BACKGROUND

1. The City of Ocala requires the services of an experienced Contractor to provide janitorial services for the MK First Responder Campus located at 505 NW Martin Luther King Jr. Ave, Ocala, FL, 34475. These services shall cover the Fire Administration offices, reception areas, restrooms, breakrooms, and kitchens as identified on Exhibit B – Campus Map and the Community Center offices, restrooms, and common areas as identified on Exhibit C – Campus Map.
2. All work shall be coordinated with Gary Crews, Facilities Management, 1805 NE 30th Avenue, Bldg. 200, Ocala, FL, 34470, 352-351-6796, e-mail: GCrews@ocalafl.gov.
3. **MANDATORY PRE-BID MEETING:** Refer to the listing for the pre-bid meeting date, time, and location.

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.

CONTRACT TERM/DELIVERY TIMELINE

1. **Term:** The resulting contract will be for an initial term of two (2) 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 Contractor must submit their request for an increase with CPI justification at least 90 days prior to the end of the current term.
4. **Renewal Pricing Increases**. Pricing shall remain firm and fixed during the Initial Term of this Agreement. Any renewal price adjustment shall be subject to negotiation and must be approved by the City of Ocala. Vendor shall submit a written request for price adjustment identifying the reason for the price increase, and attach suitable documentation in support of same, no less than **NINETY (90) DAYS** prior to the expiration of the then existing Contract Term. No retroactive price adjustments will be allowed. Pricing increases shall not exceed the lesser of (i) the amount of the percentage increase reflected in the Consumer Price Index for all Urban Consumers (CPI-U), not seasonally adjusted, based upon the most recent **TWELVE (12) MONTH** period; or (ii) **THREE PERCENT (3%) ANNUALLY** unless there are mitigating market conditions.

PROJECT SUMMARY, DELIVERABLES AND HOURS

Project Summary: The Contractor will be required to perform the following services for the City of Ocala:

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. Baseboards, corners, and wall/floor edges shall also be cleaned. All floor maintenance solutions shall be removed from baseboards, furniture, kitchen appliances, and trash receptacles. 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. Daily cleaning of floors shall be performed in accordance with the manufacturer's recommendation for the type of floor material applied (polished concrete, luxury vinyl tile (LVT), etc.).

b. **Remove Trash:** All trash containers in common areas shall be emptied on days of cleaning service. All trash receptacles and boxes in terminal offices will be emptied by City staff. 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.

c. **Empty and Clean Ashtrays:** The Contractor shall empty all ashtray urns on days of cleaning service.

d. **Clean drinking fountains:** Clean and disinfect all drinking fountains. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

e. **General spot cleaning:** Perform spot cleaning on a continual basis. 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. Lobby furniture shall be wiped daily with a disinfectant.

f. **Kitchens/Loung Areas/Break Rooms:** Clean and disinfect all tables, sinks, countertops, and stovetops. Surfaces shall be free of streaks, stains, spots, and smudges. Dishes remaining in sinks will be the responsibility of the occupants.

2. **Weekly**

a. **Clean Interior Glass/Mirrors:** Clean interior glass on all doors, partitions, walls, display cases, and directory boards including common area windows and glass doors on the ground level. Glass/mirrors shall be free from traces of film, dirt, smudges, water, or other foreign matter.

b. **General Dusting:** All horizontal surfaces must be dusted or cleaned to eliminate dust collection (desks, file cabinets, window sills, bookshelves, tables, partition walls, tops of lockers, etc.) All windowsills and window frames are to be free of spider webs.

c. **Entrance Areas:** Remove all spider webs, and wash all windows and doors to all entrance areas to keep a clean appearance.

Basic Restrooms/Locker Rooms Cleaning Services

Contractor 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, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles 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. 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.

c. **Stock Restroom Supplies:** The Contractor 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 Contractor will be responsible for supplying cleaning products.

d. **Trash Removal:** Remove trash from bins and replace liners.
e. **Exterior Cleaning:** Empty all exterior trash receptacles.

2. **Weekly**
   a. 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.

Floor Maintenance

The City currently has the following types of flooring:

- VCT – Stripping and waxing or buffing
- Tile Ceramic – Deep cleaning
- Polished concrete – Deep cleaning
- LVT – 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
   c. Buffing
2. The City will make the determination when floors are to be deep cleaned, stripped and waxed, or buffed.

Exterior/Elevated Window Cleaning

Exterior and interior elevated window washing pricing shall include the rental of any necessary equipment. Interior ground-level window cleaning is already included in the cleaning schedule, on a weekly basis. Exterior and elevated interior/exterior window cleaning services will need to be completed on a quarterly basis, then interior ground-level windows will be completed on the same day.

Emergency Services

Upon notification, the Contractor shall perform emergency cleaning required in any building, area, or room covered under this contract. The Contractor 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.

1. **Deliverables:** The Contractor shall complete weekly status reports of all work. A Status report book will be provided by the City Project Manager.
2. **Working Hours:** The normal/standard working hours for this project are 5:00 PM – 9:00 PM on Tuesdays and Fridays, excluding City observed holidays. The contractor shall provide 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. 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 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 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 mark-up fee for material furnished by the City.

CONTRACTOR RESPONSIBILITIES

1. The Contractor shall complete all work performed under this solicitation in accordance with 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 be in compliance with all requirements and instructions of applicable manufacturers.
4. The 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. The 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 30% of the work with their own forces.
2. Services assigned to sub-contractors 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. Contractor 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 their 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, Project Manager, Facilities Management Department, 1805 NE 30th Avenue, Building 200, Ocala, FL 34470, email: Facilities@ocalafl.gov.
2. The Contractor will invoice at least once a month.

PRICING AND AWARD

1. Bidder must upload a completed **Exhibit D - 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.