

BACKGROUND

1. The City of Ocala requires the services of an experienced vendor to provide Airport Janitorial Services supporting the Ocala International Airport.
2. **MANDATORY PRE-BID MEETING:** Refer to the listing for the pre-bid meeting date, time, and location.

EXPERIENCE REQUIREMENTS

1. **Experience Requirement:** Bidder must possess three (3) years' experience in providing professional janitorial services.

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 up to two (2) additional one-year (1-year) renewals.
2. **Renewals:** Two (2) optional, one-year renewal term periods by written consent between city and vendor.
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. 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

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

Vendor will provide janitorial services for the Ocala International Airport, located at 1770 SW 60th Avenue, Suite 600, Ocala, Florida 34474. These services will cover offices, reception areas, rest rooms, break rooms and kitchens in the air traffic control tower, Hangar 19, three (3) T-Hangar restrooms and the offices, restrooms and common areas as identified in the airport terminal building as shown in Exhibit C – Terminal Map. All work shall be coordinated with City Project Manager Michael Baker, 352-572-0492, e-mail: mabaker@ocalafl.gov.

Deliverables/Service Logs: The Vendor shall record and track cleaning services using the documents attached hereto as Exhibit D – Janitorial Service Logs. City Project Manager will review and maintain logs located within each serviced unit.

Working Hours: Airport Terminal Cleaning services shall be performed between the hours of 7:00 a.m. and 12:00 p.m., seven (7) days per week (Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday). Vendor shall perform services in compliance to the Service Hours and Cleaning Frequency in Exhibit B - Price Proposal. Note: Airport Administration offices will not be serviced on City-observed

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 shall Determine staffing levels by the services outlined in this Agreement. The number of staff assigned should be based on the number of hours recommended by the industry standard for the services outlined herein.
2. 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.
3. Vendor shall ensure that satisfactory standards are maintained with regards to employees' competency, conduct, appearance, and integrity, at the discretion of the City.
4. Vendor shall 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.
5. Vendor must provide staff that is able to communicate effectively in English, both verbally and in writing.
6. 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.
7. 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.
8. 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. All employees must always wear a shirt with company name or logo on it, as well as an ID badge while on City property.
9. 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.
10. No smoking is allowed on City property or projects.
11. Vendor must possess/obtain all required equipment and cleaning supplies to perform the work. A list of equipment shall be provided to the City upon request.
12. Installation of equipment and consumable materials shall be in compliance with all requirements and instructions of applicable manufacturers.
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. Vendor shall 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 Vendor's

mismanagement of keys or access cards, Vendor shall reimburse the City for all costs to ensure the security of the facility.

15. Vendor shall communicate and coordinate with Airport operations staff to arrange cleaning times for the Air Traffic Control tower ("Tower") in advance (for Vendor personnel who must be escorted while in the Tower).
16. Under no circumstances, or for any reason, shall Vendor, its employees, agents, or representatives ever dispose of any flammable, toxic, or caustic materials into any City-provided container, or in, or upon, City property. Should Vendor knowingly violate the terms of this provision, Vendor shall be held liable for the cost of the timely and proper and legal disposal of said material(s). Further, Vendor shall be held liable for any monetary or other penalty imposed upon the City, and for remediation of any property damage caused by said disposal.
17. 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.
18. The Vendor shall obtain and pay for any and licenses, additional equipment, dumping and/or disposal fees, etc., required to fulfill this contract
19. All company vehicles must have a visible company name/logo on the outside of the vehicle.
20. 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.
21. 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.

CITY OF OCALA RESPONSIBILITIES

1. The City of Ocala will furnish the following to the Vendor for the performance of services:
 - A. Access to City/Airport buildings and facilities to perform the work.
 - B. Consumable janitorial related materials (trash bags, paper products, soap).
 - C. Storage for janitorial supplies in each facility (except t-hangar bathrooms).
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

Basic Cleaning Services

Vendor shall accomplish all cleaning tasks to meet the requirements described herein. The minimum cleaning frequencies are listed below:

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 clean. 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 open common areas shall be emptied on days of cleaning service. All trash receptacles and boxes in terminal offices not covered by this Agreement will be emptied by the occupants. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. 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 Ashtray Urns.** Vendor shall empty all ashtray urns on the days of cleaning services.

d. **Clean Drinking Fountains:** Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

e. **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.

f. **General Spot Cleaning:** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to, removing or cleaning smudges, fingerprints, marks, streaks, spills, dirt, and debris from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, ceiling (for cobwebs), and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil. Lobby furniture will be wiped daily with a disinfectant.

g. **Deep Cleaning.** Vendor will complete all deep cleaning of polished concrete, luxury vinyl tiles (LVT), vinyl composition tile (VCT), rubber tile floors and ceramic tile floors in accordance with the manufacturer's recommendation for the type of floor materials applied. All floor deep cleaning will be completed after hours or on weekends, as scheduled by City. City will make the determination when floors are to be deep cleaned, conditioned, or stripped and waxed (as appropriate for type). Floors will be priced separately, by type. City and Vendor will determine square footage for each area to be completed.

h. **Kitchens/Lounge Areas/Break Rooms:** Clean and disinfect all tables, sinks, counter tops, and stove tops. Surfaces shall be free of streaks, stains, spots, and smudges. Dishes remaining in sinks will be the responsibility of the occupants.

i. **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.

2. Every Other Day:

a. **Exterior Cleaning:** Empty all exterior trash receptacles.

3. Weekly:

a. **Clean Interior Glass/Mirrors:** Clean all interior glass, including glass in doors, partitions, walls, display cases, and directory boards including terminal common area windows and glass doors on the ground level. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

b. **Clean Stairways:** All floor surfaces shall be cleaned as appropriate for the 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.

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

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

Basic Restrooms/Locker Rooms Cleaning Services

Vendor shall accomplish all cleaning tasks to meet the requirements described herein. 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:** Vendor shall ensure restrooms are stocked sufficiently so that supplies do not run out. Supplies shall be stored in designated areas. City will supply hand soap, paper products and plastic bags. Vendor will be responsible for supplying cleaning products. Vendor will be responsible for filling soap and paper towel dispensers

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.

Additional Services

1. **Floor Maintenance.** The City currently has the following types of flooring:

- Polished concrete – Deep cleaning
- LVT – Deep cleaning
- VCT – Stripping and waxing or buffing
- Tile Ceramic – Deep cleaning

2. All pricing for flooring shall be based on a square foot price of flooring.

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

4. Buffing of floors shall be completed at no charge for buildings that are under janitorial contract.

Exterior/Elevated Window Cleaning

Exterior and interior elevated window washing pricing shall include rental of any necessary equipment. Interior ground level window cleaning is already included in the cleaning schedule, on a weekly basis. Should exterior and elevated interior/exterior window cleaning services be requested by City, then interior ground level windows will be completed on the same day. Exterior/elevated window washing will be completed when requested by City with a minimum of two (2) weeks' notice. The City, at its discretion, may informally quote exterior window washing at any time as this is an option for pricing.

Emergency Cleaning Services

Upon notification, 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 City Project Manager or authorized designee, within one (1) hour of being notified. Notification for this purpose may be verbal.

Storage

On-site storage of materials and equipment is not available in all areas. Storage areas will be designated where available. Vendor will be made aware of these locations

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.
3. Prior to completion, storage and adequate protection of all material and equipment will be the Vendor's responsibility.
4. Vendor shall furnish Safety Data Sheets (SDS) on all products used in each City building/facility serviced by Vendor. The SDS must be kept with all products used at each individual location. Vendor shall be held responsible for any chemical and/or cleaning product damage to any person and/or property due to negligence on the part of the Vendor, Vendor's employees, agents, or representatives. All cleaning products must be environmentally friendly ("green") products.

INVOICING

1. All original invoices will be sent to: Michael Baker, Project Manager, Airport Department, 1770 SW 60th AVE, STE 600, Ocala FL 34474 email: mabaker@ocalafl.gov and dlibera@ocalafl.gov
2. Vendor will invoice at least once a month. All monthly invoices submitted by Vendor shall include the City Contract Number, an assigned Invoice Number, and an Invoice Date.
3. Vendor 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 Price Proposal with their response.

2. Bidder must bid on all line items, with the exception of optional items.
3. The quantities in 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 Vendor only for the actual units that the Vendor provides, installs, or constructs.
5. Award will be made to the lowest bidder meeting all requirements outlined herein.