

1. **SCOPE OF WORK.** The awarded companies shall provide scheduled janitorial services and carpet cleaning services per the specifications for locations with the variations and frequencies required while furnishing adequate and appropriate labor, materials, supplies, equipment, and supervision for the performance of the assigned work. Estimated annual requirements for each item is indicated on Pricing Pages. Upon award, a schedule for services shall be agreed to by the Vendor(s) and the City. The objective of this bid shall be the ability of the Vendor to provide services to ensure the facilities are uniformly clean, hygienic, orderly, and attractive, which will reflect favorably upon the City and the Vendor. It is the City's expectation that the successful bidder(s) shall have sufficient staff to start work in June 2016. The City reserves the right to award the services under this contract to multiple vendors.

The City has divided the work into two (2) Service Groups as follows:

Group A: Janitorial Services; see Attachment A for service requirements for each facility.

Group B: Carpet Cleaning Services, see Attachment B for service requirements for each facility.

- A. **EXAMINATION OF SITES.** Interested Bidders must attend the mandatory site visit scheduled for March 30, 2016. It is recommended that bidders also visit other proposed work sites to become familiar with local conditions which may in any manner affect the work to be performed, or affect the equipment, materials, and labor required. The Vendor shall carefully evaluate each site and the specifications, conditions, and requirements of this contract. No additional allowances shall be made because of lack of knowledge of any site conditions.
- B. **STAFFING REQUIREMENTS.** The Contractor shall maintain an adequate number of employees to satisfactorily fulfill all mandatory minimum man-hour obligations and properly complete all scheduled operations in a timely manner.

Staffing levels shall also be such that the performance of additional *non-daily* cleaning activities will not reduce the number of employees available for maintaining the performance levels of daily cleaning activities.

Verification of said performance requirements shall be by means of City-provided Daily Custodial Log Sheet. (Appropriate log sheets shall be filled out and signed by the employee and supervisor at the end of each work shift and shall be turned in at the designated location on a daily basis. A time card showing the total time on site daily (first person clocking in and the last person clocking out) shall also be provided on a weekly basis.

Incompetent or disorderly contract employees shall be removed and replaced when requested by the City. Contractor's employees shall not have friends, family members or other unauthorized persons present on City property while at work. For non-compliance, first offense will result in a written notice being issued to the Contractor, second offense will require the removal and replacement of the offending employee, and third offense will result in cancellation of the Contract.

Contract personnel shall present a neat and clean appearance and are required to wear uniforms with the company's and employee's names clearly displayed. For non-compliance, first offense will result in a written notice being issued to the Contractor, second offense will require the removal

and replacement of the offending employee, and third offense will result in cancellation of the Contract.

One contractor employee at each facility shall effectively communicate orally and understand written documentation in English.

The Contractor shall assign a Contract Administrator who shall be responsible for the performance of all work under the contract. This Contract Manager shall have authority to act for the Contractor on all matters relating to the daily operations of the contract and shall be readily accessible at all times. The contractor may also assign a specific contact person to assist in day-to-day communications.

C. **WORK SCHEDULE.**

1. The Vendor will adhere to a work schedule coordinated with the City. Any schedule variation requested by either the City or the Vendor must be accepted by the other entity in writing.

2. The City intends for the work of this contract to impact the public as little as possible. The Vendor must provide the City with a written schedule (email is acceptable) of the tree services prior to the start of work to ensure that notification can be provided to any citizen who may be affected by services.

D. **BUILDING ACCESS.** shall be furnished to all areas to be cleaned. Contractor shall be responsible for the following:

- a. Ensuring that all supplied keys and access cards are not lost, misplaced or used by unauthorized persons.
- b. Ensuring that no key provided is duplicated.
- c. Securing all City property during and after services are provided.
- d. Turning off lights after services are provided.
- e. Forbidding the use of City/Employee property including telephones, televisions, radios, computers and other office equipment.
- f. Insuring that the same protected electrical circuits for electronic equipment/computers are not used for powering cleaning equipment.
- g. Enforcing a "No Smoking" policy while contractor's employees are on City property, inside and outside of buildings.
- h. Ensuring that the consumption of food and drinks are restricted to assigned locations.
- i. All contractor-furnished equipment (e.g., vacuum cleaners, polishers, etc.) shall be of proper type and shall be adequately sized/powering to effectively perform the intended function.

E. **CONTRACTOR SUPPLIED ITEMS: Consumable Products** provided by the Contractor are to include the following:

1. Toilet tissue (two ply, facial quality)
2. Paper towels (single-fold, multi-fold or roll - as appropriate) Roll towel dispensers MUST be filled with Ecosoft Roll Towel #214, available thru Sani-Chem Cleaning Supplies, 1950 Calumet St. Clearwater.
3. Sanitary napkins and tampons for dispensers (money to be collected and kept by contractor)
4. Liquid (lotion) hand soap / Hand Sanitizer (*Purell* replacement cartridges for *Purell* dispensers)

5. Trash receptacle liners
6. Air deodorizer refills
7. Urinal screens with enzyme type urinal block deodorizer
8. Toilet seat covers for existing dispensers.

Material Data Sheet

The contractor shall provide copies of Material Safety Data Sheets (MSDS) for all chemicals used in performing work. All containers need Hazmat labels affixed to them before delivery to the facilities.

JANITORAL SERVICES REQUIREMENTS

DAILY TASKS

(The following tasks are to be performed every day that services are provided)

1. ROOM CLEANING - (INCLUDING OFFICES & BREAK ROOMS)
 - a. Sweep and damp mop all hard surface floors, resilient and tile floors
 - b. Vacuum carpets and rugs
 - c. Spot clean carpets, rugs and fabric on upholstered chairs and modular partitions.
 - d. Dust desks, office furniture, filing cabinets, storage cabinets, all horizontal surfaces. Do not move papers. Dust around office machines
 - e. Empty trash receptacles and replace bags
 - f. Wash all interior glass surfaces of doors and adjacent glass panels
 - g. Spot clean walls, doors, door handles and door frames
 - h. Clean all windows to office height and glass surfaces of doors and adjacent glass panels - without streaks
 - i. Damp mop break room floors
 - j. Clean sinks with non-abrasive, non-acidic, cleaner/disinfectant, wet wipe and polish faucets;
 - k. Refill-to-full all hand soap and paper towel dispensers
 - l. Clean and polish mirrors
 - m. Clean the interior and exterior of microwave ovens in all break areas
 - n. Refill all hand soap and paper dispensers (provide sufficient supplies to last throughout the following day. Multiple dispensers also)

2. LOBBIES, CORRIDORS, & ENTRANCES
 - a. Sweep and damp mop all hard surface floors, resilient and tile floors, including elevator floors
 - b. Vacuum and spot clean carpets, mats and rugs
 - c. Clean and dust all elevator doors, walls, floors and tracks
 - d. Empty trash receptacles and replace bags
 - e. Dust furniture, display cases, all horizontal surfaces and light fixtures
 - f. Damp wipe all counters, tables and desks
 - g. Vacuum, sweep, dust mop or vacuum stairwells

- h. Clean all windows, to office height, and glass surfaces of doors and adjacent glass panels - without streaks
- i. Clean and polish water fountains.
- j. Remove cobwebs wherever found
- k. Spot clean walls, doors, door handles and door frames
- l. Clean all windows and glass surfaces of doors and adjacent glass panels - without streaks
- m. Building entrances - Empty all trash cans and ash trays. Pick up debris and render area broom clean.

3. RESTROOM / SHOWER ROOM CLEANING

- a. Clean walls, doors, door handles and door frames with water and disinfectant cleaner
- b. Sweep clean all floors and damp mop with water and disinfectant cleaner
- c. Clean all toilets, urinals and flush valves with a non-abrasive, non-acidic disinfectant cleaner
- d. Clean all toilet seats and shower seats with a non-abrasive, non-acidic disinfectant cleaner
- e. Clean sinks, faucets and vanity tops with non-abrasive, non-acidic, cleaner/disinfectant; polish faucets
- f. Clean partition walls, moldings, ledges and all other horizontal surfaces
- g. Empty trash receptacles, sanitary napkin receptacles, thoroughly clean, disinfect and replace bags
- h. Wet wipe and polish bright metal
- i. Clean and polish mirrors
- j. Refill-to-full all hand soap, toilet paper and paper towel dispensers (provide sufficient supplies to last throughout the following day. Multiple dispensers also)

4. All Trash / Garbage / Waste shall be bagged, removed from the facility and placed into closed trash dumpsters. Add info about how trash is handled.

Additional Notes

Cleaning service at Fire 45 shall include the emptying of all recycle baskets into our recycle bin outside. Additionally, all paper products used at Fire 45 will be supplied by the Clearwater Fire Dept.

WEEKLY TASKS

(The following tasks are to be performed every week that services are provided)

1. ROOM CLEANING

- a. Sweep, damp mop all hard surface floors.
- b. Damp clean telephones with disinfectant cleaner
- c. Clean and polish water fountains

- d. Vacuum ALL carpeting and edge between carpet and baseboards
- e. Dust all window blinds
- f. Damp wipe all window frames and sills
- g. Dust transoms, clocks, moldings around ceilings, tops of partitions and picture frames and ceiling fan blades

2. LOBBIES, CORRIDORS, ENTRANCES & STAIRWELLS

- a. Dust walls and horizontal surfaces
- b. Clean and polish water fountains
- c. Dust all window blinds
- d. Damp wipe all window frames and sills
- e. Dust transoms, clocks, moldings, around ceilings, tops of partitions and picture frames
- f. Clean all door handles, push plates and kick plates

3. RESTROOM CLEANING

- a. Clean all ceramic tile floors and walls to a shiny, spot free appearance
- b. Clean baseboards and baseboard grout as needed
- c. Damp wipe window frames and sills
- d. Remove stains from porcelain fixtures
- e. Thoroughly clean and polish all bright metal
- f. Damp wipe exterior of partitions

MONTHLY / QUARTERLY TASKS

(The following tasks are to be performed every month/quarter that services are provided)

1. ROOM CLEANING

- a. Dust off all bookshelves, top to bottom - Monthly
- b. Vacuum all upholstered furniture - Monthly
- c. Extraction clean all fabric backed furniture and partitions – Quarterly
- d. Clean light fixture lenses and HVAC grilles- Monthly
- e. Clean and buff all VCT / resilient floors – Monthly
- f. Strip and refinish all VCT / resilient floors – Quarterly
- g. Thoroughly clean window blinds - Quarterly
- h. Clean all *interior* glass window surfaces (up to office height) – Quarterly

2. LOBBIES, CORRIDORS, ENTRANCES & STAIRWELLS

- a. Extraction clean fabric backed furniture and partitions - Quarterly
- b. Clean light fixture lenses and HVAC grilles - Monthly
- c. Scrub ceramic tile floors and grout - Monthly
- d. Clean and buff all VCT / resilient floors - Monthly
- e. Strip and refinish all VCT / resilient floors – Quarterly
- f. Thoroughly clean window blinds - Quarterly
- g. Clean all *interior* glass window surfaces (up to office height) – Quarterly

3. RESTROOM CLEANING
- a. Scrub ceramic tile floors and grout - Monthly
 - b. Clean light fixture lenses and HVAC grilles - Monthly
4. *QUARTERLY CLEANING SCHEDULE – *(shall be pre-scheduled with the City Building & Maintenance Div. and completed by the end of the month, in the following months):
- a. December,
 - b. March,
 - c. June,
 - d. September,
5. MONTHLY CLEANING SCHEDULE:

QUARTERLY FLOOR SERVICE / SCOPE OF WORK

Annual/ quarterly floor care of all VCT flooring in large crew assembly room to be performed

- 1.) **First** quarter service - chemical strip/scrub/wax* (min. 5 coats) & buff
- 2.) **Second** quarter - scrub clean and power buff
- 3.) **Third** quarter service - chemical strip/scrub/wax* (min. 5 coats) & buff
- 4.) **Fourth** quarter - scrub clean and power buff
- 5.) Wipe clean all base boards each quarter

SPECIFIED PRODUCTS

- 1.) ***Floor Wax** shall be —ZEP|| High Traffic Floor Finish or Owner-approved equivalent.

Work Time Designations ****ADD TO MATCH UP TO BID PAGES...format like below - kf

Unless designated otherwise, the following time schedules are applicable:
(Note: Normal workweek will be Monday-Friday)

- 1. One (1) time daily - daily work to be performed each day at Contractor's discretion.

2. Once per week (weekly) - work to be performed once per week at Contractor's discretion, a minimum of four (4) days apart.
3. Twice per week - work to be performed twice per week at Contractor's discretion, a minimum of two (2) days apart.
4. Three (3) times per week - work to be performed on Monday, Wednesday and Friday.
5. Once per month (monthly) - work to be performed once per month, a minimum of three (3) weeks apart.
6. Twice per month - work to be performed twice per month, a minimum of two (2) weeks apart.
7. Once per Contract year - yearly work is to be performed once per Contract year, within the first sixty (60) days of each twelve (12) month period.
9. Twice per Contract year - work is to be performed twice per Contract year, the first work is to be performed within the first sixty (60) days and approximately six (6) months thereafter of each twelve (12) month period.
10. Four (4) times per Contract year (quarterly) - work is to be performed at approximately ninety (90) day intervals, the first work to be performed within the first thirty (30) days of each Contract year.
11. As needed - determined by County General Maintenance Manager.

Special Jobs:

The Contractor shall notify occupants of the Facilities seventy-two (72) hours prior to ANY major cleaning activity such as carpet shampooing or floor stripping and finishing. The method of notification shall be by posted, typewritten notices placed in prominent locations. Affixing the notices to walls, doors etc., must not damage the surface finishes. The notice must describe the activity, time and date, anticipated tenant disruptions, and a phone number that can be called if there are any questions. The notices must be removed promptly after the cleaning activity.

ACCEPTANCE AND INSPECTION

5. The Contractor must respond to a call for corrective services within two (2) hours.
6. The penalty for non-performance or unacceptable work shall be 110% of the charges for the affected room(s) based on square footage.
 1. The Contractor's supervisor(s) shall meet with a City representative on site, upon representative's request to verify **Acceptable Level of Performance**. After acceptance by the City, this level of performance shall be maintained throughout the contract period.

2. . Quality of service and adherence to man-power requirements shall be continuously monitored by the Building & Maintenance Superintendent and his representative

A. SPECIAL CONDITIONS:

1. Before work can be started, the contractor is required to submit a **personal data form* for every employee who will be associated with this contract. These forms will include the employee's name, current and past address and social security account number. This information will be used to perform background checks by the Clearwater Police Dept. *(The City will provide blank *personal data forms*
 2. All Bidders must submit proof of applicable licenses, with their bid submittal, and when requested thereafter.
 3. The Vendors may be requested to provide a list of equipment to be used in the performance of the contract. Such equipment must be available for inspection by the City designee, prior to award of the contract or as requested during the contract term.
 4. The Vendors may be required to provide a list (name and position) of employees it has assigned to provide the services on this contract to the City.
 5. The Vendor will assist the City in reporting vandalism, graffiti, damage or public and private property in need of repair/refurbishing. For example, traffic or directory signs, structures, site furnishings, monuments, fences, lighting, utilities and paving.
 6. The Vendor will be responsive to special conditions or unexpected problems that may occur during the course of the contract. The City expects the full cooperation and prompt response by the Vendor.
 7. The City may request additional or less services based on variances in user traffic, building renovation work, weather conditions and other uncontrollable and unpredictable factors will determine the actual frequency requirements necessary to maintain City facilities.
4. **VENDOR QUALIFICATIONS.** Vendor shall have the capability to perform and complete the services in all respects in accordance with the solicitation documents.
1. The Vendor shall have been in business for a minimum of five (5) years in performing palm tree pruning and maintenance services under the direction of an ISA certified Arborist.
 2. Vendor shall provide a minimum of three (3) references from municipalities for which similar projects have been completed (See page 29, Vendor Information - References).
 3. The Vendor shall have all necessary licenses and permits (City, County, and State) as required for the work under this contract; and shall comply with all laws, ordinances, regulations, etc., applicable to work contemplated herein.

The Vendor shall maintain a local office to provide access to a company representative with authority to discuss matters pertaining to this contract with the City representative, open during normal working hours

ADDITIONAL PURCHASES: The City reserves the right to purchase additional services for other City Departments on an “as needed” basis for the contract term. The Vendor shall assess the scope of service for the additional work, determine square footage of the work and provide a written estimate to the City for the project. There shall be no charge for job site inspections, assessments and/or written estimates. Vendor shall submit a square footage price for additional purchases with bid pricing.

2. **MINIMUM QUALIFICATIONS.** Interested bidders must have a minimum of five (5) years experience providing similar services within a public or institutional setting. Staffing levels are a critical component for a vendor to be successful and confirmation of employee numbers may be requested. .