

BACKGROUND

1. The City of Ocala is seeking the services of a qualified professional window cleaning contractor to perform routine and as-needed window cleaning at various city-owned facilities. These services are essential to maintain the cleanliness, appearance, and overall upkeep of municipal buildings, ensuring a professional and welcoming environment for staff and visitors.

EXPERIENCE AND BACKGROUND CHECK REQUIREMENTS

1. **Experience Requirement:** Bidder must possess five (5) years of experience in providing window cleaning.
2. **Level II Background Check Requirement:** Contractor employees and all subcontractors working on-site must complete a Level II background check after being awarded the contract. Background checks shall be scheduled with the City of Ocala Project Manager and will be conducted by the Ocala Police Department.

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/DELIVERY TIMELINE

1. **Term:** The resulting contract will be for an initial term of two (2) years with the option of two (2) one-year renewals.
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 Contractor must submit their request for an increase with CPI justification at least 90 days before the end of the current term.
4. **Lead Time:** The maximum acceptable lead time on materials is two (2) weeks.

DELIVERY

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

PROJECT SUMMARY, DELIVERABLES, AND HOURS

1. **Project Summary:** The Contractor will be required to perform the following services for the City of Ocala:
 - Contractor shall clean both sides of each windowpane, ensuring they are completely free of dirt, dust, grease, prints, streaks, and contaminants upon completion of the job.

Contractor shall inspect and document the condition of all windowpanes prior to cleaning, noting any existing damage. If any new damage occurs as a result of the cleaning process, the contractor will be fully responsible for repairing or replacing the affected window(s) and restoring the area to its original condition.

Precautions must be taken to protect both the interior and exterior of the facility during cleaning operations. Any damage caused by the contractor to the facility or surrounding grounds must be repaired or restored to its original state at the contractor's expense.

When working inside the facility, protective barrier materials must be used while moving, transporting, or operating any wheeled equipment to prevent floor damage. The contractor may be required to move and return small to medium-sized items to access the windowpanes.

When applicable, the contractor is responsible for providing all necessary lifts required to perform the work. All lift use must be approved in advance by the Project Manager. Lifts may be used on an as-needed basis to safely and efficiently access elevated areas. Only trained and qualified personnel shall operate the lifts, following all safety protocols and manufacturer guidelines. The contractor is fully responsible for ensuring safe operation and compliance with applicable regulations.

- **Interior Surface Cleaning:**

- Interior glass surfaces shall be cleaned using industry-recognized commercial glass cleaning procedures (NGA/GANA, or IWCA).
- Glass shall be thoroughly cleaned to remove all traces of dirt, film, or similar foreign matter.
- All window frames, windowsills, window sashes, window ledges, interior window shelves, and trim work shall be cleaned to remove all traces of dirt, film, or similar foreign matter.

- **Exterior Surface Cleaning:**

- As recognized by the IWCA – and to the greatest extent possible – the Contractor shall employ ground-based cleaning procedures that rely on water-fed pole systems or similar industry-recognized ground-based cleaning technologies.

- **Standard Procedures for Cleaning Architectural Glass:**

- Contractor's procedures shall be compliant with industry standards for commercial cleaning of architectural glass. Industry standards include, but are not limited to, procedures published or recognized by the National Glass Association (NGA)/Glass Association of North America (GANA) or the International Window Cleaning Association (IWCA).

2. **Deliverables:** The Contractor shall provide monthly reports of all work in progress. Deliverables must be provided to the City of Ocala Project Manager before payment for such work.
3. **Working Hours:** The normal/standard working hours for this project are 7:00 AM – 5:00 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'S EMPLOYEES AND EQUIPMENT

1. Contractor 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. The 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 promptly notify 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 a good 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 following the 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 comply with all requirements and instructions of applicable manufacturers.

4. Contractor 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 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 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. Contractor must perform a minimum of 70% of the work with their 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 reasonable, neat condition.
 - B. The work site will be completely cleaned after each day of work.
 - C. Contractor 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 their 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, 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 Contractor's equipment, materials, property, or clothing lost, damaged, destroyed, or stolen.

3. 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, Facilities Department, 1805 NE 30th Avenue, Building 200, Ocala, FL 34470, email: Facilities@ocalafl.gov.
2. Contractor will invoice at least once a month.
3. Contractor will be given a coversheet for their invoice. This coversheet must be filled out correctly and submitted with each invoice.

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 unit price basis (per square footage). The City will pay the Contractor only for the actual square footage the Contractor provides.
4. Award will be made to the lowest bidder meeting all requirements outlined herein. The City reserves the right to award multiple Contractors for these services.