

BACKGROUND

1. The City of Ocala requires the services of an experienced vendor to provide janitorial services for the City of Ocala Parking Garage (Lot 1) located at 504 SE Broadway Street, Ocala, FL, 34471.
2. **MANDATORY PRE-BID MEETING/SITE VISIT:** Refer to the listing for the pre-bid meeting date, time, and location. Attendance at this pre-bid meeting and site visit is required to participate in this bid.

INSURANCE REQUIREMENTS

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/DELIVERY TIMELINE

1. **Term:** The resulting contract will be for two (2) years with two (2) optional one-year renewal.
2. **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. Prices increases shall be based on the CPI-U and Vendor must submit their request for an increase with CPI justification at least 90 days prior to the end of the current term.

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. **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.
 - b. **Clean Drinking Fountains (when applicable).** Clean and disinfect all drinking fountains.
 - c. **General Cleaning.** Perform cleaning on a continual basis 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.
 - d. **Elevators.** All elevators shall be swept and damp mopped to keep a clean appearance, and must be free of any trash or debris. Clean ~~doors~~ inside and outside to be free of streaks, stains, spots, and smudges.
 - e. **Clean Stairways.** All floor surfaces shall be cleaned as appropriate for floor cleaning. Handrails shall be cleaned and disinfected. 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. Blowing of stairwells will not be allowed.

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

Vendor shall notify City Project Manager (via e-mail) when floors need to be deep cleaned, conditioned, or stripped and waxed.

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 determination of award.

Working Hours: The normal/standard working hours for this project are 6:00 PM – 9:00 AM, seven (7) days a week, excluding holidays. Vendor shall provide 48-hour advance notice to 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 shirts and trucks must have a visible company name/logo.

CITY OF OCALA RESPONSIBILITIES

1. The City of Ocala will furnish the following in the performance of vendor's 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 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 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 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 and 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.
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, Power Point, Access or any other software as specified and approved by City staff.
17. **AMOUNTS DUE TO THE CITY.** Contractor/Vendor must be current and remain current in all obligations due to the City during the performance of services under the Agreement. Payments to Contractor/Vendor may be offset by any delinquent amounts due to the City or fees and/or charges owed to the City.

SUB-CONTRACTORS

1. Vendor 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 vendor shall keep the premises free at all times from accumulation of waste materials and rubbish caused by operations and employees. Such responsibilities shall include but not 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. Work site will be completely cleaned after each day of work.
 - C. Vendor shall dispose of debris in a legal manner.
2. **Final Cleaning:** Upon completion of work, clean 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 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.

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: Facilities Division Head, Project Manager, 1805 NE 30th Avenue, Bldg. 200, Ocala, FL, 34470, email Facilities@ocalafl.gov.
2. Vendor 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.
3. Bids will be received on a lump sum basis. Lump sum amount must include all direct and indirect costs to complete the project.
4. Award will be made to the lowest bidder meeting all requirements outlined herein.

******Emergency cleaning services will be priced per hour and will not be considered in determination of award.**