

Issue Date: October 6, 2014

REQUEST FOR QUALIFICATIONS

STEP ONE

FOR

**COUNTY WIDE JANITORIAL SERVICES TO THE
BOARD OF COUNTY COMMISSIONERS**

RFQ #Y15-149-DG

The Orange County Board of County Commissioners, Orange County, Florida, invites interested parties to submit proposals **no later than 2:00 PM, Thursday, November 6, 2014**, for providing county wide janitorial services to the Board of County Commissioners.

This is the first step of a two step procurement process. Only those contractors qualifying under Step One will be allowed to participate in Step Two, which will be an Invitation for Bids.

Sealed documents containing the contractor's qualifications will be accepted at and copies of the Request for Qualifications may be obtained from: Orange County Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, FL 32801.

Copies may be requested by phoning (407) 836-5635. Solicitations are also available for downloading from the Internet at: <http://apps.ocfl.net/orangebids/bidopen.asp> .

Johnny Richardson, CPPO, CFCM
Manager, Procurement Division

NOTICE TO PROPOSERS

To ensure that your qualifications are responsive, you are urged to request clarification or guidance on any issues involving this solicitation before submission of your response. Your point-of-contact for this solicitation is Dorothy Gordon, Senior Purchasing Agent, at (407) 836-5643, whose email address is Dorothy.Gordon@ocfl.net. **You may contact Dorothy Gordon at any time during this process, including during the Black Out Period.**

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COUNTY WIDE JANITORIAL SERVICES TO THE BOARD OF COUNTY COMMISSIONERS

RFQ #Y15-149-DG

PURPOSE

The Orange County Board of County Commissioners, Orange County, Florida, is soliciting for county wide janitorial services.

INSTRUCTIONS TO PROPOSERS

Firms or companies desiring to provide services, as described in the Scope of Services, shall submit sealed proposals, one (1) original, eight (8) copies and one (1) electronic copy on CD or USB drive not later than **2:00 PM local time Thursday, November 6, 2014**, to the Orange County Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, Florida 32801, (407) 836-5635.

Offers by e-mail, telephone, or fax shall not be accepted. An e-mailed or a faxed proposal shall be rejected as non-responsive regardless of where it is received.

It is the sole responsibility of the proposer to ensure that their proposal reaches the Procurement Division. **Proposals received after the specified time and date shall be returned unopened.** The time/date stamp clock located in the Procurement Division shall serve as the official authority to determine lateness of any proposal. **The decision to refuse to consider a proposal that was received beyond the date/time established in the solicitation shall not be the basis for a protest pursuant to the Orange County Code (Procurement Ordinance).**

Respondents are cautioned that they are responsible for delivery to the specific location cited above. If your proposal is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address. This office shall not be responsible for deliveries made to any place other than the specified address.

All proposals will be opened publicly and the names of all proposers shall be read aloud.

TERMS AND CONDITIONS

1. GENERAL INFORMATION

These specifications constitute the complete set of requirements and bid forms. The bid response page(s), and all forms listed on the bid response page(s) shall be completed, signed, and sealed in an envelope bearing the bid number on the outside and mailed or presented to the Procurement Division on or before the specified time and date. **Failure to comply with the preceding requirements shall result in the rejection of the bid.**

Bids submitted by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed bid shall be rejected as non-responsive regardless of where it is received.

It is the sole responsibility of the Bidder to ensure that their bid reaches the Procurement Division. All bids, unless otherwise specified, must be delivered to the following address no later than the time and date specified in the solicitation:

Procurement Division
Internal Operations Centre II
400 E. South Street, 2nd Floor
Orlando, FL 32801

Bidders are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if your bid is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address. This office will not be responsible for deliveries made to any place other than the specified address.

The County shall not be responsible for delays caused by any occurrence. The time/date stamp clock located in the Procurement Division shall serve as the official authority to determine lateness of any bid. The bid time shall be scrupulously observed. Under no circumstances shall bids delivered after the time specified be considered. Late bids will be returned to the Bidder unopened. The decision to refuse to consider a bid that was received beyond the date/time established in the solicitation shall not be the basis for a protest pursuant to the Orange County Code (Procurement Ordinance).

All bids must be typewritten or filled in with pen and ink, and must be signed in ink by an officer or employee having authority to bind the company or firm. Errors, corrections, or changes on any document must be initialed by the signatory of the bid.

Bidders shall not be allowed to modify their bids after the opening time and date. Bid files may be examined during normal working hours, thirty (30) days after bid opening or upon recommendation for award, whichever occurs first. Bidders desiring to view these documents are urged to schedule an appointment.

For information concerning this bid, please contact the Procurement Division at the address listed above or by calling 407-836-5635. Please specify the bid number for which you are inquiring.

2. QUESTIONS REGARDING THIS SOLICITATION

All questions or concerns regarding this Request for Qualifications shall be submitted by email to Dorothy.Gordon@ocfl.net, no later than 5:00 PM Friday, October 31, 2014 to the attention of Dorothy Gordon, Procurement Division, referencing the RFQ number. When required the Procurement Division shall issue an addendum to the Request for Qualifications. The addendum shall be available on the Internet for access by potential Bidders. Bidders are instructed not to contact the initiating division directly. No oral interpretation of this Request for Qualifications shall be considered binding. The County shall be bound by information and statements only when such statements are written and executed under the authority of the Manager, Procurement Division.

This provision exists solely for the convenience and administrative efficiency of Orange County. No Bidder or other third party gains any rights by virtue of this provision or the application thereof, nor shall any Bidder or third party have any standing to sue or cause of action arising there from.

3. FEDERAL AND STATE TAX

The County is exempt from Federal and State Sales and Use Taxes for tangible personal property (Certificate of Registry for tax transactions under Chapter 32, Internal Revenue Code and Florida Sales/Use Tax Exemption Certificate). The Manager, Procurement Division will sign an exemption certificate submitted by the Contractor.

Contractors doing business with the County shall not be exempted from paying sales tax to their suppliers for materials to fulfill contractual obligations with the County, nor shall any Contractor be authorized to use the County's Tax Exemption Number in securing such materials.

4. ACCEPTANCE/REJECTION/CANCELLATION

The County reserves the right to accept or reject any or all proposals, with or without cause, to waive technicalities, or to accept the proposal which, in its sole judgment best serves the interest of the County, or to award a contract to the next most qualified proposer if a successful proposer does not execute a contract within thirty (30) days after approval of the selection by the Board of County Commissioners or other competent authority. Orange County reserves the right, and the Manager of Procurement Division has absolute and sole discretion, to cancel a solicitation at any time prior to approval of the award by the Board of County Commissioners when such approval is required. The decision to cancel a solicitation cannot be the basis for a protest pursuant to the Orange County Code.

5. CLARIFICATION

The County reserves the right to request clarification of information submitted and to request additional information of one or more proposers.

6. WITHDRAWAL OF PROPOSAL

Any proposal may be withdrawn until the date and time set above for the submission of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days, to provide to the County the services set forth in this Request for Qualifications, or until one or more of the proposals have been awarded.

7. SEALED PROPOSALS

Proposals shall be delivered in a sealed envelope and proposers should label their proposal with the following:

- A. Request for Qualifications Number
- B. Date of Opening
- C. Name of Proposer

8. PROPOSAL PREPARATION

Costs of preparation of a response to this request for proposals are solely those of the Proposer. The County assumes no responsibility for any such costs incurred by the Proposer. The Proposer also agrees that the County bears no responsibility for any costs associated with any administrative or judicial proceedings resulting from the solicitation process.

9. INSURANCE

Vendor/Contractor agrees to maintain on a primary basis and at its sole expense, at all times throughout the duration of this contract the following types of insurance coverage with limits and on forms (including endorsements) as described herein. These requirements, as well as the County's review or acceptance of insurance maintained by Vendor/Contractor is not intended to and shall not in any manner limit or qualify the liabilities assumed by Vendor/Contractor under this contract. Vendor/Contractor is required to maintain any coverage required by federal and state workers' compensation or financial responsibility laws including but not limited to Chapter 324 and 440, Florida Statutes, as may be amended from time to time.

The Vendor/Contractor shall require and ensure that each of its sub-Vendors/sub-Contractors providing services hereunder (if any) procures and maintains until the completion of their respective services, insurance of the types and to the limits specified herein.

Insurance carriers providing coverage required herein must be licensed to conduct business in the State of Florida and must possess a current A.M. Best's Financial Strength Rating of A- Class VIII or better.

(Note: State licenses can be checked via www.floir.com/companysearch/ and A.M. Best Ratings are available at www.ambest.com)

Required Coverage:

- Commercial General Liability - The Vendor/Contractor shall maintain coverage issued on the most recent version of the ISO form as filed for use in Florida or its equivalent, with a limit of liability of not less than \$500,000 per occurrence. Vendor/Contractor further agrees coverage shall not contain any endorsement(s) excluding or limiting Product/Completed Operations, Contractual Liability, or Separation of Insureds. The General Aggregate limit shall either apply separately to this contract or shall be at least twice the required occurrence limit.

Required Endorsements:

- Additional Insured- CG 20 26 or CG 20 10/CG 20 37 or their equivalents.
Note: CG 20 10 must be accompanied by CG 20 37 to include products/completed operations
- Waiver of Transfer of Rights of Recovery- CG 24 04 or its equivalent.
Note: If blanket endorsements are being submitted please include the entire endorsement and the applicable policy number.
- Business Automobile Liability - The Vendor/Contractor shall maintain coverage for all owned; non-owned and hired vehicles issued on the most recent version of the ISO form as filed for use in Florida or its equivalent, with limits of not less than \$500,000 (five hundred thousand dollars) per accident. In the event the Vendor/Contractor does not own automobiles the Vendor/Contractor shall maintain coverage for hired and non-owned auto liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.
- Workers' Compensation - The Vendor/Contractor shall maintain coverage for its employees with statutory workers' compensation limits, and no less than \$100,000 each incident of bodily injury or disease for Employers' Liability. Elective exemptions as defined in Florida Statute 440 will be considered on a case-by-case basis. Any Vendor/Contractor using an employee leasing company shall complete the Leased Employee Affidavit.

Required Endorsements:

- Waiver of Subrogation- WC 00 03 13 or its equivalent

When a self-insured retention or deductible exceeds \$100,000 the COUNTY reserves the right to request a copy of Vendor/Contractor most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis the Vendor/Contractor agrees to maintain a retroactive date prior to or equal to the effective date of this contract. In the event the policy is canceled, non-renewed, switched to occurrence form, or any other event which triggers the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of this contract the Vendor/Contractor agrees to purchase the SERP with a minimum reporting period of not less than two years. Purchase of the SERP shall not relieve the Vendor/Contractor of the obligation to provide replacement coverage.

By entering into this contract Vendor/Contractor agrees to provide a waiver of subrogation or a waiver of transfer of rights of recovery, in favor of the County for the workers' compensation and general liability policies as required herein. When required by the insurer or should a policy condition not permit the Vendor/Contractor to enter into a pre-loss agreement to waive subrogation without an endorsement, then Vendor/Contractor agrees to notify the insurer and request the policy be endorsed with a Waiver of Subrogation or a Waiver of Transfer of Rights of Recovery Against Others endorsement.

Prior to execution and commencement of any operations/services provided under this contract the Vendor/Contractor shall provide the COUNTY with current certificates of insurance evidencing all required coverage.

In addition to the certificate(s) of insurance the Vendor/Contractor shall also provide endorsements for each policy as specified above. All specific policy endorsements shall be in the name of the Orange County Board of County Commissioners.

For continuing service contracts renewal certificates shall be submitted immediately upon request by either the COUNTY or the COUNTY's contracted certificate compliance management firm. The certificates shall clearly indicate that the Vendor/Contractor has obtained insurance of the type, amount and classification as required for strict compliance with this insurance section. Vendor/Contractor shall notify the COUNTY not less than thirty (30) business days (ten business days for non-payment of premium) of any material change in or cancellation/non-renewal of insurance coverage. The Vendor/Contractor shall provide evidence of replacement coverage to maintain compliance with the aforementioned insurance requirements to the COUNTY or its certificate management representative five (5) business days prior to the effective date of the replacement policy (ies).

The certificate holder shall read:

Orange County Board of County Commissioners
c/o Procurement Division
400 E. South Street, 2nd Floor
Orlando, Florida 32801

10. **SHORTLISTS, PROTESTS and LOBBYING**

The recommended award will be posted for review by interested parties at the Procurement Division and at:

<http://apps.ocfl.net/OrangeBids/AwardsRec/default.asp> prior to submission through the appropriate approval process and will remain posted for a period of five (5) full business days.

- **Orange County Lobbyist Regulations General Information**
<http://www.ocfl.net/Portals/0/Resources/Internet/govern/Lobbying/docs/200814.pdf>

A lobbying blackout period shall commence upon issuance of the solicitation until the Board selects the Contractor. For procurements that do not require Board approval, the blackout period commences upon solicitation issuance and concludes upon contract award.

The Board of County Commissioners may void any contract where the County Mayor, one or more County Commissioners, or a County staff person has been lobbied in violation of the black-out period restrictions of Ordinance No. 2002-15.

- **Orange County Protest Procedures**
http://www.orangecountyfl.net/Portals/0/Resources/Internet/DEPARTMENTS/County_Admin/docs/CodeCH17-313.pdf

Failure to file a protest with the Procurement Manager by 5:00 PM on the fifth full business day, after posting, shall constitute a waiver of bid protest proceedings.

Information regarding Procurement Committee scheduling and Board approvals is available by calling the Procurement Reception Desk at (407) 836-5635.

11. **PUBLIC ENTITY CRIME**

Section 287.133(3)(d), Florida Statutes, provides that the Florida Department of Management Services shall maintain a list of the names and addresses of those who have been disqualified from participating in the public contracting process under this section.

http://www.dms.myflorida.com/business_operations/state_purchasing/vendor_information/convicted_suspended_discriminatory_complaints_vendor_lists/convicted_vendor_list

A person or affiliate who has been placed on The Convicted Vendor list following a conviction for a public entity crime shall not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, shall not submit bids on leases of real property to a public entity, shall not be awarded or perform work as a contractor, supplier, subcontractor, or Contractor under a contract with a public entity, and shall not transact business with any public entity

in excess of the threshold amount provided in Florida Statute Section 287.017, for CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on The Convicted Vendor List.

12. TOBACCO FREE CAMPUS

All Orange County operations under the Board of County Commissioners shall be tobacco free. This policy shall apply to parking lots, parks, break areas and worksites. It is also applicable to contractors and their personnel during contract performance on county-owned property. Tobacco is defined as tobacco products including, but not limited to, cigars, cigarettes, e-cigarettes, pipes, chewing tobacco and snuff. Failure to abide by this policy may result in civil penalties levied under Chapter 386, Florida Statutes and/or contract enforcement remedies.

13. EQUAL OPPORTUNITY

It is hereby declared that equal opportunity and nondiscrimination shall be the County's policy intended to assure equal opportunities to every person, regardless of race, religion, sex, sexual orientation and gender expression/identity, color, age, disability or national origin, in securing or holding employment in a field of work or labor for which the person is qualified, as provided by Section 17-314 of the Orange County Code and the County Administrative Regulations.

Further, the Contractor shall abide by the following provisions:

- A. The Contractor shall represent that the Contractor has adopted and maintains a policy of nondiscrimination as defined by applicable County ordinance throughout the term of this contract.
- B. The Contractor shall allow reasonable access to all business and employment records for the purpose of ascertaining compliance with the non-discrimination provision of the contract.

The provisions of the prime contract shall be incorporate by the Contractor into the contracts of any applicable subcontractors.

14. DEBRIEFING OF PROPOSERS

Not later than thirty (30) days after Board approval of a selection or shortlist, a proposer may submit a written request to the applicable contract administrator or purchasing agent for a debriefing on the evaluation of their proposal. The contract administrator/purchasing agent will schedule a meeting with the Proposer for the debriefing. However, at the Proposer's request, the debriefing may be conducted via telephone conference or the proposer may request a copy of the digital recording of the selection on CD for a \$30.00 fee per CD. The debriefing shall include the following minimum information:

- A. Key requirements of the solicitation.
- B. The overall ranking of all proposals.
- C. The significant weaknesses or deficiencies in the proposal in response to the requirements of the solicitation.
- D. If requested, an explanation of the score received for each evaluation criteria will be provided, including costs, if applicable.
- E. If applicable, a summary of the rationale for award.
- F. Responses to any relevant questions of the Proposer.

Untimely debriefing requests will also be considered.

15. REFERENCE CHECKS

The contact person listed as a reference shall be someone who has personal knowledge of the Proposer's performance during the referenced contract. Contact persons shall have been informed that they are being used as a reference and that the County may be contacting them. More than one person can be listed but all shall have knowledge of the project. DO NOT list principals or officers who will not be able to answer specific questions regarding the project.

Failure of references listed to respond to the County's inquiries may negatively impact the evaluation of the Proposal. The reference shall be the owner or a representative of the owner.

16. CONFIDENTIAL INFORMATION

In accordance with Chapter 119 of the Florida Statutes (Public Records Law), and except as may be provided by other applicable State or Federal Law, all proposers should be aware that Request for Proposals or Invitation for Bids and the responses thereto are in the public domain. **Proposers must identify specifically** any information contained in their response which they consider confidential and/or proprietary and which they believe to be exempt from disclosure, **citing specifically the applicable exempting law.** If a Proposer fails to cite the applicable exempting law, we will treat the information as public.

QUALIFICATION PROPOSAL FORMAT

The County reserves the right to award a contract pursuant to this RFQ without further discussion with proposers. Therefore, it is important that each proposal is complete, adheres to the format and instructions contained herein, and is submitted in the most favorable manner possible.

Proposers must respond in the format delineated below and tabbed as applicable.

Submit one (1) original, eight (8) copies and one (1) electronic copy on CD or USB drive for document management purposes. All responses and copies shall be submitted on 8 ½ x 11 inch paper, bound individually. If your response contains any information deemed confidential, in accordance with Chapter 119 of the Florida Statutes, provide an additional CD or USB drive with a redacted version of your response labeled REDACTED. Electronic copy shall be in Microsoft Word or Adobe – the most recent software version.

The following information shall be submitted with your proposal. Failure to submit this information in its entirety will negatively impact the evaluation of your proposal.

1. Qualifications of Contractor

- A. Provide an experience record showing the contractor's training and experience in delivering similar services. Contractors shall have a minimum of five (5) years of verifiable experience in providing commercial janitorial services. The Contractor shall provide copies of all relevant licenses and registrations required to perform services within the state of Florida.
- B. List five (5) references and provide a brief description of five (5) similar contracts within the last five (5) years, including locations, performance period, names of contacts, contact address, email address, telephone number of owner, the approximate square footage of the contracts, and the actual length of time the Contractor performed cleaning services.
 - 1. The Contractor's references shall include information to judge the appropriateness of the reference with regard to specific experience requirements for the individual lots of this contract
 - a. Lot A – Courthouse: The Contractor shall have experience and satisfactory performance in providing janitorial services for multi-story, Type A, governmental or commercial high level security buildings, with a minimum of 500,000 square feet, such as the Orange County Courthouse. The Contractor shall have experience with the special security requirements of a courthouse building/complex.

- b. Lot B – Downtown Buildings: The Contractor shall have experience with multi-story Class “A” office or governmental buildings, minimum of 150,000 square feet, with extensive customer/visitor counts.
 - c. Lot C – Community Centers and Classrooms: The Contractor shall have experience with buildings with high customer traffic and extensive floor maintenance. The Contractor shall exhibit the ability to manage multiple sites throughout a large geographical area. The awarded Contractor(s) shall demonstrate experience in providing services to multiple buildings simultaneously, located both in close physical proximity (multiple building complexes) and geographically separate sites.
 - d. Lot D – Public Safety: The Contractor shall have experience with buildings with special security clearances and 24 hour building occupancy. The awarded Contractor(s) shall demonstrate experience in providing services to multiple buildings simultaneously, located both in close physical proximity (multiple building complexes) and geographically separate sites.
 - e. Lot E – Utilities Department Buildings: The Contractor shall exhibit experience with buildings with special security clearances and 24 hour building occupancy. The awarded Contractor(s) shall demonstrate experience in providing services to multiple buildings simultaneously, located both in close physical proximity (multiple building complexes) and geographically separate sites.
- C. Proof in the form of a letter from the Contractor’s insurer on the insurer’s letterhead with the name, phone number and email address of the insurer’s contact person confirming that the contractor can obtain the following insurance:
- 1. Workers' Compensation - The Contractor shall provide coverage for its employees with statutory workers' compensation limits, and no less than \$100,000.00 for Employers' Liability. **Said coverage shall include a waiver of subrogation in favor of the County and its agents, employees and officials.**
 - 2. Commercial General Liability - The Contractor shall provide coverage for all operations including, but not limited to Contractual, Products and Completed Operations, and Personal Injury. The limits shall be not less than \$500,000.00, per occurrence, Combined Single Limits (CSL) or its equivalent.

The General Aggregate limit shall either apply separately to this CONTRACT or shall be at least twice the required occurrence limit. The COUNTY shall be specifically included as an additional insured on the general liability policy.

3. Business Automobile Liability - The Contractor shall provide coverage for all owned, non-owned and hired vehicles with limits of not less than \$500,000.00, per occurrence, Combined Single Limits (CSL) or its equivalent.

Failure to provide this information shall result in the rejection of the contractor.

- D. If the Contractor is a franchise company, and the work under this contract is performed by licensed franchisees or subcontractors, they shall meet all the insurance requirements stated in Section 1-C above.

2. Qualifications of Staff and Employees

- A. The Contractor shall list the proposed managers, supervisors, and non-working supervisors by name and title including resumes and job description. Managers shall have a minimum of five (5) years of verifiable experience and supervisors shall have a minimum of three (3) years of verifiable experience working on comparable projects or janitorial contracts.

3. Technical Approach - The Contractor shall provide a detailed response to include the following:

- A. Scope - Their understanding of the scope of services and how they intend to deliver these services to Orange County.
- B. Transition Plan – Provide a comprehensive description of the approach to the phasing-in of the new contract. The Contractor shall describe how they will ensure a smooth transition so that the inconvenience to building occupants and visitors is minimized.
- C. Customer Service Program - Describe their Customer Service program. The Contractor shall describe how they will deal with customer complaints. The Contractor shall provide specific, detailed examples of how they have lowered customer complaints in previous or existing contracts. The Contractor shall describe how the customer service program will be maintained over the life of the contract and how the Contractor's staff will receive customer service training during the contract term.
- D. Cross-Contamination - Describe in detail how they prevent cross-contamination during their cleaning operations and provide copies of their company's policies and procedures specifically designed to

prevent cross-contamination. Also, the Contractor shall describe the training employees receive to control cross-contamination and how their company can assure that the policies, procedures, and training are being used to successfully control cross-contamination during the contract term.

- E. Control of Blood Pathogens - Describe in detail their policies, procedures, and training for the safe control and clean up of blood borne pathogens and what steps their company will take to assure that these policies and procedures are followed during the contract term.
- F. Quality Control Plan/Follow up - Describe in detail their plan to ensure that their employees are, in fact, properly performing the work required in this contract. The Contractor shall include information relative to the potential numbers of inspectors, number of supervisors, number of Project Managers and Assistant Project Managers, how often their work will be checked while work is in progress, and what corrective action will be taken to improve employee performance during the term of the contract.
- G. Cleaning Equipment/Supplies - Describe in detail their plan to ensure that all facilities and personnel will have the correct cleaning chemicals, materials, and equipment required to properly perform the specifications of this contract. Include information about maintaining sufficient back-up stock of each item, procedures for repairing broken or damaged equipment, availability of replacement supplies and equipment, and how supplies and equipment will be distributed on a daily basis.
- H. Crew Scheduling - Describe in detail their plan for scheduling their project crew(s) work load and how these crews will provide floor care and related project work to the buildings under this contract, as required by the Scope of Services. The Contractor shall provide an estimate of manpower time required to strip and refinish one thousand (1,000) square feet of VCT flooring.
- I. Organization Chart - Provide an organization chart and to demonstrate adequate organizational structure to ensure satisfactory service delivery.
- J. Explain their recruitment, compensation and retention plan to ensure workforce stability.
 - 1. The Contractor shall indicate the starting rates of pay for hourly employees and supervisors assigned to this contract. Also, the Contractor shall provide a specific explanation on the method and manner pay raises are made.
 - 2. The Contractor shall indicate the percentage of turnover for the last three (3) years and explain in detail the reasons for this turnover on a percentage basis.

- K. The Contractor shall define their training plan that will be used to familiarize new and existing employees with the maintenance requirements of the contract and the performance of janitorial services in general. The Contractor shall describe how this training plan will be maintained during the contract term.
- L. The Contractor shall explain how they will ensure that employees will have a working knowledge of the English language and that they are legal residents of the United States.
- M. Staffing Plan: The Contractor shall provide a plan which details the number of employees they intend to use at each for each location to meet the contract requirements.

SELECTION - CRITERIA

<u>CRITERIA</u>	<u>WEIGHT</u>
Qualifications of Firm	
Experience	30
References	15
Qualification of Staff	20
Technical Approach	35
TOTAL	100

BACKGROUND AND SIMILAR SERVICE DESCRIPTION:

Orange County Facilities Management maintains over five hundred (500) buildings and related structures throughout Orange County. The purpose of these specifications and the resulting contract is to describe the requirements of the County for the completion of janitorial and related services to be performed for the various facilities located throughout the County.

There are currently sixty four (64) sites that will require janitorial services under the terms of this contract, which will be managed by Facilities Management. There are also twenty (20) additional buildings operated by the County Utilities Department that will require janitorial services. These sites have been divided into five (5) specific lots for bidding purposes. Bids for each lot will be evaluated separately, and no Contractor will be awarded more than two (2) lots, with the exception of Lot A. The Contractor awarded Lot A will not be eligible for award of any other lots. These lots have been arranged in either geographic proximity or by building/occupant type, so as to allow for effective management of the specific lots. They are as follows:

1. Lot A – Courthouse Complex and Juvenile Justice Center

- a. This lot includes the Orange County Courthouse Complex and the Juvenile Justice Center.
- b. This lot encompasses five (5) buildings, with approximately 1,000,000 square feet.
- c. These buildings have extensive public use and require significant attention to detail, level of service, and quality performance.
- d. These buildings will have specific requirements regarding security related issues.

2. Lot B – Downtown Buildings

- a. This lot includes the Orange County Administration Center, the Regional History Center, Internal Operations Centres I and II, and the offices of Housing and Community Development.
- b. This lot encompasses five (5) main buildings, with approximately 300,000 square feet.
- c. These buildings have extensive public use, and require significant attention to detail, level of service, and quality performance.

3. Lot C – Community Centers, Head Start Classrooms, and Medical Facilities

- a. This lot includes locations throughout Orange County, including Bithlo Community Center, East Orange Community Center, the Renaissance Center, Taft Head Start, Taft Community Center, Taft Service Center, Sphaler Activity Center, Cooperative Extension, John Bridges Community

Center, Hal Marsten Community Center, Pine Hills Head Start, Lila Mitchell Community Center, and the Medical Examiner's offices.

- b. This lot encompasses forty-two (42) buildings, with approximately 300,000 square feet.
- c. These buildings have the most extensive public usage of any buildings within this contract.

4. Lot D – Public Safety Buildings

- a. This lot includes the Sheriff's Central Complex, Fire Rescue Headquarters, and other related Fire Rescue and Law enforcement sites.
- b. This lot includes twelve (12) buildings, located throughout the County with approximately 400,000 square feet.
- c. These buildings have specific requirements regarding security related issues. Many of these buildings will have limited access, with specific times for performance of janitorial services.

5. Lot E – Utilities Department Buildings

- a. This lot includes Orange County Landfill, Utilities Central Administration, and numerous Water Division sites.
- b. This lot includes twenty (20) buildings, located throughout the County with approximately 250,000 square feet.
- c. These sites will have limited public access, with specific times for performance of services.

The awarded Contractor(s) shall demonstrate experience in providing services to multiple buildings simultaneously, located both in close physical proximity (multiple building complexes) and geographically separate sites.

Services shall be provided based substantially on the Scope of Services contained in this document. The Contractor shall perform all aspects of the Scope of Services at the locations detailed on **Attachment "A"** entitled "**Lots and Facilities**" which is included as part of this document.

SCOPE OF SERVICES

ROUTINE JANITORIAL SERVICES/TASKS

Contractor shall provide the following routine cleaning services between the hours of 5:00pm and 5:00am, except where noted in **Attachment "A."** Contractors shall ensure the County buildings and furnishings free of dust, dirt, debris, litter, mildew, smudges, stains and odors at all times. Service shall be performed to complete all work in accordance with this Scope of Services and the specifications and work frequencies detailed in this contract.

1. DAILY CLEANING

The following tasks shall be conducted every day the facility is open to the public and/or County staff.

- a. General Interior Cleaning - The Contractor shall use clean damp cloths, sponges, scrub pads, spray bottles of detergent solution, glass cleaner, cream cleanser, or wall and ceiling cleaning equipment to remove all visible soil, stains smudges, fingerprints, marks, streaks, tape, etc., from building surfaces and furniture. These include, but are not limited to surfaces of ledges, window sills, windows in entrance doorways, walls, doors, door frames, ornamental flower arrangements in common areas, partitions, rails, chairs, cleared desk surfaces, tables, break room sinks, counters, exteriors of appliances and other types of fixtures, furniture, and surfaces which are not considered equipment, computers, calculators, etc. below the ceiling surface. Interior atrium glass, on the first floor level of applicable buildings, shall be kept clean at all times. The Contract Administrator shall designate pictures that are to be spot cleaned by the Contractor.
- b. Restroom Cleaning - The Contractor shall apply germicidal detergent solution to all surfaces of washbasins, toilets, urinals, showers and adjacent surfaces. The Contractor shall use clean cloths or sponges (except inside toilet bowls and urinals where the Contractor shall use bowl brushes) to remove soil from all surfaces of these fixtures and adjacent surfaces. The Contractor shall use cream cleansers and nonabrasive scrub pads to remove soil, mineral deposits and surface rust not removed by the germicidal detergent solution. The Contractor shall use a separate dry cloth to dry metal surfaces of faucets, handles, valves, etc., and leave dry to the touch. The Contractor shall sweep and wet mop restrooms. The Contractor shall use a plumbing plunger to unstop clogged toilets and drains. Each building shall have a plunger stored in the janitorial closet. After toilets are cleaned and sterilized, seats shall be placed in a raised position. No chemical shall be left in toilets or urinals. The Contractor shall maintain and replace the urinal blocks as required.
- c. Trash and Recycling receptacles and liners - The Contractor shall empty all trash receptacles and return to their appropriate location.

The Contractor shall use damp cloths, sponges and a detergent solution or cream cleanser and scrub pads to remove non-permanent stains and soil from the interior and exterior of trash receptacles and recycle receptacles, including tops/lids. The Contractor shall remove and dispose of all items labeled "TRASH". If not clearly marked "TRASH" it shall not be removed. Contractor shall break down and flatten cardboard boxes that are left for disposal and place them into recycling dumpsters. The Contractor shall not handle red bags in Medical/Health facilities.

The Contractor shall dispose of all collected trash into dumpsters, containers, compactors dependent upon the type of container at that site. If necessary, the Contract Inspector shall designate a site within a building to store trash. In the event of an overflowing or full dumpster, container or compactor, the Contractor shall take trash to the nearest County facility with sufficient space in the dumpster, container or compactor. Trash shall not be placed on the ground next to a full dumpster.

The Contractor shall be responsible for recycling centrally located recycling receptacles in all buildings. Recycling shall be removed and placed in recycling dumpsters. Contractor shall at all times keep trash and recyclables separated. The Contractor shall empty centralized recycling receptacles when half full or more into recycling dumpsters then return to their original location.

The Contractor shall replace all trash and recycling receptacle liners with a new receptacle liner of the proper size when visibly soiled with food or other waste. The Contractor shall replace the liner, secure/tie the liner and spread the liner out on the side of the receptacle in such a manner as to present a neat uniform appearance and replace the receptacle in its original location.

- d. Dispensers - The Contractor shall check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, etc., in accordance with the directions of the supplier and dispenser manufacturer. The Contractor shall wipe surfaces adjacent to hand soap dispensers as well as the dispenser to remove spillage and leakage. No alterations will be permitted to dispensers. Replacement soap cartridges shall be of the type designed for the dispenser. Paper towel dispensers shall be maintained 3/4 full. When toilet paper roll is 2/3 used, it shall be replaced. Double dispensers shall not have less than 1 1/2 rolls combined and single dispensers not less than 1/2 roll. Waxed paper liners shall be used in all sanitary napkin disposal receptacles.
- e. Non-Carpeted Floors in Common Areas and Hallways- The Contractor shall remove all spots, spills, litter, soil, dirt gum, tar and other sticky substances from the floor. The Contractor shall use a broom and dustpan to remove accumulated soil and litter. The Contractor shall use treated dust mops on resilient tile, terrazzo and other smooth finished floor surfaces.

The Contractor shall dust mop floors that are coated with floor finish prior to mopping. Computer Room floors shall be vacuumed, using a HEPA vacuum cleaner.

The Contractor shall wet mop all non-carpeted floors with spots, spills, and obvious soils which cannot be removed by sweeping or dust mopping. The Contractor shall use detergent solution, mops, buckets with wringers, deck brushes, corner brushes, swivel pad holders, abrasive pads and putty knives to ensure floors are clean. **Note: Computer room floors shall NOT be wet mopped.**

Floor mats, trash receptacles and chairs shall be moved in order to mop the entire floor and then returned to their original location. After the floor has been mopped, it shall have a uniform appearance free of soils, stains, streaks, swirl marks, detergent film or any observable soil. In restrooms or exam/treatment areas, the Contractor shall use a germicidal solution instead of detergent solution. Mop heads shall be washed as often as necessary to be kept clean.

- f. Carpets in Common Areas and Hallways - The Contractor shall use a vacuum cleaner to remove soil and debris from all carpets, including entrance mats and other interior floor mats.

All vacuuming shall be performed using approved HEPA certified vacuum equipment. All vacuums shall be multi-filtered with an effective rating of .3 or better and shall be approved by the Contract Administrator prior to use.

The Contractor shall remove visible soil and debris from the carpet surface and from within the carpet pile and all furnishings shall be replaced in their original location. Staples shall be removed. The Contractor shall use hose and brush or crevice attachments to vacuum areas inaccessible to the carpet vacuum.

The Contractor shall use carpet stain remover, dampened utility brush, clean cloths, aerosol gum remover, and wet/dry tank vacuums to remove stains and gummy soil from carpeted areas, including floor mats when present. The Contractor shall blot or vacuum and scrape as much of the stain from the carpet as practical before applying carpet stain remover to the carpet. The Contractor shall spray carpet stain remover into the stain and use a utility brush if required. After the stain has dissolved, the Contractor shall blot, vacuum, and rub the stain in such a manner as to prevent spreading of the stain.

- g. Drinking Fountains - The Contractor shall use germicidal detergent solution, sponges, clean cloths, scrub pads and cream cleanser to remove all soil, streaks, smudges, etc. from drinking fountains and cabinets; then, disinfect all porcelain and polished metal surfaces including crevices and drain. Use dry cloths leaving the surface dry to the touch.

- h. Elevators – Elevator tracks shall be kept clean using a nonabrasive cleaner. Ceiling panels shall be removed, where possible, to be cleaned.

The elevator walls and area above ceilings shall be cleaned while ceiling panels are removed. Elevator walls, floors and doors shall be cleaned. The Contractor shall vacuum elevator floor(s) and door tracks and other areas such as corners and hard-to-reach areas.

- i. General Exterior Cleaning - This work shall be performed only at those sites which do not have Day Porter services. The Contractor shall provide litter, cigarette butt and general debris pickup and removal in lighted areas on the exterior grounds, parking areas, walkways, seating areas, gardens and planted areas that are within twenty (20) feet of the building perimeter and lighted employee break areas, if outside twenty (20) feet. All trash receptacles shall be emptied and trash removed from these areas and liners securely replaced. Cigarette receptacles shall be emptied. Dumpster areas shall be free of all litter and trash. The Contractor shall clean exterior entrance mats by hosing with water and/or vacuuming.

2. WEEKLY CLEANING

The following tasks shall be conducted once a week.

- a. Polishing -The Contractor shall polish stainless steel, chrome and brass surfaces with appropriate polishes and a soft cloth. The Contractor shall use clean cloths, glass cleaner, detergent and degreaser to remove smudges, fingerprints, marks, streaks, tape, etc., that polish cannot remove. The Contractor shall use a separate dry cloth to dry and buff. The Contractor shall polish all decorative bronze doors using appropriate waxes.
- b. Restroom Floor Drains - The Contractor shall clean restroom floor drains with a floor drain brush and cream cleanser and scrub pads to remove corrosion and tarnish. The Contractor shall pour a solution of germicidal detergent with a minimum of one (1) quart of water, down the floor drain to fill the drain trap and prevent the escape of sewer gas and drain flies.
- c. Restroom De-scaling - The Contractor shall remove scale, scum, mineral deposits, rust stains, etc., from the insides and outsides of toilet bowls and urinals. The Contractor shall use appropriate bowl cleaners, rubber gloves, associated protective clothing/gear and nylon bowl mops. Stainless steel toilet bowls and urinals require Stainless Steel Cleaner/Polish, no harsh or abrasive polishing cleanser (Comet, Ajax etc.) and no harsh chemicals (strong acidic or alkaline materials such as hydrochloric acid, sodium hydroxide etc.) shall be used on stainless steel toilet bowls or urinals.
- d. Low Dusting – The Contractor shall use HEPA certified vacuum dusting tools, treated dust cloths or HEPA vacuum cleaners with crevice tools, brushes and wall attachments to remove dust, lint, litter, dry soil, etc., from chairs, lamps, tables, counters, cabinets, shelves, ornamental flower

arrangements in common areas, and other furniture and building surfaces including but not limited to fabric partitions, ledges, partitions, and other fixtures and surfaces below and including the ceiling surface. County staff's personal items and electronic equipment shall not be disturbed. The Contractor shall use untreated lamb's wool dusting tools on pictures that have been pre-approved by the County for cleaning.

- e. Carpets in Staff Offices - The Contractor shall use a vacuum cleaner to remove soil and debris from all carpets. The specifications for vacuuming and spot cleaning carpets in staff offices shall be the same as those detailed above in the Section entitled Carpets in Common Areas and Hallways.
- f. Stairwell Cleaning - The Contractor shall inspect and sweep stairwells to keep them free of dirt, dust, cobwebs, trash and litter. If spills are evident, stairwells shall be damp mopped as needed.
- g. Floor Spray Buffing - The Contractor shall buff tile and terrazzo floors with which have a floor finish to restore a uniform gloss and protective finish. The Contractor shall first dust or damp mop in preparation for spray buffing. The Contractor shall use single-disc floor machines, buffing pads and spray bottles with spray buffing solution. The Contractor shall remove all over-sprayed buff solution from baseboards, furniture, trash receptacles, or other location other than the floor.

3. BI-MONTHLY CLEANING

The following task shall be conducted twice a month.

- a. Escalators - Escalator steps shall be cleaned with escalator cleaning equipment to ensure that dirt, lint, and foreign articles such as gum and food products are not embedded in the step grooves. Handrails, glass, and metal sides shall also be cleaned to remove all visible smudges, handprints, dirt or debris.

4. MONTHLY CLEANING

The following tasks shall be conducted once a month.

- a. Overhead Cleaning - The Contractor shall remove all visible soil and stains from all fixtures and surfaces from the floor up to and including the ceiling. This includes exposed surfaces of lights, grills, light fixtures, skylights, pipes, fire suppression systems, cables, ledges, walls, ceilings, vents, etc. The Contractor shall accomplish overhead cleaning by using damp sponges, or wall and ceiling cleaning equipment.
- b. High Dusting - The Contractor shall remove all dust, graffiti, spider webs, bugs, litter, etc., from all fixtures and surfaces from the floor up to and including the ceiling that are visible from the floor surface below or adjacent floor levels, balconies, stairs, etc. This includes exposed surfaces of lights, grilles, light fixtures, pipes, fire suppression systems, cables, ledges, walls, ceiling, ceiling mounted fans, vents, and areas around vents.

- c. Movable Storage Shelving - The Contractor shall use treated dust mops to dust mop under all rows of movable shelving. The Contractor shall use HEPA certified vacuum dusting tools to remove all dust, lint, litter, dry soil etc., from compact shelving tracks. Electronic equipment shall not be disturbed.
- d. Reconditioning of Finished Floors - The Contractor shall remove soil, scratches and scuff marks from the floor finish of non-carpeted floors and all finish and soil from baseboards, furniture and partition legs and bases, as well as the top layer of floor finish. After the top layer of floor finish has been removed, the Contractor shall apply at least two (2) coats of floor finish within one (1) inch of baseboards and furniture sitting directly on the floor. After the finish has dried, the reflection shall be uniform and no streaks, swirls or scratches shall be visible. All lightweight furniture shall be moved and replaced after the finish has dried.

5. DAY PORTERS

- a. The Contractor shall furnish Day Porters, in addition to the night cleaning crew, as required by specific facility sites. These sites are detailed on **Attachment "A"** with the days and hours required for each site. Day Porters shall provide the following services at a minimum:

- 1. Immediate Response: Spill cleanup on carpet and hard surface flooring. Other duties as required by the Contract Administrator or Contract Inspector.
- 2. Twice Per Shift:
 - EXTERIOR - Maintain exteriors of parking lot(s), exterior walkways, breezeways, entryways, planted areas and grounds within twenty (20) feet of the building perimeter to include the following:
 - a. Empty and re-line trash cans and cigarette urns
 - b. Pickup debris, litter and cigarette butts
 - c. Clean break areas (including those beyond the twenty (20) feet perimeter)

INTERIOR- Maintain interiors of buildings in common areas to include the following:

- a. Spot clean restroom fixtures, drinking fountains, public-use telephones, counters, floors and walls
- b. Restock restroom and break area paper supplies and soap dispensers.
- c. Dust and Sweep lobby and break areas
- d. Empty and re-line trash receptacles.

Day Porters shall have a cell phone furnished by the Contractor and provide cell phone number to County staff. Day Porters shall respond to calls made during working hours within five (5) minutes.

6. DOCK MASTERS

1. Location and Hours of Operation
 - a. Orange County Courthouse, 425 N. Orange Avenue, 6:30 am to 5:00 pm, Monday through Friday
 - b. Orange County Administration Center, 201 S. Rosalind Street, 7:00 am to 5:00 pm, Monday through Friday
 - c. Relief personnel required for breaks and lunch for both sites
2. The Loading Dock Masters shall report to the Support Specialist, Downtown District.
3. The Dock Masters shall have a cell phone furnished by the Contractor and provide cell phone number to County staff. Dock Masters shall respond to calls made during working hours within five (5) minutes.
4. Dock Master Duties shall include the following:
 - a. Responsible for overall operations of the loading dock:
 1. The Dock Master shall maintain the dock, associated parking and vehicle handling areas in a neat, clean, and safe condition at all times. This includes bays, gates, hydraulic docking station, trash compactors, freight elevator, dumpsters, and all equipment associated with the loading dock.
 2. The Dock Master shall coordinate and control the arrival, parking, docking, loading and unloading of all materials and supplies delivered to or removed from the Courthouse via the loading dock and associated parking areas. The Dock Master shall notify building occupants of deliveries and expedite removal from the dock. The Dock Master shall coordinate and supervise any vehicles using the loading dock bays to back into the bays, hook up to the elevated ramps, release from the elevated ramps and operation of bay doors.

The Dock Master shall post and maintain signage that requires vehicles to turn off engines when in the dock area. The Dock Master shall keep all bay doors closed and secured when not in use.

The Dock Master shall notify security of any shipments or dock activity expected when the dock master is not staffed.

3. The Dock Master shall maintain a written log of shipments entering or leaving the dock. Log shall include company providing delivery and license plate number, what the item(s) are, and who is receiving the shipment. The Dock Master shall not allow any drop offs of unscheduled items without verifying that the shipper's point of contact has confirmed the delivery.
 4. The Courthouse Dock Master shall control and maintain the inventory of County-owned load handling equipment in the dock area (hand trucks, pallet jacks, small carts, etc and keep equipment locked up until issued. The Dock Master shall maintain an accountability log on these items.
 5. The Courthouse Dock Master shall monitor and control the safe and correct operation of the freight elevator. The Dock Master shall instruct all users in its proper use. The Dock Master shall ensure doors are kept closed at all times when not in use. The Dock Master shall maintain the basement area foyer to the freight elevator clean and free of shipments, boxes, pallets and other debris.
 6. The Dock Master shall ensure that the external recycling and garbage dumpsters are locked at all times and issue keys as necessary.
- b. Coordinate with the assigned Orange County Sheriff's Office (OCSO) Deputy and with the County's contracted Security Guard(s) to maintain the security of the building.
1. The Dock Master shall maintain a delivery schedule where possible and actively question and scrutinize unscheduled deliveries. The Dock Master shall maintain control of all shipments entering the loading dock. The Dock Master shall inspect incoming vehicles when necessary before allowing entry into the bay. The Dock Master shall assist Security in the examination and scanning of parcels and packages entering the dock.
 2. The Dock Master shall monitor and control parking in the loading dock area and adjacent vendor parking areas (open and gated reserve).

The Dock Master shall log driver and vehicle information in the OCSO Logbook.

3. The Dock Master shall coordinate material delivery for contractors working in or on the buildings.
 4. The Dock Master shall assist the OCSO Deputy and contracted Security Guard(s) in expediting fire and emergency team response to building emergencies via the loading dock.
- c. On a daily basis, the Dock Master shall:
1. Sweep, wash down and/or machine blow the loading dock bay area clear of any debris.
 2. Inspect and refill as necessary the trash compactor deodorizing equipment for proper operation.
 3. Clean and wash down the area around the compactor.
 4. Inspect the reserved parking lot gates for proper operation.
 5. Raise the US. State and County Flags at the Courthouse as required.
 6. Ensure debris (mulch, gravel, etc.) is blown free of all walkways, driveways, etc. in the vicinity of the dock and parking areas, including reserve parking lot.
- d. The Dock Master shall ensure the compactor, recycle dumpster and other garbage dumpsters are accessible for scheduled pickups by placing the appropriate barriers and signs in parking spaces immediately in front of and across from these areas.
- e. Loading Dock Cleaning - Entrances, landing, steps, floors and other areas of the loading dock shall be clean and free of litter, debris, dirt, grease and grime. Oil spills, stains, and other vehicle fluids will be neutralized and removed by using high pressure sprayer/washer and hot water, degreaser, scrapers, brushes, etc. Entrances, landing, floor, steps, and other areas of the loading dock shall be washed and cleaned by using high-pressure sprayer/washer quarterly at the Courthouse location only.

7. SPECIAL PROJECT WORK

The following services shall be performed per the below schedule and/or on an as-needed basis. The Contractor shall submit in writing a complete schedule of all Project Work specifying the date the work will begin for all locations to the Contract Inspector. The Contract Inspector shall approve the Project Work schedule prior to the commencement of any Project Work. No changes shall be allowed without a minimum of two (2) weeks written notice and approval by the Contract Inspector.

a. QUARTERLY PROJECT WORK

The following work shall be conducted quarterly.

1. Interior Windows and Window Treatments - The Contractor shall use glass cleaner, metal polish or cleanser, detergent, stepladders, soft cloths, squeegees, etc., to remove soil, tape, grease, smoke, spots and stains from interior windows and glass ledges, doors and partitions. The Contractor shall notify the Contract Inspector immediately upon notice or occurrence of any broken glass. All window treatments, including drapes, vertical and horizontal blinds shall be cleaned by the appropriate means. Buildings in Lot A shall only have the windows in entrance doorways cleaned. No other interior windows shall be cleaned in Lot A.
2. Machine Scrub Non-Resilient Hard Surface Floors - The Contractor shall use electrically powered floor machines with scrubbing brushes with detergent or degreaser solution to remove soil and stains from floor surfaces such as concrete, brick or pavers, grouted tile and other such uneven or rough floors and from baseboards, furniture and partition bases and legs. The Contractor shall use wet/dry vacuums to pick up the scrubbing solutions or wet mops, buckets and wringers in areas inaccessible to a tank vacuum. The Contractor shall rinse the floor with clean water after picking up the scrubbing solution. The Contractor shall remove all splash marks on walls, baseboards, furniture and other surfaces.
3. Carpet Cleaning, Extraction/Shampoo - The Contractor shall remove carpet stains, completely vacuum, shampoo using water extraction equipment and supplies, and completely re-vacuum all carpet in the specified area. The Contractor shall shampoo areas, such as corners, which are inaccessible to the equipment with manual scrubbing devices. When extraction shampooing, the entire office/room/area is to be shampooed. All lightweight furniture shall be moved and replaced after the carpet has dried.

In areas where water extraction techniques cannot be used, due to carpet construction, installation or other performance issues, dry powder, dry foam or other comparable methods may be used, with the prior approval of the Contract Administrator.

4. Carpet Cleaning, Dry Method –The Contractor shall completely vacuum, remove carpet stains, clean using chemical cleaning products, equipment and supplies. The Contractor shall clean areas, such as corners, which are inaccessible to the equipment with manual scrubbing devices. Walk off mats, entrance mats, or other interior floor mats shall not be placed on damp floors. All lightweight furniture shall be moved and replaced after the carpet has dried. The Contractor shall maintain all carpet with a low moisture process. Note: **Wet Carpet shall be dry within forty-five (45) minutes of cleaning, without the use of air movers, at normal HVAC levels.**

The cleaning agents used shall consist of fluorochemical dispersion and anionic detergents with a PH no greater than 7.0. The Contractor shall specify chemistry to be used. All cleaning chemicals shall be environmentally friendly, biodegradable, and phosphate free. **Note: Water extraction, shampooing, dry powder, dry foam and any bonnet or rotary process are not permitted at the Regional History Center.**

5. Exterior Pressure Washing – (All buildings in Lot A, Lot B and Lot C only). The Contractor shall use a high pressure sprayer/washer and hot water, degreaser, anti-mildew agent, scrapers, brushes, etc., to remove soil, litter, grease, oil, gum, tar, mildew, mold, from entrance overhangs, soffets, sally ports, walkway overheads, entry overheads, ramps, adjacent walls, entryways, sidewalks and dumpster storage areas. The Contractor shall pressure washing exterior furniture, including chairs, benches, tables, etc. located at smoking pavilions, employee break pavilions, and patio areas. The following areas shall be pressure washed at the locations specified:
 1. Fuel pump areas at the East Side Complex and Sheriff's Fleet Maintenance
 2. Medical Examiner's Sally Port and Loading Area
 3. Juvenile Justice Center interior holding cells
 4. Judges' parking garage at the Juvenile Justice Center
 5. Entire plaza area of the Courthouse
 6. Judges' parking areas at the Courthouse complex
 7. Sally ports at the Courthouse complex
 8. Plaza areas of the Administration Building
 9. Smoking Pavilions at the Orange County Courthouse
 10. Employee Break Pavilions at Juvenile Justice Center and Internal Operations Centre I and II
 11. Internal Operations Centre II Patio Area on South Street
 12. Loading Dock area at the Regional History Center

b. ANNUAL PROJECT WORK

The following work shall be conducted annually.

1. Stripping and Waxing – The Contractor shall use an approved single disc floor machine, scrubbing and/or stripping pads, putty knife, approved pads, mop, mop bucket and wringer, detergent solution and rust remover. The Contractor shall use wet/dry tank vacuums except in areas where its use is not practical or effective. The Contractor shall use manual scrubbing devices in areas inaccessible to the floor machine. The Contractor shall use a wet/dry tank vacuum to pick up detergent or stripping solutions except in areas where its use is not practical. The Contractor shall rinse all floor surfaces at least twice with clean water when detergent solutions or floor finish remover has been applied. The Contractor shall not use excessive amounts of water on VCT floors, so as to damage or delaminate the flooring from the sub-floor. Walk off mats, entrance mats, or other interior floor mats shall not be placed on damp floors. The Contractor shall protect floor mounted electrical outlets, so as to prevent water or floor finish infiltration or build up. The Contractor shall use a fine strand rayon mop to apply all floor finishes. The Contractor shall ensure that there is no excessive build up of wax or floor finish on/or around floor drains.

SPECIAL NOTE: Floor stripping equipment shall not exceed 300 revolutions per minute (RPM). All floor chemicals shall be used in strict accordance with manufacturer's specifications. Area shall be clearly marked with safety signage during the work process and until the floor finish is completely dry.

The Contractor shall completely remove all nonpermanent floor finish and sealer from resilient floor tile, baseboards, furniture, partition legs, and bases. After the floor finish has been removed, the Contractor shall apply at least two (2) coats of floor sealer and three (3) coats of floor finish to resilient floor tile. After the finish has dried, the reflection shall be uniform and no streaks, swirls or scratches shall be visible. All lightweight furniture shall be moved and replaced after the finish has dried.

c. AS-NEEDED PROJECT WORK

The following work will be requested by the County as needed. Upon request, the Contractor shall prepare a quote (based upon Contract pricing) and prepare a schedule for each:

1. Clean and shampoo upholstered furniture and fabric panel work stations – The Contractor shall provide an hourly rate as the basis for this work. The Contractor shall use shampoo, stain remover and foaming type upholstery shampoo equipment to remove all soil and stains and then apply a soil retardant to the fabric portions of seats and work station fabrics. All brushing and vacuuming both before and after shampooing shall be repeated until there is no longer evidence of dry soil or shampoo residue in the fabric.

Chewing gum and other gummy soils shall be removed with gum remover, putty knife and stiff bristled utility brush. The Contractor shall pretest the compatibility of the shampoo with the fabric by applying a small amount to a detached swatch of the material, if available, or to a small, inconspicuous part of the fabric on the chair. Any area of the fabric that is inaccessible to the equipment shall be shampooed with foam from the machine and manual scrubbing devices. Non-fabric parts of the chair or furniture shall be wiped with neutral detergent and a clean cloth or sponge to remove shampoo residue and dry soil.

2. Strip and Refinish Floors – The Contractor shall provide a square foot cost for additional stripping and refinishing. The cost per square foot shall include all materials, labor, and equipment necessary to perform the work.
3. Truck Mount High Pressure Carpet Cleaning – The Contractor shall provide a square foot cost for Truck Mount High Pressure Carpet Cleaning to be performed as needed. The cost per square foot shall include all materials, labor, and equipment necessary to perform the work. If a sub-contractor is anticipated for this work, the cost per square foot shall include any supervision, overhead, or related costs incurred by the Contractor to provide this service. Any subcontractor shall be required to meet the insurance requirements as specified in this contract.
4. Exterior Window Cleaning - The Contractor shall provide an hourly rate as the basis for this work. The Contractor shall use appropriate window washing equipment and supplies to remove all soil, tape, grease, smoke, spots and stains from the exterior sides of glass and framework in exterior walls and doors for single story buildings. The Contractor shall wash exterior glass at times that do not interfere with pedestrian traffic.
5. Event Support – The Contractor shall provide janitorial support for events sponsored by County or non-County individuals or groups that require after-event cleaning services beyond the scope of this contract. The Contractor shall provide an hourly rate as the basis for this work. Charges for these services must be paid to the Contractor through separate arrangements between the Contractor and the event client.

SPECIFICATIONS

OPERATIONAL REQUIREMENTS

1. CLEANING CHEMICALS

- a. The Contractor shall provide all cleaning supplies to perform the work detailed herein. All products used shall be “green” cleaning products, meeting the Green Seal Environmental Standards and have the Green Seal of approval on the label.

The approved list of chemicals shall be submitted to the Contract Administrator prior to the commencement of the contract. Any new products to be introduced during the contract shall be approved by the Contract Administrator. Bleach and/or ammonia shall not be used without the prior approval of the Contract Administrator.

The following cleaning products to be used in this contract are as follows:

1. All purpose cleaner
2. Glass cleaner
3. Neutral disinfectant
4. Carpet cleaner
5. Industrial cleaner
6. High dilution disinfectant

- b. Containers and labeling

All chemical containers shall be purchased, brought on-site in ready to use containers, and stocked in closets with the original manufacturer's label that includes the name, address, phone number, instructions for use, warnings and safety instructions, and the Material Safety Data Sheet (MSDS) as required by federal statute. All chemical containers shall have the manufacturer's quality control batch numbers included on cases or containers. All solution bottles and spray bottles shall be safety containers that are safe for handling for their intended use, labeled with a label provided by its manufacturer or with a photocopy of the label from the chemical container.

The Contractor shall develop and implement procedures to ensure its employees use chemicals in accordance with the instructions of the chemical manufacturers. No hand mixing or dilution of chemicals will be allowed. Automated or specially designed and calibrated chemical mixing systems may be used, provided that Contractor's employees can exhibit adequate training on the system to ensure proper mixing and solution rates. All cleaning chemicals shall be disposed of per manufacturer's specifications. At no time shall cleaning chemicals be disposed of in storm drains.

c. Slip Resistance

The Contractor shall verify that all floor finishes, seals, spray buff solutions, and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. The Contractor shall immediately report any observed instances of slippery or slick floor to the Contract Administrator or Contract Inspector.

d. Germicidal Properties

The Contractor shall use a germicidal detergent that bears the Environmental Protection Agency Registration Number.

e. Chemical Compatibility

Floor finish, floor finish remover, floor seal, spray buff solution, detergent, and sealers shall be compatible and/or be available from the same manufacturer.

2. TOOLS AND EQUIPMENT

The Contractor shall use and furnish high quality, industrial and/or commercial type tools and equipment to properly perform the services defined in the contract. The Contractor shall provide a list of these items to the Contract Administrator prior to commencement of the contract. Any new tools and equipment to be introduced during the contract shall be approved by the Contract Administrator. Orange County reserves the right to refuse the use of any tools and equipment, ineffective, inferior, or with safety concerns. Failure to comply with this requirement may result in a notice to cure or termination of the contract.

a. Operations and Maintenance

The Contractor shall maintain a complete set of operating instructions for all equipment and tools used in the performance of the contract. This information shall be stored on-site in the janitor closet approved by the Contract Administrator. The Contractor shall ensure that all tools and equipment used by its employees shall be used in accordance with the manufacturer's instructions and meet all applicable safety requirements.

The Contractor shall develop and implement adequate procedures and controls to ensure that all tools and equipment remain in good, clean and operational condition at all times. The Contractor shall inspect all tools and electrical equipment on a quarterly basis. Any piece of equipment deemed dangerous or inoperable shall be removed from service until appropriate repairs can be made. All equipment and tools shall have non-marking wheels, adequate bumpers and guards to prevent marking or scratching of fixtures, furnishings or building surfaces.

The Contractor shall maintain adequate quantities of backup equipment at all times during the term of the contract.

3. SUPPLIES

- a. The Contractor shall only use recycled paper products and “Green Seal” hand soap to provide the work detailed herein. The following supplies are to be used in this contract are as follows:

- Toilet Tissue
- Toilet Seat Covers
- Paper Towels
- Sanitary Napkins Disposal Bags
- Trash and Garbage Can Liners
- Hand Soap

- b. All paper products shall fit properly in, and otherwise be fully compatible with current Orange County dispensers. The County will provide Contractor specifications for paper-type for each dispenser. Dispensers will be furnished and installed by the County unless the Contractor can supply the dispensers at no cost to the County.

The County standard for paper product dispensers shall be:

1. Large single-roll, paper towel dispensers for general building use.
 2. Triple or quad roll, plastic toilet paper dispensers shall be used where space is available in restroom stalls.
- c. Orange County reserves the right to discontinue any product determined ineffective.
- d. Environmentally preferable paper products shall meet these minimum standards:
1. Bathroom Tissue – Minimum 100% Recovered materials and 20% Post- Consumer content.
 2. Toilet Seat Covers – Minimum 100% Recovered materials and 40% Post- Consumer content.
 3. Paper Towels and general purpose industrial wipes – Minimum 100% Recovered materials and 40% Post-Consumer content.
 4. Plastic Trash Bags – Minimum of 25% Post-Consumer content.
- e. There shall be no request for any price increase due to an underestimation of supply usage by the Contractor.
- f. Due to the nature of business conducted in Orange County buildings, and the unpredictability of the volume of public traffic, the Contractor shall expect to supply as much as 100% over and above usage typically used in private commercial buildings.

DISCLAIMER: This information is provided solely for the convenience of the bidders and Orange County does not warrant its accuracy regarding the quantity of paper products and supplies that may be consumed. Prospective bidders shall rely on their experience and expertise to forecast projected usage for bidding purposes.

4. ADDITIONAL WORK AND SPECIAL ASSIGNMENTS

In addition to the routine work specified herein, the Contractor shall provide additional janitorial services for special assignments as required by Orange County. Pricing for such additional work or special assignments shall be obtained prior to commencement of the work at a price to be pre-agreed upon by both parties. Such work will be procured via purchase order issued by Orange County or by Purchase Card (if amount is under \$1,500.00.) The Contract Administrator shall approve all additional work or special assignments.

In situations deemed necessary by the Contract Administrator, the Contractor shall have their required personnel on site, equipped and ready to work within three (3) hours of initial notification, seven (7) days a week, twenty-four (24) hours a day. Meetings, night court (where appropriate), etc., that continue past the normal 5:00 AM ending work time, or circumstances that require additional services on weekends, holidays, or early morning hours (prior to 8:00 AM), the Contractor shall furnish employees, at the Contract Administrator's discretion, for clean up requirements at an agreed upon additional charge to Orange County.

5. CONTRACT ADMINISTRATOR AND CONTRACT INSPECTION

- a. The Facilities Management Manager will assign a designee who will serve as the Contract Administrator for this contract and the sole representative in regards to enforcement/performance. At no time will any other County employee supersede the Contract Administrator's decisions/authority with respect to this contract. One or more employees of the County may be designated by the Contract Administrator as Contract Inspectors to monitor and inspect performance and progress of the services provided under this contract.
- b. Any failure of the Contractor to comply with the provisions of this contract shall be called to the attention of the Contractor by the Contract Inspector. The Contractor shall acknowledge receipt and provide corrective plan within twenty-four (24) hours of receipt of notification of all compliance issues reported by the Contract Inspector. The Contract Inspector shall, in no instance, have the authority to act as foreman or supervisor for the Contractor and shall not interfere with the Contractor in the supervision or direction of their employees. Any advice provided to the Contractor by the Contract Inspector shall in no way be construed as binding upon the Contractor or release the Contractor from fulfilling the provisions of the contract.

- c. The Contractor shall maintain adequate records to justify all charges, expenses and costs incurred in estimating and performing the work for at least three (3) years after completion of this contract. The County will have access to such books, records and documents as required in this section for the purpose of inspection or audit during normal business hours, at the Contractor's place of business.

6. STAFFING

- a. Non-Working Supervisors - The Contractor shall provide a minimum number of trained and qualified Non-Working supervisors per bidding lot, with a minimum of five (5) years of supervisory experience.
 - 1. Lot A – Courthouse and Juvenile Justice – six (6) supervisors (one per building)
 - 2. Lot B – Downtown Buildings – three (3) supervisors
 - 3. Lot C – Community Centers – four (4) supervisors (two for all East District buildings; two for all West and Central District buildings)
 - 4. Lot D – Public Safety Buildings – three (3) supervisors (one for Sheriff's Complex; two for all other buildings)
 - 5. Lot G – Utilities – two (2) supervisors

Each Supervisor shall be capable of verbal and written communication in the English language. Supervisors assigned under this contract shall not engage in supervision or performance of services for any other customer of the Contractor.

Supervisor shall complete **Attachment "B" Quality Assurance Form** on a daily basis and submit to Contract Inspectors no later than the first working day following the first day of each month for the previous month.

Supervisors shall conduct a daily spot check of each location within their Lot at the start and end of each shift. Supervisors shall conduct joint inspections with the County's Contract Inspector upon request.

- b. Crew Leaders - The Contractor shall provide a minimum of one (1) Crew Leader for each building or complex (County property with more than one building) on each Lot. All Crew Leaders shall carry a cell phone, provide cell phone number to County staff and respond to all calls within fifteen (15) minutes during working hours.
- c. Staffing Levels - Non-Working Supervisors, Crew Leaders and Cleaning Staff shall be of an adequate number to maintain the Contract specifications and scope of services. The County reserves the right to require additional staffing at any location where the Contract specifications are not being met, at no additional cost to the County.
- d. Contractor staff shall maintain a log at each building which states the name of the Non-Working Supervisor, Crew Leader and cleaning staff and indicates the time clocked in and out and number of hours spent at each location.

- e. The County may request the Contractor remove any employee if it is determined that services are not being performed in accordance with the terms and conditions of this contract. Should employee shall be assigned to another contract, terminated, or resign, the Contractor shall have seven (7) calendar days to replace the employee.

NOTE: The County's request to remove any employee from this contract shall not be considered a request to terminate the affected individual. The sole intent is removal from this contract.

7. KEY CONTROL AND BUILDING ACCESS CONTROL

The Contractor shall adequately secure all keys, electronic devices, access control cards, entry devices, and codes provided by the County for each site. Each set of keys shall be permanently secured and numbered to eliminate the removal or addition of keys. All key sets shall be returned to the designated site at the end of each cleaning shift.

NOTE: Managers and Supervisors of the Contractor are permitted to keep keys offsite if approved by the Contract Administrator. All costs associated with the loss of keys or electronic key devices shall be the responsibility of the Contractor. These costs include materials, labor, and costs associated with replacement of keys, locks, lock mechanisms, lock cores, or related materials; and additional labor costs incurred by the County to provide security services to the site in question until locking systems are restored. The Contractor shall be charged \$25.00 for each replacement electronic access card.

When the Contractor enters an occupied/unlocked building to provide services, the Contractor shall begin work, and shall lock all exterior doors at a time designated by the Contract Administrator or Contract Inspector. All exterior doors shall remain locked during the work shift, and shall be checked to ensure security when leaving the building at the end of each work shift. Upon completion or termination of the contract, all keys and electronic key devices shall be returned to the Contract Administrator. If the Contractor is unable to return any keys or electronic key devices at the end of the contract for any reason, the Contractor shall be liable for all costs associated with the rekeying or replacement of locking systems. Any payments pending and due the Contractor will be withheld until all keys and/or electronic key devices are accounted for until all costs associated with rekeying or replacement of locking systems has been reimbursed to the County by the Contractor.

If at any time, the Contractor causes a "false" emergency alarm to be sent to local law enforcement or fire rescue, the Contractor shall reimburse the County as the same rate for any "false" alarm charges incurred by the County.

8. ENERGY CONSERVATION

The Contractor shall comply with all energy conservation practices of the County. The Contractor shall not change thermostat settings at any time. The Contractor shall turn off all lighting when exiting each area of a work site.

In situations where energy management systems have shut off lighting, the Contractor may manually turn on lighting, but the lighting shall be turned off again when leaving an area.

9. SAFETY/TRAINING

- a. All flammable or combustible materials shall be removed from County facilities at the end of the work shift.
- b. The Contractor shall provide and use adequate barricades and signage for safety purposes, protect buildings, personnel, cordon off hazardous work areas, during and after the performance of services. All generally accepted and government required safety practices shall be followed. All debris, equipment and supplies shall be removed from County property or moved to the appropriate storage area at the end of each work shift including weekends and holidays.
- c. The Contractor shall create and administer a Hazard Communications Program for all employees, which covers all applicable issues regarding chemicals and their usage on the job. The Contractor shall include a copy of this program prior to award of a contract.
- d. The Contractor shall submit acknowledgement of staff safety training annually and upon hire of any new employee used for the Contract.

10. NEEDED REPAIRS

The Contractor shall promptly notify the Contract Inspector, in writing, of repairs or damages to soap, toilet paper, paper towel, and other restroom dispensers including malfunctioning fixtures, and building components such as paint, grout, baseboards, counter tops, doors, and finished surfaces which are observed during the performance of services.

11. NON-PERFORMANCE OF SERVICES

Services will be considered not to have been performed when any one or more of the following conditions exist:

- a. Services at a site were not performed in strict accordance with performance specifications and standards or not performed at the specified frequency.
- b. Services were not performed within the scheduled hours.
- c. Facility was not safely secured when leaving at the end of a work shift or any other breach in security.
- d. Failure to provide adequate staffing to meet the operational needs of the contract.

- e. Failure to respond with acknowledgement and action plan within twenty-four (24) hours of receipt of notice of issues from any Contract Inspector.

12. CONTRACT DEDUCTIONS

- a. Deductions, as determined by the Contract Administrator will be made against the monthly invoices submitted by the Contractor for the regular janitorial services performed under the scope of this contract. These deductions are considered Liquidated Damages and are not considered penalties.

The Contractor will be notified, in writing, by the Contract Administrator, in a timely manner, of any deductions prior to the application of said deductions against the Contractor's monthly invoice.

- b. Deductions shall be made for:
 - 1. Keys and Key Access (ID) Cards: for replacement of lost keys and Key Access (ID) Cards, and in instances where cards are not returned to Facilities Management within forty-eight (48) hours of Contractor's separation of employment, a deduction will be made at the rate of \$25.00 per occurrence.
 - 2. Securing of Building Location/Area: in instances where the Contractor has failed to secure Exterior Building entrances, Building perimeter gates, or Locked Interior Spaces after the completion of regularly scheduled work under the terms of this Contract, a deduction will be made at the rate of \$75.00 per occurrence. This deduction is in addition to any fees the County charges for "false" alarms.
 - 3. Commingling Trash and Recycling: If at any time, the Contractor is found disposing of recyclables in trash dumpsters or mixing trash and recycling, a deduction will be made from any monies due or to become due the Contractor at the rate of \$75.00 per occurrence.
 - 4. Improper Disposal of Cleaning Chemicals: If at any time, the Contractor is found improperly disposing of any cleaning chemicals, as deduction will be made from any monies due or to become due to Contractor at the rate of \$100.00 per occurrence.

13. LEGAL HOLIDAYS

- a. Legal holidays, when most County buildings will be closed to the public, are as follows:
 - 1. New Year's Day
 - 2. Martin Luther King Day
 - 3. Memorial Day
 - 4. Fourth of July
 - 5. Labor Day

6. Thanksgiving Day and the Friday after Thanksgiving Day
 7. Christmas Day
- b. The Contractor shall not be required to provide janitorial services on Legal Holidays for the majority of County Buildings under this contract except for the following locations:
1. Lot B – Regional History Center
 2. Lot C – Medical Examiner's Office
 3. Lot D – Sheriff's Central Complex
 4. Lot D – Fire Rescue Headquarters
 5. Lot D – Sheriff's Special Investigations
 6. Lot E – Solid Waste Landfill – Foreman's Office (Closed Christmas Day)
 7. Lot E – Solid Waste Landfill – Old Scale House (Closed Christmas Day)
 8. Lot E – Solid Waste Landfill – New Scale House (Closed Christmas Day)
 9. Lot E – Solid Waste – L B McLeod Road Transfer Station (Closed Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day)
 10. Lot E – Solid Waste – Porter Transfer Station (Closed Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day)
- c. If a County building is closed due to a declared County emergency, the Contractor will not be required to provide service. The Contractor's invoice shall be reduced by one thirtieth of the monthly charge for each service day not worked.

14. TIME SHEETS/TIME CLOCKS

The Contractor shall place either a weekly time sheet or time clock in the primary janitorial closet of each site. All employees of the Contractor shall be required to utilize the time sheet or time clock upon entry and exit from the building. This includes all cleaning staff, supervisors and crew leaders.

15. PARKING

The County shall identify parking locations for the Contractor's staff. Any cost associated with parking shall be paid by the Contractor or Contractor's employee. Orange County will not be responsible for any damage to the vehicles while parked on Orange County property. Vehicles towed from Orange County property shall be at the expense of the Contractor or Contractor's employee. Contractor and Contractor's employee vehicles shall be properly identified with identification prominently displayed on the dashboard. Such identification shall be pre-approved by the Contract Administrator.

16. SCAVENGING

The Contractor shall develop, implement and maintain adequate procedures to ensure that no employee(s) of the Contractor scavenge any items from any County buildings or properties.

17. SECURITY AND IDENTIFICATION

A. All costs for background investigations shall be Contractor's responsibility. The County will have the right to request any additional investigative background information including, but not limited to, the employment record, Right-To-Know records, E-Verify system records (if the Contractor uses this service as a means to determine employment eligibility, available through www.uscis.gov), training records, payroll records, position for which hired including site location of any personnel assigned to perform the services. The Contractor shall furnish, in writing, such information to the extent allowed by law, prior to commencement of services. The County reserves the right to conduct its own investigation of any employee of the Contractor.

B. Background Checks for the Contractor's staff shall be approved by the County prior to working in any County facility. Contractors are responsible for obtaining the necessary forms for background checks as follows:

1. For all Contractor's staff that will be working at the Courthouse Complex or Courthouse related facilities, including the Juvenile Justice Center, Sheriff's Central Complex or any Sheriff related facility- request forms from the Facilities Management Security District via e-mail from Michael.Scott@ocfl.net
2. For all Contractor's staff that will be working at other Orange County facilities - submit a completed FDLE form found at www.fdle.state.fl.us/ (there is a cost to the contractor) via e-mail to Bruce.Heffelbower@ocfl.net for approval.

For security purposes and to maintain privacy when submitting FDLE Background Checks via e-mail the subject line of the email shall contain the following: ***EXEMPT***

Due to the time required to process background checks, the Contractor should allow 2-3 weeks turn-around time. Each County Representative will inform the contractor of their Background Check results.

Upon Background Check approval, the Contractor's staff shall go to the Orange County Human Resources office located at 450 E. South St., Orlando, FL 32801 with an Affidavit of Identity form (issued by Contractor, sample form in contract documents) and a State of Florida I.D. or Driver's License to obtain their Orange County photo I.D. badge.

- C. Contractor personnel assigned to, or working within the State Attorney's Office at the Orange County Courthouse or the Juvenile Justice Center shall be required to complete the following minimum screening procedures: A State of residency and national fingerprint-based record check shall be conducted for all contract personnel who have direct access to the State Attorney's building. Access to the State Attorney's building or Juvenile Justice will be denied until said record check is performed and approved by the State Attorney or Orange County Sheriff's representative assigned to review such records.
1. All requests for access shall be made as specified by the State Attorney or Orange County Sheriff's Office.
 2. Prior to granting access to the State Attorney's building or Juvenile Justice, all Contractor employees shall be subject to verification of identification via a state of residency and national fingerprint-based record check. If the employee resides in a different state other than Florida, the employee's verification shall be conducted using the state of their residency's and national fingerprint-based record check and execute a NLETS CHRI IQ/FQ/AQ query using purpose code C, E, or J, depending on the circumstances.
 3. If a record of any kind is found, the State Attorney and Sheriff Office shall be formally notified, and building access for that employee shall be delayed pending review of the criminal history record information. The Contractor will be notified as to the pending delay.
 4. When identification of an employee with a criminal history has been established by fingerprint comparison, said criminal history will be reviewed by the State Attorney or Sheriff's Office to determine whether the employee will be granted access.
 5. A Contractor employee found to have a criminal record consisting of felony conviction(s) will be disqualified, and denied access to the State Attorney's building.
 6. A Contractor employee shall also be denied access on the basis of confirmation that arrest warrants are outstanding for said employee.
 7. The State Attorney or Sheriff's Office will maintain a list of Contractor personnel who have been authorized access to the State Attorney's building and the Juvenile Justice Center.
 8. A Contractor's employee with a record of misdemeanor offense(s) may be granted access the State Attorney's building or Juvenile Justice if it is determined that the nature or severity of the misdemeanor offense(s) do not warrant disqualification. The decision of the State Attorney or Sheriff's Office shall be final.

- D. Contractor's employees will not be allowed to work in Orange County facilities without completed and approved background investigations.
- E. Upon termination or transfer of any employee of the Contractor working under this contract, the Contractor shall immediately notify the County's Representative, in writing, of such termination or transfer and return said employee's Orange County photo I.D. badge to the Facilities Management Division Contract Administrator.
- F. The Contractor shall report the arrest of any employee working under the terms of this contract to the County's Representative within twenty four (24) hours of the arrest or knowledge of the arrest. It shall be subject to the approval of the County whether the employee shall continue to work at County locations within this contract.
- G. The Contractor shall remove from County premises any of his employees who, in the opinion of the County's Representative, is not performing the services in a proper manner or does not comply with the rules and regulations of the County. The Contractor shall in no way, interpret such removal to require dismissal or other disciplinary action of the employee. The County's Representative will request that anyone suspected of working under the influence of alcohol or controlled substances be removed from the workplace. The Contractor shall establish, implement and maintain procedures and controls to ensure that their employees comply with all applicable provisions of the contract and all site rules and practices of the County
- H. The Contractor shall not use employees of any temporary help-type employment agency to supplement his work force in County buildings for any reason. Only Contractor employees shall be used to perform the required services of this contract unless otherwise approved, in writing, by the County's Representative.
- I. The Contractor shall prevent its employees from tampering with any owned items of County employees or County owned property or entering into any area unless required in the performance of the services.
- J. Contractor personnel are required to wear uniforms and employer identification badges displaying their company name to adequately identify them as company staff. The contractor shall ensure that all of its employees are clean, neat and appropriately attired during performance of the services.
- K. The Contractor shall ensure all employees prominently wear the ID badge on the front of his or her uniform at all times while on County premises.
- L. Access to a site shall be coordinated through the County's Representative.

- M. Sixty (60) days prior to each Contract renewal or contract end, the Contractor's Orange County photo ID badge will be inventoried by the Facilities Management Division Contract Administrator. At that time, the Contractor will be advised of any missing ID cards. If any ID Cards are missing, the Contractor will be charged a \$25.00 fee per each missing ID badge.

18. SECURITY REQUIREMENTS FOR UTILITIES DEPARTMENT SITES

Contractor staff assigned to work within Orange County Utilities Department facilities shall be required to have a Level II background check. The following background checks shall be performed on individuals as directed and ordered by the County. The Contractor shall perform all background checks in accordance with all applicable federal, state and local laws, regulations and ordinances.

LEVEL II (Past 10 years)

- a. Identification Verification
- b. Selective Service Status (registered/unregistered)
- c. Clerk of Courts by County of Residence
- d. Employment Verification
- e. DMV by State of residence
- f. Military Service Verification
- g. Professional License & Certification Check
- h. Fingerprint Check
- i. Credit/Fraud Check

The cost of each background check performed shall be borne by the Contractor and shall also include any and all miscellaneous expenses associated with the background checks.

Background checks shall be ordered by and released to an authorized County Utilities representative. All background checks shall be accomplished and submitted to the authorized County representative at Utilities within five (5) working days from request. The background check shall have been accomplished, reviewed and approved by the authorized County Utilities' representative prior to any assignment or work taking place on County Utilities' property.

Once approved, the individual members of the Contractor's team shall be available to perform their duties for the duration of the contract. This Level II background check shall be applicable to any Sub-Contractor authorized to perform work under the scope of this contract.

19. EMPLOYEE PERFORMANCE REQUIREMENTS

- a. The use of controlled substances (unless prescribed), illegal substances, and alcohol is prohibited on County's property. The Contract Inspector will request that anyone suspected of working under the influence of alcohol or controlled substances be removed from the workplace.
- b. The Contractor shall remove from service any employee, in the opinion of the Contract Administrator, is not performing the services in a professional manner.
- c. The Contractor shall not use employees of any temporary help-type employment agency to supplement his work force in County buildings. Only approved Contractor employees shall be used to perform the required duties of this contract
- d. The Contractor shall ensure that lost articles found by Contractor employees be turned in immediately to the Contract Administrator or Contract Inspector.
- e. The Contractor shall prevent their employees from opening, tampering with, using or moving equipment, such as calculators, computers, telephones, fax machines, storage containers, desks, etc., or entering into areas that are prohibited.
- f. The Contractor shall establish, implement and maintain procedures and controls to ensure each employee of the Contractor complies with all applicable provisions of the contract. The Contractor shall be responsible for any damages caused by an employee of the Contractor to County property caused by negligence or improper training.
- g. Doors shall not be propped open in any manner at any time. Doors shall not be pushed open with carts or wheeled buckets.
- h. The Contractor shall designate a County-approved emergency assembly area for their staff in each building.
- i. In the event that a Contractor's employee, while performing custodial services, observes an individual attempting to enter a locked Orange County facility after normal working hours, shall immediately notify the appropriate building security personnel or the designated Contract Inspector.
- j. Use of County telephones is prohibited. The Contractor shall be responsible for any charges incurred by a Contractor employee making calls on County telephones.
- k. No employee of the Contractor shall bring family members or children to County buildings while performing services under this contract.

- I. No employee of the Contractor shall solicit or accept any gratuities from anyone on County premises.

20. UNIFORMS AND ID BADGES

- a. The Contractor shall ensure that all of its employees are clean, neat and appropriately attired with uniforms and appropriate shoes, with no open-toed shoes, during the performance of the services.
- b. Uniforms shall consist of a collared shirt or blouse, long pants, smock or apron. The shirt or blouse will have the Contractor's name or logo above the left or right breast pocket. No advertising and/or slogans may be printed on uniforms. Pant length must cover ankles.
- c. The Contractor shall provide each employee with an identification badge that displays the Contractor's name, the employee's name and employee picture.
- d. The Contractor shall ensure all employees prominently wear the ID badge on the front of his or her uniform at all times while on the premises of the County.
- e. The Contractor Administrator shall allow modifications to the uniform specifications at their discretion.

21. STORAGE SPACE

- a. The County will provide storage space and common building utilities to be used in the performance of this contract.
- b. The Contractor shall store its supplies, materials and equipment only in approved storage spaces designated by the Contract Administrator. The Contractor shall maintain a seventy-two (72) hour supply inventory at all sites at all times.
- c. The Contractor shall keep storage areas and mop sinks clean, neat, safe and orderly at all times.
- d. The Contractor shall arrange and receive all deliveries of supplies, materials, and equipment for this contract.

22. PROJECT SCHEDULING AND PROJECT CREWS

- a. Within the first thirty (30) days of the contract, the Contractor shall submit the projected annual Project Crew schedule for all buildings covered under this Contract. This schedule shall be established and submitted to the Contract Inspectors for their approval. This schedule shall indicate the number of crews, the work to be performed on a daily basis, and the location where the project work is to be performed.

Project Work shall be scheduled as to minimize any operational impacts to County buildings.

- b. During the third week of each subsequent month, the Contractor shall submit an updated schedule developed for the approval of the Contract Inspectors. This schedule shall consist of the itemized daily activities for each Project Crew for the following month. The Project Crew shall not be used for daily janitorial services.

23. WEEKEND WORK

The majority of the work is to be performed during the evening hours, Monday through Friday. Should the Contractor desire to work on weekends, the Contract Administrator shall grant prior approval. A Contractor's supervisor shall supervise all weekend work crews. These requirements shall not apply to sites which receive regular scheduled weekend cleaning as part of this contract.

AUTHORIZED SIGNATORIES/NEGOTIATORS

The Proposer represents that the following **principals** are authorized to sign proposals, negotiate and/or sign contracts and related documents to which the proposer will be duly bound. Principal is defined as an employee, officer or other technical or professional in a position capable of substantially influencing the development or outcome of an activity required to perform the covered transaction.

Name	Title	Telephone Number/Email
------	-------	------------------------

(Signature)

(Date)

(Title)

(Name of Business)

The Proposer shall complete and submit the following information with the proposal:

Type of Organization

Sole Proprietorship Partnership Non-Profit

Joint Venture Corporation

State of Incorporation: _____

Principal Place of Business (Florida Statute Chapter 607): _____
City/County/State

THE PRINCIPAL PLACE OF BUSINESS SHALL BE THE ADDRESS OF THE PROPOSER'S PRINCIPAL OFFICE AS IDENTIFIED BY THE FLORIDA DIVISION OF CORPORATIONS.

Federal I.D. number is _____

EMERGENCY CONTACT

Emergency Contact Person: _____

Telephone Number: _____ Cell Phone Number: _____

Residence Telephone Number: _____

ACKNOWLEDGEMENT OF ADDENDA

The Proposer shall acknowledge receipt of any addenda issued to this solicitation by completing the blocks below or by completion of the applicable information on the addendum and returning it not later than the date and time for receipt of the proposal. Failure to acknowledge an addendum that has a material impact on this solicitation may negatively impact the responsiveness of your proposal. Material impacts include but are not limited to changes to specifications, scope of services, delivery time, performance period, quantities, bonds, letters of credit, insurance, or qualifications.

Addendum No. _____, Date _____ Addendum No. _____, Date _____

Addendum No. _____, Date _____ Addendum No. _____, Date _____

EXHIBIT A

LEASED EMPLOYEE AFFIDAVIT

I affirm that an employee leasing company provides my workers' compensation coverage. I further understand that my contract with the employee leasing company limits my workers' compensation coverage to enrolled worksite employees only. My leasing arrangement does not cover un-enrolled worksite employees, independent contractors, uninsured sub-contractors or casual labor exposure.

I hereby certify that 100% of my workers are covered as worksite employees with the employee leasing company. I certify that I do not hire any casual or uninsured labor outside the employee leasing arrangement. I agree to notify the County in the event that I have any workers not covered by the employee leasing workers' compensation policy. In the event that I have any workers not subject to the employee leasing arrangement, I agree to obtain a separate workers' compensation policy to cover these workers. I further agree to provide the County with a certificate of insurance providing proof of workers' compensation coverage prior to these workers entering any County jobsite.

I further agree to notify the County if my employee leasing arrangement terminates with the employee leasing company and I understand that I am required to furnish proof of replacement workers' compensation coverage prior to the termination of the employee leasing arrangement.

I certify that I have workers' compensation coverage for all of my workers through the employee leasing arrangement specified below:

Name of Employee Leasing Company: _____

Workers' Compensation Carrier: _____

A.M. Best Rating of Carrier: _____

Inception Date of Leasing Arrangement: _____

I further agree to notify the County in the event that I switch employee-leasing companies. I recognize that I have an obligation to supply an updated workers' compensation certificate to the County that documents the change of carrier.

Name of Contractor: _____

Signature of Owner/Officer: _____

Title: _____ Date: _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<p>PRODUCER</p> <p>1. Name of Agent or Broker Street Address City, State, Zip</p>	<p>CONTACT NAME:</p> <p>PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____</p> <p>E-MAIL ADDRESS: _____</p> <p style="text-align: center;">INSURER(S) AFFORDING COVERAGE NAIC #</p> <p>INSURER A : _____</p> <p>INSURER B : _____</p> <p>INSURER C : 3. _____</p> <p>INSURER D : _____</p> <p>INSURER E : _____</p> <p>INSURER F : _____</p>
<p>INSURED</p> <p>2. Name of Insured Street Address City, State, Zip</p>	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL INSR	SUBR W/D	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	8. LIMITS
3.	<p>GENERAL LIABILITY</p> <p><input type="checkbox"/> COMMERCIAL GENERAL LIABILITY</p> <p><input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR</p> <p>GEN'L AGGREGATE LIMIT APPLIES PER:</p> <p><input type="checkbox"/> POLICY <input type="checkbox"/> PROJ-ECT <input type="checkbox"/> LOC</p>	4.	5.	6.	7.		<p>EACH OCCURRENCE \$</p> <p>DAMAGE TO RENTED PREMISES (Ea occurrence) \$</p> <p>MED EXP (Any one person) \$</p> <p>PERSONAL & ADV INJURY \$</p> <p>GENERAL AGGREGATE \$</p> <p>PRODUCTS - COM/PROP AGG \$</p> <p>COMBINED SINGLE LIMIT (Ea accident) \$</p> <p>BODILY INJURY (Per person) \$</p> <p>BODILY INJURY (Per accident) \$</p> <p>PROPERTY DAMAGE (Per accident) \$</p> <p>EACH OCCURRENCE \$</p> <p>AGGREGATE \$</p>
	<p>AUTOMOBILE LIABILITY</p> <p>9.</p> <p><input type="checkbox"/> ANY AUTO</p> <p><input type="checkbox"/> ALL OWNED AUTOS</p> <p><input type="checkbox"/> HIRED AUTOS</p> <p><input type="checkbox"/> SCHEDULED AUTOS</p> <p><input type="checkbox"/> NON-OWNED AUTOS</p>						<p>EACH OCCURRENCE \$</p> <p>AGGREGATE \$</p>
	<p>UMBRELLA LIAB <input type="checkbox"/> OCCUR</p> <p>EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE</p> <p>DED. RETENTION \$</p>						<p>E.L. EACH ACCIDENT \$</p> <p>E.L. DISEASE - EA EMPLOYEE \$</p> <p>E.L. DISEASE - POLICY LIMIT \$</p>
	<p>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY 10. <input type="checkbox"/> Y/N</p> <p>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)</p> <p>If yes, describe under DESCRIPTION OF OPERATIONS below</p>	N/A					<p>WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/></p>
11.							

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Orange County Government is additionally insured on the General Liability Policy. A waiver of subrogation applies in favor of Orange County Government, it's agents, employees, and officials on the Worker's Compensation Policy.

<p>CERTIFICATE HOLDER</p> <p>13. Orange County Board of County Commissioners Procurement Division 400 E. South Street Orlando, Florida 32801</p>	<p>CANCELLATION</p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p>14. _____</p>
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ORANGE COUNTY CERTIFICATE OF INSURANCE REVIEW GUIDE

1. **PRODUCER:** Agent's name and address must be shown along with contact name phone, fax, and email address.
2. **INSURED:** Legal name and address of the entity entering into the contract or agreement
3. **INSURERS AFFORDING COVERAGE & NAIC #:** Name of the insurance company that is insuring the line of coverage. The INSURER and applicable letter will be used throughout the certificate to indicate the lines of coverage placed with a particular insurance company. A letter must be shown in the INSUR L TR section for each coverage line listed on the certificate.
4. **ADDL INSR:** Signifies whether coverage includes additional insured status. Very few agents use this section. Additional insured status is usually discussed in the Description of Operations/Locations/Vehicles section.
5. **SUBR WVD:** Signifies that a waiver of subrogation is in valid for each line of coverage as indicated.
6. **POLICY NUMBER:** A policy number should be listed for each line of coverage for which commercial insurance is being provided.
7. **POLICY EFFECTIVE/EXPIRATION DATES:** Effective and expiration dates should fall within the time frame of the inception of the contract or agreement.
8. **LIMITS:** As required in the written agreement. The general aggregate should be at least twice the per occurrence limit for all continuing service contracts. If the aggregate limit applies separately then the PROJECT box should be marked.
9. **AUTOMOBILE LIABILITY:** The ANY AUTO box is preferable however; some organizations do not own vehicles so the other boxes may be marked.
10. **WORKERS' COMPENSATION:** Look closely to see if any proprietor, partner, or executive officer is excluded. If so, please contact Risk Management for waiver approval. The WC STATUTORY LIMITS box must be selected.
11. **OTHER:** This section is used for other coverage such as professional liability and employee dishonesty. The same rules apply with regards to policy numbers, effective and expiration dates and limits.
12. **DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES:** This section typically contains any special or qualifying language such as additional insured status or waivers of subrogation. If additional space is needed an ACORD 101 should be attached. Please note that these certificates are for information only and do not confer any rights upon the certificate holder. This is why we also ask for the specific policy language or endorsement specifying that these provisions are in place.
13. **CERTIFICATE HOLDER:** Orange County Board of County Commissioners should be listed as the certificate holder. Individual departments and divisions should not be listed as the primary certificate holder.
14. **AUTHORIZED REPRESENTATIVE:** This section should contain the signature of the person authorized to issue the certificate on behalf of the insurance company.

EXHIBIT B

COMMERCIAL GENERAL LIABILITY
CG 20 26 07 04

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

**ADDITIONAL INSURED – DESIGNATED
PERSON OR ORGANIZATION**

This endorsement modifies Insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)
<i>The following are additional insured under the Professional Liability section of this policy (already included under the GL by form #86571).</i>
YOUR MEDICAL DIRECTORS AND ADMINISTRATORS, INCLUDING PROFESSIONAL PERSONS, BUT ONLY WHILE ACTING WITHIN THE SCOPE OF THEIR DUTIES FOR THE NAMED INSURED AS MEDICAL DIRECTORS AND ADMINISTRATORS;
AN INDEPENDENT CONTRACTOR IS AN INSURED ONLY FOR THE CONDUCT OF YOUR BUSINESS AND SOLELY WHILE PERFORMING SERVICES FOR A CLIENT OF THE NAMED INSURED, BUT SOLELY WITHIN THE SCOPE OF SERVICES CONTEMPLATED BY THE NAMED INSURED;
STUDENTS IN TRAINING WHILE PREFORMING DUTIES AS INSTRUCTED BY THE NAMED INSURED;
ANY ENTITY YOU ARE REQUIRED IN A WRITTEN CONTRACT (HEREINAFTER CALLED ADDITIONAL INSURED) TO NAME AS AN INSURED IS AN INSURED BUT ONLY WITH RESPECT TO LIABILITY ARISING OUT OF YOUR PREMISES OR OPERATIONS:
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for “bodily Injury”, “property damage” or “personal and advertising injury” caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of you ongoing operations; or
- B. In connection with your premises owned by or rented to you.

EXHIBIT C

POLICY NUMBER: _____ COMMERCIAL GENERAL LIABILITY
THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

**ADDITIONAL INSURED – DESIGNATED
PERSON OR ORGANIZATION**

This endorsement modifies Insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)
ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS ATTN: PROCUREMENT DIVISION 400 E. SOUTH STREET, 2 nd FLOOR ORLANDO, FL 32801
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for “bodily Injury”, “property damage” or “personal and advertising injury” caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of you ongoing operations; or
- B. In connection with your premises owned by or rented to you.

EXHIBIT D

WORKERS COMPENSTION AND EMPLOYEES LIABILITY
INSURANCE POLICY WC 00 03 13

2ND Reprint

Effective April 1, 1984

Advisory

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

Name of Person or Organization:

ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS
ATTN: PROCUREMENT DIVISION
400 E. SOUTH STREET, 2ND FLOOR
ORLANDO, FL 32801

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EXHIBIT E

POLICY NUMBER:

**COMMERCIAL GENERAL LIABILITY
CG 24 04 10 93**

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

This endorsement modifies Insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:

ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS
ATTN: PROCUREMENT DIVISION
400 E. SOUTH STREET, 2nd FLOOR
ORLANDO, FL 32801

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

The TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US Condition (Section IV – COMMERCIAL GENERAL LIABILITY CONDITIONS) is amended by the addition of the following:

We waive any right to recovery we may have against the person or organization shown in the Schedule above because of payments we make for injury or damage arising out of your ongoing operations or “your work” done under a contract with that person or organization and included in the “Products-completed operations hazard”. This waiver applies only to the person or organization shown in the Schedule above.

ATTACHMENT "A" -Lots and Facilities

Lot A – Courthouse Complex and Juvenile Justice Center

	Orange County Courthouse - Building A	Orange County Courthouse - Building B	Orange County Courthouse - CEP	Orange County Courthouse - Building C (Corrections)	Orange County Courthouse - Building C	Juvenile Justice Center
Site Name						
Address	425 N. Orange Ave.	425 N. Orange Ave.	425 N. Orange Ave.	425 N. Orange Ave.	425 N. Orange Ave.	2000 E. Michigan St.
Gross Building Square Footage	975,400					67,318
Cleanable Square Footage	90,323	88,632	4,965	6,541	475,130	67,318
Estimated Customer/Employee Daily Volume	600	500	50	300	8,500	750
Day Porter	2 Porters - 8 Hours daily each: Monday-Friday		N/A	N/A	3 Porters - 8 Hours daily each:- Monday-Friday	1 Porter - 6 Hours daily: Monday-Friday
Loading Dock Master	N/A	N/A	N/A	N/A	1 Dock Master - 10.5 Hours daily: Monday-Friday	N/A
Fixtures	102	106	9	19	831	81

**ATTACHMENT "A" -Lots and Facilities
 LOT B - Downtown Buildings**

Site Name	Housing and Community Development	Administration Building	Regional History Center	Internal Operations Centre I	Internal Operations Centre II
Address	525 E. South St.	201 S. Rosalind Ave.	65 E. Central Ave.	450 E. South St.	400 E. South St.
Cleaning Square Footage	7,194	124,301	55,742	36,701	60,060
Estimated Customer/Employee Daily Volume	100	2,500	1,000	300	600
Day Porter	N/A	8 Hours daily: Monday-Friday	4 hours daily: Monday-Sunday	8 Hours daily: Monday-Friday	
Loading Dock Master	N/A	10 Hours daily: Monday-Friday	N/A	N/A	N/A
Fixtures	8	145	86	54	84

ATTACHMENT "A" - Lots and Facilities
 Lot C - Community Centers, Head Start Classrooms and Medical Facilities

District	Central	Central	East	East	East	East	East	East	East	East	East	East	East	East	East	East	East
Site Name	Headstart at YMCA	Holden Heights Comm Center	Bithlo Community Center	East Orange Community Center - Building B	East Orange Community Center - Building C	East Orange Community Center - Building D	Sphaler Park Activity Center	Taft Service Center	Taft Community Center	Taft Head Start	East Orange Community Center - Portable (E)	East Orange Community Center - Portable (F)	East Orange Community Center - Portable (G)	East Orange Community Center - Portable (H)	East Orange Community Center - Portable (I)	East Orange Community Center - Portable (J)	East Orange Community Center - Portable (K)
Address	814 W. Oakridge	1416 LB McLeod Rd	18501 E. Washington St	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr	1001 4th St.	9504 S. Orange Ave	9450 S. Orange Ave	9504 S. Orange Ave	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr	12050 E. Colonial Dr
Cleaning Square Footage	3,836	1,764	12,293	6,096	2,110	3,498	4,104	3,185	9,450	10,626	852	852	852	852	852	852	852
Estimated Customer/ Employee Daily Volume	250	250	750	200	50	125	500	250	200	600	50	75	50	75	75	75	75
Day Porter	N/A	N/A	N/A	1 Day Porter- 4 Hours Daily: Monday-Friday													
Fixtures	10	14	45	16	3	15	18	11	11	40	4	4	4	4	4	4	4

ATTACHMENT "A" - Lots and Facilities
 Lot C - Community Centers, Head Start Classrooms and Medical Facilities

District	East	East	East	Central	Central	Central	Central	Central	Central	Central	Central	West	West	West	West	West	West
Site Name	Clerk of Courts East Side	Renaissance Center	Bithlo-Christmas Neighborhood Center	Cooperative Extension - Admin Building	Cooperative Extension - Classroom Building	Cooperative Extension - Auditorium	Cooperative Extension - Exhibit Hall	Medical Clinic	District 9 Medical Examiner's Administration Building	District 9 Medical Examiner's Morgue Building	John Bridges Community Center - Building A	John Bridges Community Center - Building B	John Bridges Community Center - Building C	John Bridges Community Center - Building D	John Bridges Community Center - Building E	John Bridges Community Center - Building 5 - Head Start	Hal Marsten Community Center
Address	684 S. Goldenrod	3800 S. Econlockhatchee Tr	18510 Madison Ave	6021 S. Conway Rd	6021 S. Conway Rd	6021 S. Conway Rd	6021 S. Conway Rd	101 S. Westmorland Ave	2350 E Michigan St	2350 E Michigan St	445 W. 15th St	445 W. 15th St	445 W. 15th St	445 W. 15th St	445 W. 15th St	445 W. 15th St	3933 Country Club Dr
Cleaning Square Footage	1,400	28,902	2,100	8,064	6,912	3,778	3,456	15,436	12,790	5,424	7,964	4,094	5,572	4,969	1,728	7,920	18,700
Estimated Customer/ Employee Daily Volume	200	750	300	50	150	150	150	500	250	100	250	100	100	100	50	100	750
Day Porter	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 Day Porter - 6 Hours Daily: Monday-Friday	N/A	N/A	1 Day Porter - 8 Hours Daily: Monday-Friday						1 Day Porter -
Fixtures	5	42	11	39	0	0	0	28	42	29	9	14	17	10	4	12	41

ATTACHMENT "A" - Lots and Facilities
 Lot C - Community Centers, Head Start Classrooms and Medical Facilities

District	West	West	West	West	West	West	West	West	West	West	West	West	West
Site Name	Pine Hills Community Center	Lila Mitchell Community Center	Willow Street Community Center	Fredrick Douglass Community Center	Zellwood Family Health Center	Sheriff's LEVO	Sheriff's LEVO Maintenance Shop	Mildred Dixon Community Center	Pine Hills Media Center	Pine Hills Head Start	Southwood Community Center	Southwood Head Start	Maxey Community Center
Address	6400 Jennings Dr.	5151 Raleigh St	6565 Willow St.	3688 Day Care Center Dr	3688 Day Care Center Dr.	6350 Wadsworth Rd.	6350 Wadsworth Rd.	303 N. West Crowne Point Rd.	6400 Jennings Dr.	6400 Jennings Dr.	6225 Brookgreen Ave.	6225 Brookgreen Ave.	830 Klondike St
Cleaning Square Footage	3,876	22,592	4,744	6,825	1,200	4,371	836	4,770	7,436	12,690	2,016	9,705	5,925
Estimated Customer/ Employee Daily Volume	100	250	350	350	150	100	10	300	200	150	100	100	350
Day Porter	4 Hours Daily: Monday-Friday		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fixtures	9	38	21	19	4	12	0	22	12	18	6	17	16

ATTACHMENT "A" -Lots and Facilities
 LOT D -Public Safety Buildings

District	Central	Central	East	East	East	East	East	East	East	East	West	West	Central
Site Name	Sheriff's Central Complex	Sheriff's Fleet	Fire Rescue Headquarters	Facilities Management East Offices and Wellworks	Fire Rescue Training Center (Main Building and Warehouse)	Sheriff Sector II	Sheriff's Gun Range - Admin Building	Sheriff's Gun Range - Storage	Sheriff's Gun Range - Pistol Range Building	Sheriff's Sector V	Sheriff Special Investigation	Sheriff's Evidence	Sheriff's Operations Hanger
Address	2500 W. Colonial Dr.	2200 W. Colonial Dr.	6590 Amory Court	6600 Amory Court	2976 N. Forsyth Rd.	11146 Lake Underhill Rd.	12455 Wewahotee Rd.	12455 Wewahotee Rd.	12455 Wewahotee Rd.	6817 Westwood Blvd.	4504 Park Breeze Ct.	4546 W. 35th Street	3534 E. Amelia St
Cleaning Square Footage	204,469	4,793	55,982	8,880	7,180	24,470	11,562	696	750	23,494	38,500	2,132	5,600
Estimated Customer/Employee Daily Volume	400	250	1,000	100	500	200	500	15	100	98	100	75	25
Day Porter	1 Day Porter - 6 Hours Daily: Monday-Friday	N/A	1 Day Porter - 6 Hours Daily: Monday-Sunday	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cleaning Hours					2:30pm to 5:00pm	8:30am to 2:30pm	7:00am to 11:30am	7:00am to 11:30am	7:00am to 11:30am		2:00pm to 5:00pm	2:00pm to 5:00pm	
Fixtures	223	17	78	27	52	32	26	1	18	6	31	4	9

ATTACHMENT "A" -Lots and Facilities
 LOT E -Utilities

Site Name	Solid Waste Landfill - Admin Building	Solid Waste Landfill - Foreman's Office	Solid Waste Landfill - Old Scale House	Solid Waste Landfill - New Scale House	Solid Waste - LB McLeod Road Transfer Station	Solid Waste - Porter Transfer Station	Utilities Central Administration	Utilities Central Operations	South Water Reclamation Admin Building	South Water Reclamation Maintenance Building	Northwest Water Reclamation Admin Building	Northwest Water Reclamation Maintenance Building	Northwest Water Reclamation Biosolids Building	Western Regional Water Supply	Eastern Water Reclamation Admin Building	Eastern Water Reclamation Maintenance Building	Eastern Water Reclamation Old Control Building	Eastern Regional Water Supply	Econ Well Facility	Southern Regional Water Supply
Address	5901 Young Pine Road	5901 Young Pine Road	5901 Young Pine Road	5901 Young Pine Road	5000 LB McLeod Road	Good Homes Road at White Road	9150 Curry Ford Rd.	8100 Presidents Dr	4760 W. Sand Lake Rd	4760 W. Sand Lake Rd	701 W. Mc Cormick Rd	701 W. Mc Cormick Rd	701 W. Mc Cormick Rd	2552 Lakeville Road	1621 S. Alafaya Tr	1621 S. Alafaya Tr	1621 S. Alafaya Tr	9100 Curry Ford Rd.	9665 Lake Underhill Rd	13000 S. Orange Avenue
Cleaning Square Footage	22,000	3,000	400	1,500	930	2,688	83,650	43,886	13,048	8,000	13,000	4,000	800	1,811	10,400	4,722	4,163	25,500	3,663	7,105
Estimated Customer/ Employee Daily Volume	65	40	2	3	22	22	350	175	12	54	22	3	1	15	41	22	3	45	30	20
Day Porter	N/A	N/A	N/A	N/A	N/A	N/A	1 Day Porter - 8 Hours Daily: Monday-Friday	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fixtures	46	20	2	3	14	17	75	74	34	45	18	N/A	N/A	6	29	28	8	18	4	12

ATTACHMENT B

One Point Per Item / Task

QUALITY ASSURANCE FORM

Inspection Report

Entrance

_____ mats, carpet, corners, floors
 _____ glass, metal, surfaces, vents

Lobbies

_____ dust, spot clean, mop
 _____ sweep, vacuum, floors, furniture
 _____ fixtures, vents, water fountains

Elevators

_____ tracks, lights, walls, doors, buttons

Corridors

_____ baseboards, corners, floors
 _____ spot clean, vents, walls

Stairwells

_____ rails, walls, steps, landings

Restrooms

_____ dispensers, hardware
 _____ basins, countertops, mirrors
 _____ soap, paper towel, toilet paper
 _____ partitions, toilets, urinals
 _____ waste can, sanitary can
 _____ walls, vents, doors, floors

Office Areas

_____ desk, chairs, office equipment
 _____ phones, partition tops
 _____ walls, doors, kick plates
 _____ waste cans, central recycle bins
 _____ low & high dust, vents, lights
 _____ baseboards, corners, floors
 _____ vacuum, spot clean, sweep, mop

Kitchen Areas

_____ sinks, table tops, counter tops

Windows

_____ glass, sills, frames
 _____ blinds

Janitor Closets

_____ clean, organized, sloppy, equipment

Grounds

_____ police, cigarette butts, debris, gum
 _____ entrance, stairwells, waste cans
 _____ lawn, planters, sidewalks
 _____ dumpster area

WellWorks

_____ equipment
 _____ sanitary wipes

Project Work

_____ carpet extract / shampoo
 _____ strip & wax / buff
 _____ pressure wash

Building _____

Date _____

Inspected By _____ Cleaner _____

Classification	Standard	Actual
Entrance	8	
Lobbies	10	
Elevators	5	
Corridors	6	
Stairwells	4	
Restrooms	17	
Office Areas	21	
Kitchen Areas	3	
Windows	4	
Janitorial Closets	4	
Grounds	11	
WellWorks	2	
Project Work	5	
Quality Index	100	

Rating Guide

If one discrepancy is found in an area - then deduct one point from the standard rating.

If a building does not have all the classifications listed - mark N/A in the areas affected and add the standard rating points for the area to total actual rating.

Below 70 Points
UNACCEPTABLE

Must be brought up to acceptable within 7 days.

70 to 85 Points
NEEDS IMPROVEMENT

Must be brought up to acceptable within 10 days.

Above 85 Points
ACCEPTABLE

Passed in each area.

Location _____

Comments _____

_____ Cleaner Signature

_____ Action / Disciplinary