. OPD West District at 625 NW Martin Luther King Ave, Ocala, FL., OPD East District 305 NE 8th Street, Ocala, FL., and UDEST 849 NW 24th Court, Ocala, FL.**
3. **PLEASE NOTE THAT SITE VISITS FOR ALL FOUR LOCATIONS ARE MANDATORY. FAILURE TO ATTEND ALL FOUR WILL RESULT IN DISQUALIFICATION FROM THE BIDDING PROCESS.**

EXPERIENCE REQUIREMENT

1. **Experience Requirement:** Bidder must possess five (5) years of experience in providing these services.
2. **Level II Background Check Requirement:** Contractor employees and all subcontractors working onsite must complete a Level II background check. Background checks shall be scheduled with the City of Ocala Project Manager and will be conducted by the Ocala Police Department. Employees requiring unescorted access to the Police Department must be fingerprinted, complete the Criminal Justice Standards Training (CJST) Test, and have their criminal history verified, if applicable, prior to the construction start date.

CONTRACT TERM/ESCALATION

1. **Term:** The resulting contract will be for an initial term of three (3) years.
2. **Renewals:** Two (2) optional, one-year renewal terms.
3. **Escalation:** Any price increase for contract renewal will be subject to negotiation as approved by the City of Ocala. In no case will the increase exceed three percent (3%) annually unless there are mitigating market conditions. Price increases shall be based on the CPI-U, and the Vendor must submit their request for an increase with CPI justification at least 90 days prior to the end of the current term.

INSURANCE REQUIREMENTS

1. **Commercial General Liability:** Vendor shall procure, maintain, and keep in full force, effect, and good standing for the life of the contract a policy of Commercial General Liability insurance with limits not less than (a) One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate (or project aggregate, if a construction project) for bodily injury, property damage, and personal and advertising injury; and
(b) One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate (or project aggregate, if a construction project) for products and completed operations.
(c) Policy must include coverage for contractual liability and independent contractors.
(d) Policy must include Additional Insured coverage in favor of the City.
2. **Commercial Automotive Liability:** Vendor shall procure, maintain, and keep in full force, effect, and good standing for the life of the contract a policy of Commercial Auto Liability insurance with a combined single limit of not less than One Million Dollars (\$1,000,000) per occurrence for Bodily Injury and Property Damage arising out of Vendor's operations and covering all owned, leased, hired,

scheduled, and non-owned automobiles utilized in said operations. If Vendor does not own vehicles, Vendor shall maintain coverage for hired and non-owned automobile liability, which may be satisfied by way of endorsement to Vendor's Commercial General Liability policy or separate Commercial Automobile Liability policy.

3. **Workers' Compensation and Employer's Liability:** Worker's Compensation insurance shall be provided by the Contractor as required by Chapter 440, Florida Statutes, or any other applicable state or federal law, including the U.S. Longshoremen's and Harbor Workers Compensation Act and the Jones Act.

(a) Vendor shall similarly require any subcontractors to afford such coverage for all of its employees as required by applicable law.

(b) Vendor shall waive and shall ensure that Vendor's insurance carrier waives all subrogation rights against the City of Ocala and its officers, employees, and volunteers for all losses or damages. Vendor's policy shall be endorsed with WC 00 03 13 Waiver of our Right to Recover from Others or its equivalent.

(c) Exceptions and exemptions to this Section may be allowed at the discretion of the City's Risk Manager on a case-by-case basis under Florida Statutes and shall be evidenced by a separate waiver.

CONTRACT MONITORING

1. The City Project Manager will monitor and evaluate the vendor's performance, including the contract terms and conditions for any failure to perform satisfactory services or failure to correct non-conforming services. Should services not be performed and/or not be supplied as specified herein, the vendor shall be notified by 4:00 p.m. the same business day. Vendor will have until 12:00 p.m. the following day to provide corrective measures. In cases where next-day notification is not possible, the vendor shall rectify any situations within one (1) business day of the City reporting a service issue. Should corrections not be made, the City will assess a charge of \$50.00 per building against the monthly invoice.
2. In the event the vendor, for any reason whatsoever, consistently fails (three [3] times within a billing cycle) to perform work to the quality and quantity required herein, the City reserves the right to assess a charge of \$150.00 per building against the monthly invoice.
3. OPD Headquarters requires a monthly walk-through with the vendor supervisor and City Project Manager.

PROJECT SUMMARY, DELIVERABLES, AND HOURS

1. **Project Summary:** The Vendor will be required to perform the following services for the City of Ocala:
 - A. **Daily**
 - 1) **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 the floors underneath these items. All moved items shall be returned to their original and proper position.
 - 2) **Remove Trash.** All trash containers in common areas shall be emptied on days of cleaning service. All trash receptacles and boxes in the office will be emptied by City staff. Trash shall be

removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

- 3) **Empty and Clean Ashtrays.** The vendor shall empty all ashtray urns on days of cleaning service.
- 4) **Clean Drinking Fountains.** Clean and disinfect all drinking fountains.
- 5) **Vacuum Carpets.** Vacuum all carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter, and other foreign matter. All tears, burns, and raveling shall be brought to the attention of the department representative. In the 911/Dispatch area, all work stations will be raised up and vacuumed underneath to remove all debris.
- 6) **General Spot Cleaning.** Perform spot cleaning continually. Spot cleaning includes door guards, door handles, push bars, and kick plates. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.
- 7) **Kitchens/Lounge Areas/Break Rooms.** Clean and disinfect all tables, sinks, countertops, and stovetops. Surfaces shall be free of streaks, stains, spots, and smudges.
- 8) **Elevators.** All elevators are to be swept and damp-mopped. Doors, both inside and outside, shall be cleaned.

B. **Weekly**

- 1) **Clean Stairways.** All floor surfaces shall be cleaned in accordance with paragraph D1a or 1f, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails, and baseboards. Vendor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.
- 2) **General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection (file cabinets, windowsills, bookshelves, tables, partition walls, tops of lockers, 911 dispatchers' work area, etc.). All windowsills and window frames are to be free of spider webs, cleaning of cob webs in/at all OPD buildings, lobby/atriums/outside doors and windows.
- 3) **Entrance Areas.** Remove all spider webs and wash all windows, doors, and entrance ceiling areas to maintain a clean appearance.
- 4) **Elevators.** All stainless-steel walls and doors must be polished with an oil-based stainless-steel polish.

C. **Monthly**

- 1) **Dust Ceiling Fans.** All ceiling fans will be dry dusted.
 - 2) **Blinds and Windowsills.** All blinds are to be dusted, and the windowsills are to be cleaned and free from dust and any foreign objects.
2. **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:

A. **Daily**

- 1) **Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles shall be free of deposits, dirt, streaks, and odors.
- 2) **Sweep and Mop Floors.** After sweeping and mopping, the entire floor surface shall be free from litter, dirt, dust, and debris. Grout on walls and floor tiles shall be free of dirt, scum, mildew, and residue. 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.
- 3) **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 all cleaning products. Vendor will be responsible for filling soap, paper towels, sanitary bags, and paper towel dispensers.
- 4) **Trash Removal.** Remove trash from bins and replace liners.

B. **Weekly**

- 1) Disinfect all surfaces of partitions, stalls, stall doors, entry doors (including handles, kick plates, ventilation grates, and metal guards), and wall areas adjacent to wall-mounted lavatories, urinals, and toilets.

3. **Floor/Cobwebs Maintenance:** The City currently has the following types of flooring:

- Cobweb removal in the Atrium and lobby.
- Tile Ceramic – Deep cleaning

A. 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:

- 1) Cobweb removal
- 2) Deep cleaning (tile)
- 3) Buffing

B. City will make the determination when floors are to be deep cleaned, stripped, and waxed, or buffed.

4. **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.
5. **Working Hours:** The normal/standard working hours for this project are 8:00 AM – 12:00 PM and/or Monday through Friday, excluding holidays. Vendor shall provide a 48-hour advance notice to the City Project Manager for work outside normal shift hours. The city may decline the request.
6. **Storage:** On-site storage of materials and equipment is not available in all areas. Storage areas will be designated where available. The awarded vendor will be made aware of these locations.
7. **Bonds: Employee Dishonesty/Fidelity Bond, Inside Money and Securities Coverage** – Vendor must obtain, at vendor's expense, and keep in effect during the term of the contract, Employee Dishonesty, Third Party Fidelity Bond, and Inside Money and Securities coverage for City-owned

property in the care, custody, or control of the vendor. Coverage limits shall not be less than \$1,000,000. The policy must include the City of Ocala as the loss payee.

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 an 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. The Facilities department will provide keys to the building and will assist in getting badge access and alarm codes for the vendors.
 - 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.
 - E. The City of Ocala will be furnishing paper products for restrooms and break rooms and trash liners. It will be the vendors responsibility to refill break rooms and restrooms as 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 with regards to 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 Safety Data Sheets (SDS) on **all** products used in all City facilities. The SDS 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 and 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 in accordance with 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 and all 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.

SUB-CONTRACTORS

1. Vendor must perform a minimum of 30% of the work with their own forces.
2. Services assigned to subcontractors 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 the original locations.
 - B. All work areas must be returned to 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.

INVOICING

1. All original invoices will be sent to: Steve Chojnacki, Project Manager, 402 S. Pine Avenue, Ocala, FL, email schojnacki@ocalapd.gov.
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. Bidder must bid on all line items.
3. Bids will be received on a lump sum basis. Lump sum amounts must include all direct and indirect costs.
4. Award will be made to the lowest bidder, not including optional line items, meeting all requirements outlined herein.