

BACKGROUND

1. The City of Ocala (City) is seeking a qualified contractor to provide professional carpet cleaning services utilizing the Low Moisture Encapsulation method for flooring installed in various City facilities. The contractor shall provide complete services, which include all labor, material, equipment, repair, supplies, transportation, management, expertise, and supervision as requested to perform this service in accordance with this Scope of Work.
2. All carpets shall be cleaned according to the number of times highlighted and specified in Exhibit C-Maintenance Schedule.

EXPERIENCE REQUIREMENT

1. **Experience Requirement:** Bidder must possess five (5) years of experience in providing low moisture.
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.
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 Contractor must submit their request for an increase with CPI justification at least 90 days prior to the end of the current term.

INSURANCE REQUIREMENTS

NOTE: STANDARD INSURANCE REQUIREMENTS include General & 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.

CONTRACT TERM/ESCALATION

1. **Term:** The resulting contract will be for an initial term of three (3) years.
2. **Renewals:** One (1) optional, two-year renewal term.
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 Contractor must submit their request for an increase, including a CPI justification, at least 90 days before the end of the current term.

DELIVERY

1. Supplies will be delivered or shipped to Facilities Management, 1805 NE 30th Avenue, Building 200, Ocala, FL, 34470.
2. Scheduling of all services shall be coordinated with the City Project Manager.

PROJECT SUMMARY

1. **Project Summary:** The Contractor will be required to perform the following guidelines for cleaning processes and procedures for the City of Ocala:
 - Low Moisture Encapsulation Cleaning Services
 - Inspect all designated areas prior to cleaning. Identify stains, heavy traffic areas, seam issues, or damage. Report pre-existing damage to the City Project manager before proceeding.
 - Perform thorough commercial-grade vacuuming prior to solution application.
 - Conduct multiple directional passes to maximize soil removal.
 - Treat stains using manufacturer-approved spotting agents. Avoid over-saturation.
 - Agitate as necessary using appropriate tools.
 - Use a low-moisture encapsulation detergent suitable for commercial carpets and approved for Kinetex products. Avoid excessive moisture that could affect the backing or adhesive.
 - No standing water or over-wetting is permitted.
 - After fully drying, vacuum to remove crystallized soil particles. Ensure no sticky residue or visible soil remains.
 - The contractor shall comply with the manufacturer's cleaning recommendations.
 - The contractor shall protect walls, baseboards, furniture, and adjacent surfaces.
 - Work not meeting City standards shall be re-performed at no additional cost.
 - Deficiencies must be corrected within 48 hours of notification.
2. **Working Hours:** The normal/standard working hours for this project are 5:00 PM – 9:00 PM Monday through Friday, excluding holidays. Contractor shall provide a 48-hour advance notice to the City Project Manager for work outside normal shift hours. The city may decline the request.

CONTRACTOR EMPLOYEES AND EQUIPMENT

1. Contractors 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. The Contractor shall provide an assigned Project Manager, who will be the primary point of contact. Contractor 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.
3. At the request of the City, the Contractor must replace any incompetent, unfaithful, abusive, or disorderly person in their employment. The City and the Contractor must each be promptly notified by the other of any complaints received.
4. The employees of the Contractor 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.
5. Contractor 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.
6. No smoking is allowed on City property or projects.

7. Contractor must possess/obtain all required equipment to perform the work. A list of equipment shall be provided to the City upon request.
8. 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 Contractor for the performance of services:
 - A. Access to City buildings and facilities to perform the work.
 - B. Provide access to drawings, specifications, schedules, reports, and other information prepared by/for the City of Ocala pertinent to the Contractor's responsibilities.
 - C. Provide office facilities for the Contractor, if needed.
2. The City reserves the right to purchase any materials for the Contractor to use. The Contractor shall not charge a markup fee for material furnished by the City.

CONTRACTOR RESPONSIBILITIES

1. The Contractor 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.
2. The Contractor shall obtain and pay for any licenses, additional equipment, dumping and/or disposal fees, etc., required to fulfill this contract.
3. Installation shall be in compliance with all requirements and instructions of applicable manufacturers.
4. Contractor 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 Contractor 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.
5. If the Contractor is advised to leave a property by the property owner or their representative, the Contractor shall leave at once without altercation. Contractor shall then contact the City Project Manager within 24 hours and advise of the reason for not completing the assigned project.
6. Data collected by the Contractor shall be in a format compatible with or easily converted to the City's databases. A sequential naming convention should be applied to the files and documentation provided to the City.
7. The Contractor 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. Contractors 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 Contractor 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. Contractors shall dispose of debris in a legal manner.
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 Contractor shall clean and remove from the premises all surplus and discarded materials, rubbish, and temporary structures, and shall restore in an acceptable manner 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. *Note: Any and all debris shall be removed from the premises. New construction debris, trash, etc., shall not be left or buried on site.*

SAFETY

1. The Contractor 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, subcontractors, all building and site occupants, staff, public, and all persons in or around the work area.
2. Safety data sheets shall be provided upon request.
3. In no event shall the City be responsible for any damages to any of the Contractor's equipment, materials, property, or clothing lost, damaged, destroyed, or stolen.
4. Prior to 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: Gary Crews, Project Manager, Facilities Management Department, 1805 NE 30th Avenue, Building 200, Ocala, FL 34470, email: Facilities@ocalafl.gov.
2. Contractor will invoice at least once a month.

PRICING AND AWARD

1. Bidder must upload a completed Price Proposal with their response.
2. Bidder must bid on all line items, with the exception of optional items.
3. The quantities in the Price Proposal are estimated based upon past annual usage and should not be construed as guaranteed minimums.
4. Bids will be received on a unit price basis. The City will pay the Contractor only for the actual units that the Contractor provides, installs, or constructs.
5. Award will be made to the lowest bidder meeting all requirements outlined herein.

6. Responsiveness and Responsibility: To be deemed responsible, Bidders must meet all requirements outlined in this Scope of Work. To be deemed responsive, Bidders must upload a complete Exhibit B-Price Proposal document in Excel Format. Price Proposals submitted in any other format (i.e. .pdf, .docx, or handwritten) are not acceptable and will result in bid rejection. Bidders experiencing difficulty accessing or otherwise utilizing Exhibit B-Price Proposal must contact the Buyer identified in the ProRFx listing for this Solicitation before the bid submission deadline for assistance.