2

SUBJECT: JANITORIAL SERVICES FOR VARIOUS CITY LOCATIONS

BID #: ESC-0401-23 **OPEN DATE: 7/19/23**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT – OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2024, WITH FOUR (4) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: PUBLIC BUILDINGS

BASIS OF AWARD: EVALUATION CRITERIA- HIGHEST SCORE

NUMBER OF BIDS INVITED: (90) NUMBER RECEIVED: (4) OTHER: (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
The City had previously issued this RFP, and the evaluation committee has evaluated proposals, based upon the evaluations and scores, rankings are as follows (highest to lowest):

1. JanCo FS 2, LLC (dba) Velociti Services - (Score) 99.00
2. Integrity – (Score) 95.78
3. D&B Building Services, Inc. - (Score) 89.13
4. American Facility Services (Score) 81.30

Recommend approval of award to JanCo FS 2, LLC (dba) Velociti Services, as the highest scoring bidder, for Janitorial Services at Various City Locations, per evaluation criteria. Period of Service will be from October 1, 2023 through September 30, 2024, with four (4) one (1) year renewal options. Total award amount not-to-exceed $2,612,023.92.

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2023. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for work herein. A written notification will be provided in the event the funds are appropriated.

Funding Source: from various accounts, to be executed by formal contract through Office of General Counsel and processed by individual Purchase Order(s).

Attachments: Recommendation Memo, Scoring Sheet, Bid Tabulation, Evaluation Matrix, Scope of Services, Terms and Conditions

ANALYST: _____ RESPECTFULLY SUBMITTED: _____
Corey Sido DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Roy Birbal, CFM, Chief, Public Buildings Division

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Donna Deegan, Mayor

Department of Public Works
Public Buildings Division
555 W. 44th Street
Jacksonville, FL 32208
www.coj.net

ONE CITY. ONE JACKSONVILLE

August 2, 2023

MEMORANDUM

TO: **Competitive Sealed Proposals Evaluation Committee (CSPEC)**

ATTN: **Dustin L. Freeman, Chief**
Procurement Division

THRU: **Steve D. Long, Jr., P.E.,**
Director Public Works

FROM: **Roy Birbal, Chief**
Public Buildings Division

SUBJECT: **ESC-0401-23 Recommendation to Award**
Janitorial Services for Various City Locations

In response to the solicitation for bids to provide Janitorial Services for the Duval County Courthouse Complex, the Procurement Division received four (4) responses which were circulated to the three (3) previously designated Public Works personnel for review and evaluation.

The four (4) responses were evaluated based on the criteria contained in Attachment B (Evaluation Matrix attached). After reviewing the responses, the bidders received the following scores:

Rank	Company	Score
1.	JanCo FS 2, LLC dba Velociti Services	99.00
2.	Integrity	95.78
3.	D & B Building Services. Inc	89.13
4.	American Facility Services	81.30

Accordingly, the Public Buildings Division recommends approval of the award to the highest scoring bidder, Janco FS 2, LLC dba Velociti Services, in the not-to-exceed amount of $2,612,023.92 for the initial one (1) year period from October 1, 2023 through September 30, 2024 with four (4), one (1) year renewal options.

Funding will be encumbered by issuance of releases against a Contract Purchase Agreement, dependent on funding, the appropriate account and fiscal year. A formal contract will be executed through the Office of General Counsel.

Upon review of the State of Florida's list of licensed contractors, the following active business license was verified.

JanCo FS 2, LLC dba Velociti Services Document Number: M21000011008

Your assistance in concurring with this recommendation for the respective award would be appreciated. If you have any questions or need additional information regarding this request, please contact Kelly Hooten at 255-4340

Attachments: Bid Tabulation Sheet - Evaluation Matrix Criteria (Attachment B)
Evaluation Scoring Summary - JSEB Office Letter of Concurrence

cc: Tammy Duggan, Public Works Contracts and Finance Manager
Kelly Hooten, Contract Administration Coordinator

TITLE: JANITORIAL SERVICES FOR VARIOUS CITY LOCATIONS

BID NO.: ECS-0401-23

OPEN DATE: JULY 19, 2023 @ 2 P.M.

ANALYST: JACLYN STAMOS

No. Invited: ( ) No. Received ( ) No Bids: (1)

Recorded By: MELISSA PEIRCE Announcer:RENATA BARNETT

					D&A BUILDING SERVICES, INC		INTEGRITY		AMERICAN FACILITY SERVICES		VELOCITI	
ITEM	DESCRIPTION	EST. QTY	UNIT	CONTRACT TERM	MONTHLY PRICE	1ST CONTRACT COST	UNIT PRICE	1ST CONTRACT COST	UNIT PRICE	1ST CONTRACT COST	UNIT PRICE	1ST CONTRACT COST
	GROUP 1: PUBLIC BUILDINGS											
1	Agriculture Cooperative Extension Service	22,104	SQ	12	$ 2,739.60	$ 32,863.20	$ 1,905.85	$ 22,870.20	$ 3,168.24	$ 38,018.88	$ 1,948.75	$ 23,385.00
2	Animal Care and Protective Services	13,500	SQ	12	$ 2,060.06	$ 24,720.72	$ 2,217.09	$ 26,605.08	$ 2,221.66	$ 26,659.92	$ 1,229.54	$ 14,754.48
3	John Gaffield Building (City Hall Annex)	68,786	SQ	12	$ 4,613.67	$ 55,367.64	$ 4,450.62	$ 53,407.44	$ 8,712.66	$ 104,551.92	$ 2,856.47	$ 34,266.64
4	City Hall at St. James	992,150	SQ	12	$ 43,923.60	$ 527,085.60	$ 32,814.14	$ 393,769.68	$ 56,208.16	$ 674,497.92	$ 28,309.03	$ 339,709.36
5	Claude J. Yates Building	803,020	SQ	12	$ 13,806.03	$ 165,672.36	$ 7,241.99	$ 86,903.88	$ 14,853.34	$ 178,240.08	$ 10,017.88	$ 120,214.56
6	Clerk of Courts - Jacksonville Beach	2,600	SQ	12	$ 567.42	$ 6,809.04	$ 449.17	$ 5,390.04	$ 372.68	$ 4,471.92	$ 424.68	$ 5,096.56
7	Communications Facility (Central Office Building)	9,265	SQ	12	$ 1,023.51	$ 12,282.12	$ 644.90	$ 7,738.80	$ 1,327.98	$ 15,935.76	$ 629.01	$ 7,548.12
8	Edward Ball Building (All floors and basement except	450,483	SQ	12	$ 55,566.51	$ 666,798.12	$ 37,895.30	$ 454,343.60	$ 64,569.23	$ 774,830.76	$ 28,746.96	$ 344,963.52
	1 Day Porter for 1 Shift of 5 hours			12	$ 3,669.45	$ 44,021.40	$ 2,321.79	$ 27,861.48	$ 2,700.00	$ 32,400.00	$ 2,479.25	$ 29,751.00
	ITD Data Center, 4th Fl	4,488	SQ	12	$ 187.31	$ 2,247.72	$ 828.37	$ 9,944.44	$ 207.38	$ 2,487.60	$ 89.01	$ 1,068.12
9	Fleet Mn Angement	9,600	SQ	12	$ 1,153.61	$ 13,843.32	$ 240.82	$ 2,889.84	$ 1,404.66	$ 16,855.92	$ 4,141.97	$ 49,703.64
10	Florida Theater (Floors 3, 4 and 5 Only)	6,000	SQ	12	$ 598.59	$ 7,195.08	$ 1,096.34	$ 13,156.08	$ 860.00	$ 10,320.00	$ 1,036.09	$ 12,433.08
11	JFRD - Fire/Rescue Administration Building (EOC)	90,736	SQ	12	$ 10,236.03	$ 122,832.36	$ 7,160.25	$ 85,923.00	$ 13,008.72	$ 156,104.64	$ 7,317.60	$ 87,814.56
12	JSO - 713 Building	43,438	SQ	12	$ 4,685.31	$ 56,223.72	$ 1,968.69	$ 23,624.28	$ 7,094.16	$ 85,129.92	$ 2,012.83	$ 24,153.96
13	JSO - Aviation Unit	1,800	SQ	12	$ 411.20	$ 4,934.40	$ 449.17	$ 5,390.04	$ 229.33	$ 2,751.96	$ 424.68	$ 5,096.56
14	JSO - Equestrian Office	2,000	SQ	12	$ 419.31	$ 5,031.72	$ 146.44	$ 1,757.28	$ 286.66	$ 3,439.92	$ 424.68	$ 5,096.56
15	JSO - Evidence	6,000	SQ	12	$ 1,027.89	$ 12,334.68	$ 616.84	$ 7,402.08	$ 1,146.66	$ 13,759.92	$ 424.68	$ 5,096.56
16	JSO - ICAC Facility	4,500	SQ	12	$ 722.98	$ 8,675.76	$ 703.75	$ 8,445.00	$ 469.04	$ 5,628.48	$ 391.85	$ 4,699.80
17	JSO - Police Memorial Building	207,577	SQ	12	$ 30,937.98	$ 371,255.76	$ 20,087.24	$ 241,046.88	$ 29,767.08	$ 357,204.96	$ 19,354.53	$ 232,254.36
	1 Day Porter for 4 hours each day			12	$ 1,017.36	$ 12,208.32	$ 619.15	$ 7,429.80	$ 720.00	$ 8,640.00	$ 623.06	$ 7,476.96
	1 Cleaner			12	$ 673.25	$ 8,079.00	$ 464.36	$ 5,572.32	$ 720.00	$ 8,640.00	$ 551.87	$ 6,622.44
18	JSO - Re-Entry Facility	14,588	SQ	12	$ 1,608.55	$ 19,302.60	$ 1,507.10	$ 18,085.20	$ 340.57	$ 4,086.84	$ 1,425.36	$ 17,104.32
19	JSO Zone 1 Substation (Gateway)	4,200	SQ	12	$ 748.40	$ 8,980.80	$ 323.84	$ 3,888.08	$ 602.00	$ 7,224.00	$ 424.68	$ 5,096.56
20	JSO - Zone 2 Substation (Regency)	4,450	SQ	12	$ 758.46	$ 9,101.52	$ 343.12	$ 4,117.44	$ 637.87	$ 7,654.44	$ 583.91	$ 7,006.92
21	JSO - Zone 4 Substation (Standing)	5,000	SQ	12	$ 629.33	$ 7,551.96	$ 415.33	$ 4,983.96	$ 766.66	$ 9,199.92	$ 424.68	$ 5,096.56
22	JSO Zone 6 Substation (Highlands)	6,436	SQ	12	$ 1,198.99	$ 14,383.88	$ 650.46	$ 7,805.52	$ 1,211.16	$ 14,533.92	$ 583.91	$ 7,006.92
23	Kids Hope Alliance (formerly Jacksonville Children Commission)	37,000	SQ	12	$ 4,288.42	$ 51,461.04	$ 3,370.28	$ 40,443.36	$ 5,308.92	$ 63,707.04	$ 3,186.40	$ 38,224.80
24	Medical Examiners Office	18,382	SQ	12	$ 2,643.77	$ 31,725.24	$ 1,786.36	$ 21,436.32	$ 2,768.54	$ 33,198.48	$ 1,828.88	$ 21,946.56
25	Mosquito Control	18,000	SQ	12	$ 1,357.93	$ 16,295.16	$ 883.58	$ 10,602.96	$ 1,433.33	$ 17,199.96	$ 747.89	$ 8,972.28
26	Pre-Trial Detention Facility (PTDF) Judical Spaces and Bathrooms	15,000	SQ	12	$ 2,358.47	$ 28,301.64	$ 1,556.10	$ 18,673.20	$ 2,150.00	$ 25,800.00	$ 1,166.64	$ 13,999.68
	Cleaning of 3 Public Bathrooms			12	$ 1,026.38	$ 12,304.56	$ 643.67	$ 7,724.04	$ 450.00	$ 5,400.00	$ 424.68	$ 5,096.56
27	Public Buildings Administration Office Building	18,500	SQ	12	$ 2,095.42	$ 25,145.04	$ 2,311.61	$ 27,739.32	$ 2,651.66	$ 31,819.92	$ 2,384.13	$ 28,369.56
28	Right-of-Way & Grounds Administration Office	2,500	SQ	12	$ 292.46	$ 3,509.52	$ 183.04	$ 2,196.48	$ 358.33	$ 4,299.96	$ 322.61	$ 3,873.72
29	Right-of-Way & Grounds - East Yard Administration Building	25,701	SQ	12	$ 2,002.74	$ 24,032.88	$ 1,270.69	$ 15,248.28	$ 3,683.61	$ 44,203.72	$ 1,201.05	$ 14,412.60
30	Right-of-Way & Grounds North Yard Administration Building	4,106	SQ	12	$ 451.40	$ 5,416.80	$ 343.58	$ 4,122.96	$ 568.52	$ 7,862.24	$ 328.79	$ 3,945.48
31	Right-of-Way & Grounds - North Yard Trailer #1	1,636	SQ	12	$ 179.35	$ 2,152.20	$ 136.06	$ 1,632.72	$ 233.06	$ 2,796.72	$ 189.57	$ 2,262.84
32	Right-of-Way & Grounds South Yard Administration Building	2,339	SQ	12	$ 315.08	$ 3,780.96	$ 195.22	$ 2,342.64	$ 334.39	$ 4,012.68	$ 218.37	$ 2,596.44
33	Right-of-Way & Grounds South Yard Supply Building	2,667	SQ	12	$ 253.14	$ 3,037.68	$ 223.17	$ 2,678.04	$ 382.27	$ 4,587.24	$ 122.12	$ 1,465.44
34	Right-of-Way & Grounds - West Yard Administration Building	5,132	SQ	12	$ 345.77	$ 4,149.24	$ 429.43	$ 5,153.16	$ 735.58	$ 8,826.96	$ 328.79	$ 3,945.48
35	Right-of-Way & Grounds - West Yard Supply Building	5,564	SQ	12	$ 353.30	$ 4,239.60	$ 460.56	$ 5,526.72	$ 788.90	$ 9,466.80	$ 322.61	$ 3,873.72
36	Right-of-Way & Grounds West Yard Warehouse/Office	1,200	SQ	12	$ 171.72	$ 2,060.64	$ 100.41	$ 1,204.92	$ 172.00	$ 2,064.00	$ 212.44	$ 2,549.28
37	Supervisor of Elections	12,430	SQ	12	$ 1,728.07	$ 20,736.84	$ 883.58	$ 10,602.96	$ 1,778.76	$ 21,345.12	$ 817.52	$ 9,810.24
38	Supervisor of Elections	30,000	SQ	12	$ 2,364.33	$ 28,371.96	$ 1,690.32	$ 20,283.84	$ 2,866.66	$ 34,399.92	$ 1,586.96	$ 19,043.52
39	Surplus Yard Administration Office	1,500	SQ	12	$ 103.40	$ 1,240.80	$ 109.83	$ 1,317.96	$ 215.00	$ 2,580.00	$ 195.62	$ 2,349.84
40	Tax Collector Office (Beaches Branch)	6,616	SQ	12	$ 781.37	Page 1 of 2 9,376.44	$ 762.41	$ 9,148.92	$ 948.58	$ 11,382.96	$ 821.58	$ 9,858.96
41	Tax Collector Office (Cedar Hills Branch)	5,639	SQ	12	$ 661.69	$ 7,940.28	$ 806.06	$ 9,672.72	$ 776.66	$ 9,322.32	$ 714.72	$ 8,576.64
42	Tax Collector Office (Commonwealth Branch)	4,109	SQ	12	$ 611.10	$ 7,333.20	$ 400.26	$ 4,803.12	$ 587.66	$ 7,051.92	$ 540.66	$ 6,487.92

43	Tax Collector Office (Gateway Mall Branch)	7,[illegible]	SQ	12	$	926.00	$	11,119.20	$	771.23	$	9,254.76	$	1,132.33	$	13,587.96	$	824.24	$	9,890.88
44	Tax Collector Office (Hogan at Beach Blvd Branch)	8,000	SQ	12	$	928.83	$	11,143.56	$	780.99	$	9,371.88	$	1,146.66	$	13,759.92	$	824.24	$	9,890.88
45	Tax Collector Office (Kernan Branch)	5,618	SQ	12	$	781.37	$	9,376.44	$	854.02	$	10,248.24	$	948.59	$	11,382.96	$	807.03	$	9,684.36
46	Tax Collector Office (Mandarin Branch)	5,700	SQ	12	$	783.03	$	9,396.36	$	654.00	$	7,848.96	$	966.33	$	11,595.96	$	807.03	$	9,684.36
47	Tax Collector Office (North Branch)	5,635	SQ	12	$	630.04	$	7,560.48	$	602.49	$	7,229.88	$	721.60	$	8,659.20	$	615.96	$	7,391.52
48	Topography/Survey Field Office (3 Separate Offices in One Bldg.)	4,623	SQ	12	$	621.70	$	7,460.40	$	386.84	$	4,642.08	$	662.63	$	7,951.56	$	611.21	$	7,334.52
49	Traffic Engineering	14,596	SQ	12	$	577.96	$	6,935.52	$	1,388.71	$	16,664.52	$	964.47	$	11,573.64	$	607.66	$	7,291.80
50	Victims Services Center	8,500	SQ	12	$	1,058.02	$	12,696.24	$	704.96	$	8,459.52	$	1,218.33	$	14,619.96	$	721.58	$	8,658.96
			TOTAL:		$			2,588,082.72	$			1,624,607.92	$			3,006,930.72	$			1,684,017.96

GROUP 2: PUBLIC LIBRARIES

1	Argyle Branch Library	16,000	SQ	12	$	1,760.59	$	21,127.08	$	1,289.70	$	15,476.40	$	2,265.81	$	27,189.72	$	1,179.69	$	14,156.28
2	Beaches Branch Library	27,456	SQ	12	$	3,057.75	$	36,693.00	$	2,511.83	$	30,141.96	$	3,935.20	$	47,222.40	$	2,374.81	$	28,497.72
3	Bill Brown Murry Hill Branch Library	6,370	SQ	12	$	932.19	$	11,186.28	$	674.91	$	8,098.92	$	119.70	$	1,436.40	$	617.14	$	7,405.68
4	Brafman & Brooks Branch Library	27,862	SQ	12	$	3,103.08	$	37,236.96	$	2,511.83	$	30,141.96	$	3,963.55	$	47,622.60	$	497.27	$	5,967.24
5	Bruceton Eastside Branch Library	4,366	SQ	12	$	486.14	$	5,833.68	$	687.50	$	8,250.00	$	626.85	$	7,511.40	$	497.27	$	5,967.24
6	Charles Webb Westconnett Library	27,515	SQ	12	$	3,064.43	$	36,773.16	$	2,698.88	$	32,362.56	$	3,943.81	$	47,325.72	$	2,756.96	$	33,083.52
7	Dallas Graham Branch Library	9,360	SQ	12	$	1,043.46	$	12,521.52	$	1,052.01	$	12,624.12	$	1,342.44	$	16,109.28	$	994.55	$	11,934.60
8	Highlands Regional Library	32,000	SQ	12	$	3,638.34	$	43,660.08	$	3,195.54	$	38,346.48	$	4,682.41	$	56,188.92	$	3,260.11	$	39,193.32
9	Main Library 1	351375	SQ	12	$	48,974.30	$	563,691.60	$	23,705.28	$	284,463.36	$	50,363.75	$	604,365.00	$	36,123.00	$	433,476.00
10	Mandarin Branch Library	25,000	SQ	12	$	2,851.16	$	34,213.92	$	2,131.27	$	25,575.24	$	3,288.50	$	39,438.00	$	1,949.93	$	23,399.16
11	Mandolin Branch Library	9,150	SQ	12	$	1,023.97	$	12,287.64	$	1,039.68	$	12,476.16	$	1,317.78	$	15,813.36	$	951.82	$	11,421.84
12	Northside (Brentwood) Branch Library	10,434	SQ	12	$	1,160.96	$	13,931.52	$	1,006.20	$	12,074.40	$	1,494.10	$	17,929.20	$	951.82	$	11,421.84
13	Pablo Creek Regional Library	42,316	SQ	12	$	4,712.87	$	56,554.44	$	4,076.55	$	48,918.60	$	6,054.25	$	72,651.00	$	3,853.58	$	46,242.96
14	Regency Square Branch Library	38,320	SQ	12	$	3,143.40	$	37,720.80	$	2,500.00	$	30,000.00	$	4,045.38	$	48,544.32	$	2,362.94	$	28,355.28
15	San Marco Branch Library	35,412	SQ	12	$	2,161.98	$	25,943.76	$	1,182.04	$	14,184.48	$	2,782.38	$	33,388.56	$	957.76	$	11,493.12
16	South Mandarin Branch Library	35,395	SQ	12	$	2,939.81	$	35,277.72	$	2,075.95	$	24,911.40	$	3,783.45	$	45,401.40	$	1,786.29	$	21,963.48
17	Southeast Regional Library	54,864	SQ	12	$	7,152.20	$	85,826.40	$	5,657.52	$	67,890.24	$	7,863.84	$	94,366.08	$	5,346.59	$	64,159.08
18	University Park Branch Library	76,330	SQ	12	$	8,701.59	$	104,419.08	$	6,944.47	$	83,333.64	$	11,196.63	$	134,383.56	$	6,849.09	$	82,189.08
19	West Regional Library	50,042	SQ	12	$	5,573.34	$	66,880.08	$	4,620.33	$	55,443.96	$	7,172.68	$	86,072.16	$	2,701.18	$	32,414.16
20	Westbrook Branch Library	34778	SQ	12	$	3,873.34	$	46,480.08	$	548.48	$	6,557.76	$	4,984.64	$	59,816.08	$	558.99	$	6,707.88
21	Willowbranch Branch Library	12808	SQ	12	$	1,426.47	$	17,117.64	$	860.71	$	10,328.52	$	1,579.60	$	18,955.20	$	788.04	$	9,456.48
			TOTAL:		$			1,305,376.44	$			851,600.16	$			1,622,032.38	$			928,005.96
			GRAND TOTAL:		$			3,893,459.16	$			2,476,208.08	$			4,628,963.08	$			2,612,023.92
			CONFLICT OF INTEREST:			Y				Y				Y				Y		
			INSURANCE			DID NOT PROVIDE				Y				Y				Y		
			JSEB COMPANY:	20%		Y				Y				Y				Y		
			ADDENDUMS (5):			Y				Y				Y				Y		
			NOTES:															PUT A SECOND PRICE FOR THE ANNUAL PRICE TO ADD ON IF THEY NEEDED TO COMPLETE BOND. THIS WAS CLEAR WITHIN THE SPECIFICATIONS IN SECTION 2 AND 3 AND ADDEDUMS 1 AND 3. BIDDER ALTERED THE BID PROPOSAL FORM WHICH IS AGAINST SECTION 2 (F)		

Janitorial Services for Various City Locations

ESC-0401-23

Total Points	30 Points	30 Points	10 Points	30 Points	OVERALL	Rank
Vendors	Experience, Competence & Approach (similar projects)	Past Performance and Record of Professional Accomplishments	Financial Responsibility	Cost	Total Points (100 max)	
DSR BUILDING SERVICES, INC						
Ray Birbal	30.00	30.00	10.00	20.12	90.12	
Jeremy Wright	30.00	29.00	9.00	20.13	88.13	
Caryn Bellavia	29.00	28.00	7.00	20.00	83.00	
Average					88.13	3
INTEGRITY						
Ray Birbal	30.00	25.00	10.00	29.28	94.28	
Jeremy Wright	30.00	28.00	10.00	29.28	97.28	
Caryn Bellavia	29.00	27.00	9.00	29.00	93.00	
Average					95.18	2
MERICAN FACILITY SERVICES						
Ray Birbal	30.00	25.00	10.00	17.30	82.30	
Jeremy Wright	30.00	28.00	8.00	17.30	83.30	
Caryn Bellavia	29.00	32.00	8.00	17.00	86.00	
Average					81.30	4
VELOCITY						
Ray Birbal	30.00	30.00	10.00	30.00	100.00	
Jeremy Wright	30.00	30.00	8.00	30.00	98.00	
Caryn Bellavia	30.00	29.00	7.00	30.00	96.00	
Average					99.00	1

Attachment B
Evaluation Matrix

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible bidder for the combination of the Response Evaluation Criteria. **Proposers shall arrange their responses in a format that will offer ready review and evaluation of each criterion.** Please note that 100 points is the maximum total for all combined criteria.

RESPONSE EVALUATION CRITERIA:

1. **COMPETENCE: 30 points maximum score**
   Describe professional and/or technical education and training experience in performing janitorial services in all commercial settings, particularly those settings that cover multilevel office facilities of approximately 1,000,000 square feet or more. Provide evidence of adequate personnel. Provide the names and resumes of individuals to be assigned to this contract under a supervisory and/or management level.

2. **FINANCIAL RESPONSIBILITY: 10 points maximum score**
   Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion.

3. **PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS: 30 points maximum score**
   Provide a listing of current and past contracts held in performing janitorial services in a commercial setting for the past 36 consecutive months (include the name of the client, the volume of services provided and a point of contact/phone number).

   Provide evidence of prior performance in the area of cleaning LEED certified buildings or "Green" cleaning procedures, if none so state. Refer to the General Cleaning Specifications for additional discussion topics, one of which must be a generic green building plan. Include the cleaning products anticipated to be used to service this contract.

   Describe/provide information pertaining to the performance of the firm to include any references, letters of recommendation, awards received and performance data provided by client(s) receiving the services.

4. **COST: 30 points maximum score**
   Provide a monthly rate as indicated on the enclosed Bid Proposal Form (Form 1). The lowest monthly price will receive the maximum amount of points for price. All others will receive a point value based on the difference to the lowest price. *Lowest monthly price receives maximum points. Next score is determined by: Lowest monthly Price/next lowest monthly price x 30pts = x pts*

Attachment B
Response Evaluation Matrix

CRITERION	DESCRIPTION	MAXIMUM POINTS
Competence	Describe professional and/or technical education and training experience in performing janitorial services in all commercial settings, particularly those settings that cover multilevel office facilities of approximately 1,000,000 square feet or more. Provide evidence of adequate personnel. Provide the names and resumes of individuals to be assigned to this contract under a supervisory and/or management level.	30
Financial Responsibility	Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion.	10
Past and Present Record of Professional Accomplishments with City Agencies and Others	Provide a listing of current and past contracts held in performing janitorial services in a commercial setting for the past 36 consecutive months (include the name of the client, the volume of services provided and a point of contact/phone number).	30
Cost	Provide a monthly rate as indicated on the enclosed Bid Proposal Form (Form 1). The lowest monthly price will receive the maximum amount of points for price. All others will receive a point value based on the difference to the lowest price. *Formula (lowest bidder/next lowest bidder x 30)*	30
	Total	100

1.3 Term of Agreement.

The initial term of agreement will commence upon execution of the Contract and will continue for a **three (3)** year period. Buyer will have the option to renew such agreement for up to **one (1)** additional **one (1)** year terms upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.

Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

- The Contractor must submit its last annual financial statement with the respective bid.
- The Contractor must provide at least three (3) verifiable references of cleaning experience on multi-story buildings demonstrating the ability to successfully clean over 1,000,000 square feet of office space or demonstrated experience in the cleaning of heavy commercial facilities of similar area or a combination of the two.
- Contractor must provide a list of contracts held for the previous thirty-six (36) months, including name, address, and telephone of a point of contact and dollar value of contract. The Contractor bidding must have been engaged in the business of performing commercial janitorial services for a minimum of thirty-six (36) consecutive months prior to bid opening date.
- The Contractor must submit a list of all commercial grade equipment that will be used to perform the services as outlined in this bid. Bids will only be considered from Contractors which have suitable equipment to maintain this contract. List must include equipment type, model, and quantity owned by the company. Pre-award inspection of the company's equipment may be made prior to award.

1.5 Equal Business Opportunity Program.

It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "20% Participation Plan," which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.

N/A.

1.7 Federal Funds.

Federal funds **will not** be used as part of this solicitation.

1.8 Non- Mandatory Pre-Bid Meeting.

Wednesday, June 28, 2023 at 1:00 p.m.

Jacksonville Public Buildings Administrative Office located at 555 W. 44th Street, Jacksonville, FL 32208.

Please submit questions in writing to Jaclyn Stamos at jstamos@coj.net as early as possible.

Section 4
Description of Services and Deliverables

4.1 Background

The successful Contractor shall execute and furnish to the City a bond. The performance bond shall be for an amount of **Project Cost**, shall be submitted within three (3) business days after the City's notification of award of the Contract, and shall remain continuously in effect. Any renewal bond shall be provided at least thirty (30) days prior to the expiration of the existing bond. A form of the bond is attached hereto as Attachment E.

4.2 Scope of Services

1. **SUMMARY OF REQUIRED SERVICES** – Provide Janitorial Services for various City buildings and libraries as defined in Form 1 (Bid Proposal Form). The Contractor shall provide all supervision, supplies and labor required to plan, schedule, coordinate and ensure effective completion of all work specified in this contract. The Contractor's performance will be closely monitored by the Public Buildings Division of the City of Jacksonville and the Jacksonville Public Library.

   These specifications are a statement of the minimum level of work and services that will be provided under this contract. They are not intended to be, nor shall they be construed, as limiting specifications or requirements. Failure to perform satisfactorily in accordance with the specifications may result in administrative fees, assessments, and the possibility of contract cancellation. For the protection of the building, and its equipment and the facilitation of the business to be conducted therein, first class cleaning will be required. Careless performance of work will not be tolerated. It is the intent of this contract to maintain the specified areas of the building in a clean sanitary condition in conformance with accepted cleaning industry standards set forth by Johnson Diversey's Healthy High Performance Cleaning and the APPA. The APPA level 2 of cleanliness (refer to Appendix A) is the minimum level of acceptability.

   The Contractor shall ensure janitorial services are performed to the highest standards and in accordance with local, state and federal requirements. The guidance set forth in the APPA and Johnson Diversey's Healthy High Performance Cleaning (HHPC), publication does not supersede any required laws, regulations, policy standards, or guidance called out in the schedule of articles for the subject contract, i.e. OSHA, EPA, etc.

2. **LEED-EB (Leadership in Energy & Environmental Design** – Existing Building) CONSULTING & TRAINING SERVICES - The Contractor must offer consulting services, products and solutions that contribute directly to LEED-EB certification. Contractors must identify how their program addresses the following LEED-EB credit categories:

   a. Materials & Resources

   b. Indoor Environmental Quality

   It is also desirable that Contractor has been through the LEED-EB certification process with at least one of the facilities it services and has achieved "Silver" or better level certification on said facility.

3. **CORPORATE ENVIRONMENTAL COMMITMENT** - It is desirable that Contractor provide information concerning environmental initiatives being conducted or planned in its facilities and operations. Such efforts may include, but not be limited to:

a. Instituting a publicly available corporate sustainability report that can be measured by established goals

b. Implementing an environmental management system

c. Promoting renewable resources

d. Introducing recycled and/or environmentally preferable products into other operational areas, such as using:
   i. Recycled-content paper that meets the federal standards for all printing and publishing needs (e.g. brochures, advertising, catalogs)
   ii. Vehicle maintenance products (e.g. re-refined oil, antifreeze, retread tires) and/or alternative fuel vehicles for deliveries
   iii. Energy Star (energy efficient) office equipment

4. **WEB-BASED COMMUNICATIONS** – Contractor shall provide a Web-based site for the reporting and scheduling of services. The Web-based reporting site shall provide for the documentation of work schedules, work status, inspection reports, maintenance reports, and Contractor's recommendations. The Website shall be a primary means used by the Contractor to communicate the Contractor's daily activities to the Public Buildings Division. The current system used by our janitorial provider is *Cleantelligent.* For simplicity and standardization, it is desirable to use only one system.

a. The Website shall be a professionally developed and maintained site that is operated by the Contractor, or at Contractor's option the Website may be hosted by an organization that specializes in Website applications, operations, and management. The City shall own the content of the Website and City personnel shall have access to the Website on a 24-hour, 7 days per week basis. Any outages of the Website for upgrades or modification shall be limited to three (3) hours' duration. The City Contract Administrator shall receive 48 hours' advanced notification of any planned outage.

b. The City shall have secure access to the Website requiring the use of a User Name and user definable minimum (8) character alphanumeric password. Two access levels shall be supported. The Administrative Level shall include users each with a unique password. Users at the Administrative Level shall have full access to all information available on the Website. Administrative Level users shall have the capability to create, change, and delete access code passwords. The second level or User Level shall provide full read only access to all or selected information available on the Website as determined by Administrative Level personnel, but users at this level shall not be allowed to change, create or alter passwords or information. The system shall support (20) separate User Level passwords.

c. Information posted to the Website shall be available for download to all users in formats that can be edited and manipulated by the user using standard Microsoft software products such as Word, Excel, etc. Merely posting scanned images of handwritten field reports is not acceptable.

d. The Website shall incorporate menu driven search and retrieve features that will allow users to sort and observe data based on facility location, task, schedule and calendar.

e. All information posted to the Website shall become the property of the City. Responsibility for the upkeep of the Site shall be transferred from the Contractor to the City when the contract expires or is terminated.

f. The Contractor's proposal shall include a detailed description of the Website system proposed, and shall include a detailed description of all features of the Website. As a minimum, the description shall include:

   i. Information to denote the reliability and security of the proposed Site.

ii. Formats for the different types of information or reports that will be available on the Website.
iii. Search and Retrieve features.
iv. Any other information necessary to insure that the City will have a full understanding of how the Website will operate and what features will be provided.

5. **TRANSITION PLAN** - There is to be no absence of services at any of the various City buildings or libraries during the transition from the respective current contract to the services provided under this contract. The successful Contractor's proposed schedule shall include a detailed schedule outlining how and when all services will be transitioned to the new Contractor, and the schedule of services to be performed on a daily, scheduled and periodic basis. The Contractor's proposed schedule shall meet with the approval of the Public Buildings Division before implementation. The successful Contractor must be aware that the proposed schedule will be subject to change due to the needs of the business throughout the life of the contract, and that any changes to the schedule shall not incur any additional costs or fees to the City. All services must be transferred to the successful Contractor within thirty (30) calendar days after award of the Contract.

a. Public Buildings has adopted the use and implementation of Johnson Diversey's Healthy High Performance Cleaning (HHPC), program that is aligned with the USGBC and LEED certification. The successful Contractor will employ the principles of HHPC when and where applicable.

b. The successful Contractor will ensure janitorial services are performed to the highest standards and in accordance with local, state and federal requirements. The guidance set forth in the Johnson Diversey's Healthy High Performance Cleaning (HHPC) publication does not supersede any required laws, regulations, policy standards, or guidance called out in the schedule of articles for the subject contract, i.e. OSHA, EPA, Etc. The Contractor shall schedule individual times and dates to clean each facility in accordance with the requirements of this Technical Specifications and the HHPC guidelines referenced above.

6. **CLEANING SCHEDULE**

a. Cleaning as specified herein shall be performed daily, weekly, monthly and periodically. The Contractor must develop a cleaning schedule that will support the City's desired level of cleanliness and be adaptable to the sensitive and high profile business needs of the City of Jacksonville. Failure to schedule these tasks or perform tasks when scheduled may result in a fee and/or assessment.

b. If deemed necessary, the Public Buildings Division may require the Contractor, at select locations and at no additional cost, to post check off sheets within the various City buildings and libraries denoting times and areas which were cleaned and by whom.

c. All cleaning requirements shall be performed in their entirety in accordance with the specifications.

7. **CITY QUALITY ASSURANCE**

The Public Buildings Division and Jacksonville Public Library may perform quality assurance inspections to ascertain compliance with the specifications.

A $100.00 administrative fee will be deducted from the monthly invoice for failure to complete scheduled services at the time at which it would normally be performed. If the scheduled service has not been performed by the end of the relevant time period, this fee will continue daily until the failure to perform has been remediated. Such deduction is made not as a penalty but as liquidated damages for additional and extra contract administration.

Contractor will have a maximum of 24-hours to correct deficiencies in scheduled services before the City, in its discretion, imposes the assessment of a fee for the market value of the services Contractor failed to perform. Contractor agrees that the market value of the unperformed service(s) is the cost to the city of having another contractor perform the service(s). Missed scheduled services after 24-hours corrective time incur a $100.00 per day administrative fee until completed.

At the discretion of the Public Buildings Division, if a nightly or daytime cleaning service is missed in its entirety, the full day's price of the service shall be assessed and deducted from the monthly price, in addition to the $100.00 administrative fee. Such assessment will be calculated by dividing the monthly invoice amount by the number of service days in that month to determine a full day's price.

Administrative fees and assessments are intended to act as an incentive to the Contractor to perform in full compliance with the specifications. Contract cancellation will be at the discretion of the Public Buildings Division based on what is in the City's best interest.

8. **BUILDING DAMAGE**
The Contractor shall make restitution to the City within thirty (30) days in the form of cash or replacement (subject to the City's approval), in settlement of any damage to the various City buildings and libraries caused by the Contractor's employees. Failure to do so will result in the cost of the damages being deducted from the Contractor's monthly invoice.

9. **RECYCLING**
Various City buildings and libraries have recyclable containers and storage areas; it is the Contractor's responsibility to place recyclable paper and materials in the building's designated recyclable bin or designated area. Any Contractor disposing of recyclable materials by placing the material in the trash or removing it from the premises shall be charged and a deduction of the market value of the materials will be deducted from the Contractor's monthly invoice.

10. **INVOICES**
Invoices shall be submitted once monthly in a clear and concise format. The invoice shall include the following: an invoice number, date, blanket order number, period of invoice, location and price of the work with a total. Format of invoice is subject to the approval of the Contract Administrator and may be changed or updated upon request at any point during the contract period. Invoices shall not be submitted in advance of work performed.

11. **SUSPENDED SERVICE**
For any room, location, or square footage space in the various City buildings or libraries in this RFP that will not require cleaning for an extended period of time, the Contractor will be notified in writing by the Public Buildings Division or the Jacksonville Public Library to discontinue cleaning of the designated area. The Contractor will reduce the monthly cost for that building for the area not cleaned based upon negotiations with City personnel. Current or future renovation plans may result in an entire area being shut down. In such an event, the monthly charge will be discontinued until service is resumed.

12. **INCREASE AND AMEND SERVICE**
For any room, location, or square footage space not listed or covered in this RFP, that will require cleaning for an extended period of time, the Contractor will be notified in writing by the City's Public Buildings Division or the Jacksonville Public Library to provide a quote in writing for the cost to begin cleaning of the designated area. The Contractor will calculate the monthly cost for the area to be cleaned based upon the Contractors bid price with City personnel. Once the cost and start date have been agreed upon by the Contractor and the

Contract Administrator, and approved through an award, the City contract will be amended to add the additional service.

The Edward Ball Building has spaces that are leased by various businesses and City entities resulting in occupancy variations. A square foot rate shall be given for this building (Bid Proposal Form 1). The square foot rate does not alter the scope of work or space standards.

13. SPECIAL CIRCUMSTANCES

Most of the City of Jacksonville buildings and Jacksonville Public Libraries spaces are open to the public or have business needs that require them to be maintained at a minimum of level 2 cleanliness on the **Association of Physical Plant Administrators (APPA)** scale (refer to Appendix A.) Circumstances may require that janitorial service be provided to a building or library during non-service hours or days to meet that need. Contractor will arrange for that need to be met and if applicable will charge for the service based on the quote provided for scheduled and emergency call out rate.

14. SECURITY REQUIREMENTS

The security sensitive nature of business conducted in the various City buildings and libraries require enhanced security requirements of all employees. Meeting these requirements shall be considered mandatory, and the ability to meet these requirements shall be continuous.

All employees of the Contractor shall wear proper company identification with **photo ID** and names at all times during the contract working hours. Same color shirt, smock or vest shall be worn while present in the building. Supervisors shall wear an identifying uniform (shirt), badge or name patch identifying them as supervisors.

Prior to the commencement of work within the various City buildings and libraries, the Contractor's employees must have a background check at the expense of the Contractor and paid to the Jacksonville Sheriff's Office (JSO) by establishing an account with Records & ID at the Police Memorial Building.

Each individual, including the Contractor, must have a JSO issued identification card upon approval of the background check and at the expense of the Contractor. The fee for the JSO issued ID card will be $10.00 for each card and will be billed against the account established with the Records & ID Dept.

The cleaning employees must be clean when starting work, well groomed, wearing slacks or uniform dress and shoes with socks. "NOT ACCEPTABLE" items are worn/frayed jeans, tank tops, hoodies, shorts, hats and caps not company issued, midriff showing clothing, flip-flops, and sandals. Radio headsets and dark sunglasses are prohibited, as well as any other item(s) deemed to be inappropriate or a security risk.

The Contractor shall instruct its employees to perform their tasks and have them refrain from loud or vulgar language, loud music, sitting at any desk, using the phone, computer, fax, copy machine, etc. They shall not disturb any file, read any correspondence, open any drawers or cabinets; or disturb any personal objects, candy, food, drinks, coffee, or money. Any employee unwilling to abide by these requirements or is disrespectful shall be asked to leave and not return to work at any City building.

Periodically, a random check of identification, such as a driver's license, will be requested to insure that the person wearing the badge is the proper person. The employee must show required identification when anyone requests such verification. Employees and any container, locker, etc. are subject to search while on City property by security and police.

Should reports of pilfering occur, the City may request that all employees check personal possessions in and out of the buildings. The Contractor, by acceptance of this contract, acknowledges that it has also informed its employees that the City may require them to take a lie detector test at the City's discretion. The City shall pay for such tests, except in the event the results indicate the Contractor's employee is culpable; in that event, the Contractor shall pay all costs. Any criminal activity will be prosecuted.

All employees working in the various City buildings or libraries must be able to continuously pass a JSO security screening and approval. Any employee unwilling to abide with these requirements shall be asked to leave and not return to work at any City building.

15. CODE OF CONDUCT

The City has developed specific standards of conduct deemed necessary to insure the orderly and efficient performance of duties and services at the City and to protect the health, safety, and welfare of all members of the community. In accordance with those standards, the following are strictly prohibited:

a. The use or possession of drugs or alcohol.
b. Possession of firearms or illegal weapons.
c. Smoking in or within fifty-feet (50') of any City building entrance.
d. Harassment (sexual, racial or otherwise) or intimidation of anyone on the premises of City buildings or libraries.
e. Violation of applicable traffic or public safety regulations or of City rules and procedures.
f. Unauthorized use of City vehicles, equipment or property.
g. Use of City telephones, computers, or other equipment for personal business.
h. Removal or theft of City property.
i. Unauthorized duplication of possession of City keys.
j. Transfer of personal identification card or other passes to unauthorized persons.
k. Conduct or behavior that endangers the health, safety, and welfare of any member of the public or City personnel.
l. Interference with the work of other employees.
m. Work attire other than the specified uniform.
n. Loud, vulgar behavior or the use of profanity.

The City prohibits any teenagers, minors, or children from accompanying Contracted employees to work or working in any City-owned building during the performance of working as identified in these specifications.

The City may, at its discretion, require removal of any employee of the Contractor from City buildings or libraries who is found to be in violation of these standards, or in violation of other standards adopted by the City from time to time, as required, to protect the health, safety and welfare of City buildings and libraries.

16. SUPERVISOR/LEAD CUSTODIAN

The Contractor shall supply competent and thoroughly trained "Working" Lead Custodians who have held supervisory or lead custodial positions for a minimum of one (1) year to check, inspect, and maintain records of all work performed and inventory supplies, and assist with cleaning duties. The Public Buildings Division and the Jacksonville Public Library will reserve the right to interview the Lead Custodians at any time during their employment at City buildings or libraries and can approve or reject their selection. The awarded Contractor must notify the City to obtain prior approval for all supervisory staff replacements.

A "Working" Lead Custodian shall be located at all facilities with more than two members of janitorial staff and will oversee the work of staff in buildings requiring less than two staff members in an effort to oversee the performance of this contract.

The Lead Custodian shall carry a cell phone at all times during working hours and shall respond to the Contract Administrator's or Facility Manager's calls within ten (10) minutes of a call. The Contractor shall provide the cell phone at the Contractor's expense. Failure to have an operable cell phone may result in a daily administrative fee for each day one is not provided. The Contractor may request and designate a managerial level employee be utilized as the primary point of contact for all issues related to this contract in lieu of contacting Lead Custodians.

The Public Buildings Division shall be notified immediately when a Contractor's Manager or Lead Custodian has terminated employment. The City's Public Buildings Division shall have the right of approval for any replacement Lead Custodians or Managers.

Lead Custodian Responsibilities: The Lead Custodian shall be responsible for, but not limited to, the following:

a. Planning crew workflow and determining priorities.
b. Scheduling, assigning, overseeing, and assisting with cleaning duties.
c. Establishing and maintaining crew procedures.
d. Providing staff training and assistance.
e. Ensuring that supplies and equipment for the crew are adequate.
f. Meeting as needed with Facility Managers or Contract Administrators to discuss any problems or cleaning concerns.
g. Following building program established by the City.
h. Having a copy and a working knowledge of the cleaning contract.
i. Performing related duties as required.
j. Using a daily checklist of tasks to be performed.
k. Delivering supply orders to the City buildings and libraries as needed.
l. Maintaining the time sheets of employees.
m. Inspecting facilities to ascertain that all personnel are performing in accordance with the cleaning schedule and specifications of the contract.
n. Reporting any cleaning emergencies, safety or security problems, or building mechanical problems immediately to the Public Buildings Division or the Jacksonville Public Library.
o. Where applicable, reviewing building schedules and plans work schedule to meet the requirements of events.
p. As a "Working" Supervisor, also performing cleaning tasks as outlined in this contract.

17. CONTRACT MANAGEMENT

The Contractor shall provide a point of contact/manager acceptable to the Public Buildings Division for this Contract. The Contractor's Manager shall have the full authority to act for the Contractor at all times to carry out provisions of this contract. The work schedule of the Contractor's Manager shall provide partial coverage of both the day and evening shifts.

The Contractor's Manager shall be responsible for the following:

a. Meeting or speaking with the Contract Administrator of the Public Buildings Division and Jacksonville Public Library on a weekly basis to determine service needed for the week and to discuss any problems, cleaning concerns or schedule needs.
b. Ensuring crews are performing the cleaning duties outlined in this contract when the Lead Custodian is absent due to illness or vacation.
c. Being on-call at all times and providing no less than a two (2) hour response to all inquiries and/or emergencies.
d. Being adequately trained in the compliance with all applicable OSHA, EPA, and other

federal, state and local laws and regulations regarding materials that may be encountered in the performance of the services.

e. Inspecting equipment for cleanliness and ensuring proper working order.
f. Arranging for repairs and simultaneous replacement of equipment to ensure adequate inventory.
g. Inspecting janitorial closets and rooms to ensure that supplies are delivered to the building and the cleanliness and organization of supplies.
h. Ensuring that work is scheduled and being performed without interference with City activities or property.
i. Keeping schedules and personnel lists updated, providing copies to the Contract Administrator of the Public Buildings Division and Jacksonville Public Library upon request.

18. STAFFING

1. All personnel shall meet the following:

   a. Be at least 18 years of age.

   b. Has not been convicted within the last three (3) years of a felony or a crime that directly relates to controlled substance use or been committed for controlled substance abuse.

   c. The Contractor shall consider as HIGH PRIORITY the IMAGE of the employees assigned to City buildings and libraries. The City insists on cleanliness (personal hygiene and wardrobe) and well-groomed hair.

   d. Staffing and labor hours shall be as required to perform the necessary work to maintain a QUALITY cleaning level. We depend upon the Contractor to know what it takes in number of personnel required to do the job.

   e. The Contractor will provide competent, experienced employees. The Public Buildings Division reserves the right to insist in writing that any member of the staff be changed if he/she is not performing satisfactorily.

   f. Staff must be able to continuously pass Jacksonville Sheriff's Office security screening and approval.

2. In addition to the cleaning services, the Contractor will be responsible for the following:

   a. Staff must be familiar with the emergency fire and disaster evacuation plans developed for the facilities in which they work. All Contractor personnel must be aware of emergency evacuation procedures and must follow them in case of an emergency.

   b. The Contractor's management staff shall be available to meet with representatives of the Public Buildings Division or Jacksonville Public Library as needed to review the level of cleaning or other janitorial concerns at any facility.

3. Training. Contractor must be able to provide employee training, tools and materials using a formal program that includes the following items:

   a. Printed resource manual

   b. Laminated wall charts

   c. Employee laminated procedure cards

d. Instructional procedural video, CD-ROM or DVD (optional)

4. The employee training may be completed in a combination of self-paced, supervisor-led and on-the-job process. The training topics will cover the elements of proper use of all cleaning equipment, product procedure and application for all products awarded. Additional training topics required include Blood borne Spills and OSHA Right to Know Laws.

5. The Contractor will ensure that supervisors will be in attendance at training sessions.

6. Employees shall wear Contractor uniforms or smocks at all times when performing duty on City property. Employees shall wear Personal Protection Equipment (PPE) appropriate for assigned tasks.

7. Contractor must have an operating office in Duval County, Florida to support its services and operations for the various City buildings and libraries and maintain it throughout the contract period so that parts and materials are readily available.

19. SCHEDULING

1. Upon award, and at the time of each renewal, the Contractor shall submit to the Public Buildings Division a detailed annual schedule showing a minimum one-year outlook for planned services throughout the contract duration.

   The successful Contractor's plan shall include:
   a. A description, detailed by location and shift of labor and supervisory assignments, of the manner in which the account will be handled.
   b. Total number of employees involved in each phase of the cleaning contract.
   c. Total projected monthly hours in performing contracted cleaning services.
   d. Detailed plan for supervision of labor and quality assurance, including building inspection procedures and employee start-up training.
   e. A listing of cleaning chemicals and equipment to be used.

   The City reserves the right to modify these specifications, add or delete facilities or square footage of a location at any time during the term of this agreement and negotiate added costs or savings, if any.

2. **Cleaning Schedule Requirements:** Cleaning of security sensitive areas (identified by tenants) varies and the Contractor will need to adapt to the changing needs of the business conducted in the various facilities. If access is needed to clean at any times other than what is identified herein or on Contractor's schedule, permission must be requested.

   A. **Daytime cleaning** will typically be performed between the hours of 8:00 am to 5:00 pm, Monday through Friday.
   B. **Nighttime cleaning** will typically be performed between the hours of 6:00 pm to 1:00 am, Monday through Friday.
   C. **Security Sensitive Areas**: The Contractor will perform condition based, interval-based and Customer requested cleaning work in areas deemed to be security sensitive. Cleaning for these areas shall require flexibility in scheduling.

   Schedule Approval: The Contractor shall not commence work under this contract until the schedule and cleaning program have been reviewed and approved by the Public Buildings Division. The Contractor shall comply with all requirements of the approved schedule and program.

Events: The Contractor shall adjust the daily cleaning schedule to accommodate special events. Occasionally an unscheduled event may take precedence over the daily work schedule; therefore, custodian(s) must be able to respond in a timely and efficient manner. Should additional custodians be required for a special need or event, the Contractor must be prepared to provide additional custodial staffing as requested by the Public Buildings Division. See SCHEDULE OF VALUES document as additional charges may apply.

20. SECURITY PROCEDURES FOR CONTRACT CLEANING EMPLOYEES

1. **WORKING HOURS** - Contracted cleaning employees may arrive for work no earlier than 15 minutes before starting time and must leave within 15 minutes of signing out.

2. **UNIFORMS** – All employees of the Contractor shall wear proper company identification with photo id and names at all times during the working hours. The same color shirt or smock indicating the name of the company shall be worn while the employee is present in the building. At all times, designated uniforms or smocks must be worn prior to entering City facilities. Failure to do so may result in denied entrance.

3. **IDENTIFICATION** - The Contractor shall issue identification badges to every person employed under the terms of this contract. Badges shall include the employee's photo, employee's name and the name of the company. Employees shall wear their company ID and Jacksonville Sheriff's Office ID visible on their persons while in City buildings and libraries.

4. **SIGN-IN FORMS** - Upon arrival, each contracted cleaning person must sign-in on the designated Contractor's work form. The form must be filled out completely, including the sign-out time at the end of the work period.

5. **BAGGAGE** - Carry-in baggage must be contained to a minimum (i.e., purses, shoulder bags, lunch bags, etc.) and will be checked upon request.

6. **SMOKING** - Smoking will not be allowed in City buildings or within fifty-feet (50') of any City building entrance.

7. **TERMINATED EMPLOYEES** – The Public Buildings Division will be notified within 24 hours of all janitorial employees that are dismissed who had access to City facilities. The Jacksonville Sheriff's Office designee will be notified as soon as possible.

8. **ITEM REMOVALS** - Contracted employees are not allowed to remove <u>any</u> items from City facilities. This includes food, items discarded in trash, etc.

9. **SCREENING** - The Contractor's thorough background check must include police checks from the State of Florida and the contracted employee's state of residence, if different. Contractor must have clean State of Florida background checks and pre-employment clean drug screens on every employee prior to their working in City buildings or libraries. Employees with more than one (1) theft or drug conviction will not be permitted to work in City buildings or libraries. Employees with any convictions associated with violence will not be permitted to work in City buildings or libraries. The State Attorney's Office, or other sensitive agencies, reserve the right to conduct or require a more strenuous background investigation and perform their own screening. Any personnel that do not pass these checks will not be allowed to work in those locations. Upon request, background checks will be

available for review and verification by the Public Buildings Division, Jacksonville Public Library or other City agencies.

10. **THEFT** - Theft will not be tolerated. Any contracted cleaning employee caught stealing will be subject to prosecution.

11. **CONDUCT** - Contracted cleaning employees should be aware that they are a highly visible work force and should conduct themselves with dignity and good taste on premises. Failure to do so will result in being asked to leave and not return to work at City buildings.

12. **DOORS** - Propping open of City building and library entrance or exit doors is absolutely forbidden and may result in termination of this contract. Contractor shall immediately report any suspicious activity to the Jacksonville Sheriff's Office and to the Public Buildings Division Contract Administrator.

13. **SECURED AREAS** - Some areas of the City buildings and libraries are designated security sensitive and will not be accessible for cleaning except for limited hours during the day when staff is present. Janitorial services for these areas will need to be scheduled, and on an as-requested basis. The Public Buildings Division or the Jacksonville Public Library will provide the Contractor with a list of these areas.

21. CLEANING PRODUCTS AND PACKAGING

1. **CLEANING PRODUCTS** - As part of the City's program to purchase environmentally preferable products and to address certain environmental and health concerns associated with some cleaning products, it is desirable that the Contractor use products that meet, or exceed, the Green Seal guidelines. The successful Contractor will:

    a. Include environmental factors as well as traditional considerations of price and performance as part of the normal purchasing process.
    b. Emphasize pollution prevention early in the prevention process.
    c. Examine multiple environmental attributes throughout a product's or service's lifecycle.
    d. Compare relative environmental impacts when selecting products and services.
    e. Collect and base purchasing decisions on accurate and meaningful information about environmental performance.

All cleaning materials and equipment to be used by the Contractor are to be supplied and maintained by the successful Contractor at its sole cost and expense. All cleaning materials, equipment, and supplies are to be approved by the Public Buildings Division before usage in the City buildings or libraries. The bid winning Contractor will be the sole provider of cleaning products used at City buildings or libraries.

Contractors must supply MSDS for all products to be offered. Contractors must also agree to respond (within a time period agreeable to both parties) to any request from Public Buildings to provide MSDS.

It is mandatory that the primary package is recyclable. Alternatively, manufacturers may provide for returning and refilling their packages. It is desirable that a Contractor's primary and/or secondary packaging be made with a percentage of post-consumer recycled material and represent a source reduction measure.

Contractors will specify packaging, recyclable materials, and any percentages of recycled content (particularly post-consumer) in their submittal package, include a

description of any return/collections program available, and identify any measures to reduce the amount of overall packaging.

In reference to the three primary chemical categories, the manufacturer's label must state clearly and prominently that dilution with water from the cold tap is recommended and shall state the recommended level of dilution. The manufacturer shall also include detailed instructions for proper use and disposal and for the use of personal protective equipment required for the use of its cleaning chemicals.

It is mandatory that:

1. Products have color-coded labels.
2. Manufacturers have product-labeling systems to assist non-English speaking or illiterate personnel.
3. MSDS sheets shall be available and maintained on site for all products used as required by OSHA.

Dispensing equipment:

1. It is mandatory that Contractor provide dispensing equipment that reduces worker exposure to chemicals and promotes the appropriate use of the cleaners.
2. Contractor must provide a description of available equipment and information on the features that reduce risk and exposure.

2. **MEASURING / DILUTING CONCENTRATED CLEANING PRODUCTS** – Contractor shall:

   a. Use appropriate personal protective equipment when mixing concentrated cleaning products.
   b. Follow manufacturer's dilution directions. Contractor should not under- or over-dilute concentrated cleaning products.
   c. Make sure that spray bottles (secondary containers) have appropriate OSHA approved labels.

22. PAPER PRODUCTS AND RESTROOM SUPPLIES

The City will provide the inventory stock of toilet paper, paper toilet seat covers, paper towels, and soap supplies. It will be a joint effort and responsibility between the Contractor and the Public Buildings Division to manage and maintain adequate supplies for the City buildings and libraries. The Public Buildings Division will conduct inventories of supplies.

23. CLEANING EQUIPMENT

Equipment must be stored in secure, designated janitorial storage locations at the facilities. Inoperable equipment must be replaced or repaired immediately. The City has the right to perform unannounced inspections of this equipment at its storage locations. Contractor will furnish and maintain in good operational condition the following:

a. Contractor shall employ vacuums with High Efficiency Particulate Air (HEPA) filtration capable of trapping 99.97% efficiency in filtering airborne particles down to 0.3 microns.

b. Vacuum cleaners should meet all standards set forth under the Carpet & Rug Institute's Green Label Program.

c. The City recommends the use of backpack vacuum cleaners wherever possible.

d. Powered equipment should be equipped with guards, vacuums and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70dBA.

e. Automated scrubbing machines shall be equipped with variable speed feed pumps to optimize the use of cleaning fluids.

f. Battery powered equipment shall be equipped with environmentally preferable gel batteries.

g. Where appropriate, active micro fiber technology shall be used.

h. Powered equipment shall be ergonomically designed to minimize vibration, noise, and user fatigue.

i. Contractor will use micro-fiber cloths or micro-fiber dusters for all dusting.

j. Contractor will use lightweight flat mop micro fiber system mops.

24. SAFETY

Contractors and their employees must maintain safe working conditions at all times. Prevent tripping hazards, and place wet floor warning signs as applicable.

Employees must wear personal protective equipment/clothing when using harsh or skin irritating chemicals and first aid supplies shall be present and part of the standard equipment. Contractor must meet OSHA requirements.

25. ROUTINE JANITORIAL SERVICES

This section is intended to encompass routine janitorial services that are typically performed on a scheduled basis to maintain or restore defined standards of appearance to spaces after normal daily use. Specifications listed under this contract shall be considered a minimum level of acceptable work and services to be provided. They are not intended to be, nor shall they be construed as, limiting specifications or requirements.

a. Contractor will work with the City to gain access to facilities serviced under this contract for all staff.

b. Contractor is responsible for securing the facilities serviced if work is performed after regular business hours.

c. Contractor personnel performing work in any area of the various City buildings or libraries are required to restore that area to a safe, compliant and otherwise as-found condition following completion of their work.

d. Entryways, lobbies, bathrooms and all other high-use and visible areas will be maintained in pristine condition.

e. Cleaning practices will be conducted to maximize life of all furniture, carpets and fixtures where applicable.

f. Cleaning activities shall not disrupt or create unpleasant conditions (e.g., dust, vacuum noise, odors) for occupants of the cleaned spaces during normal business hours.

g. Indoor spaces affected by incidents or in which City events have been held shall be rapidly restored to an appropriate condition.

h. Safety and risk reduction guidelines will be strictly followed in all areas, with the goal of zero safety incidents resulting from custodial activities.

i. Cleaning practices and schedules will be created to minimize disruptions or unpleasant conditions 24 hours per day, 7 days per week at the facilities.

26. GENERAL CLEANING STANDARDS (applicable to all spaces):

Hard Floor Surfaces: All hard floors and baseboards shall be substantially free of visible dirt, dust, debris, stains, traffic/scuff marks, aging marks, and wax buildup; all floor surfaces shall have a finish as appropriate to the floor type. The appropriate techniques and standards shall be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product. A proactive and a reactive process will need to be implemented to completely manage all spills.

Porcelain Tile Floors: Floors are to be cleaned in accordance with recommended manufacturer's instructions using the appropriate solutions and cleaning methods.

Carpet/Mats/Rugs: All accessible carpets, mats, and rugs shall be substantially free of debris, stains, odors, and visible dirt. All carpets, mats and rugs will be trip/slip free. The appropriate techniques, equipment, and standards shall be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product. A proactive and a reactive process will need to be implemented to completely manage all spills.

Deep cleaning of carpets will be on a "call as needed" basis. Cleaning will be by various methods and pricing to be by the square foot with no guaranteed minimum footage. Once this service has been approved, the Contractor will have a maximum of five (5) days to complete the work.

Carpet may be cleaned by "others," depending upon pricing. Partnerships with other Contractors to facilitate carpet cleaning are encouraged.

Recycling: Contractor shall empty recycling containers into designated larger recycling bins, break down cardboard boxes, and place them in proper receptacles.

27. SPACE TYPE STANDARDS:

Lobbies: Lobbies must be spotlessly clean. There must be no visible dust or cobwebs. All installations and displays must be spotless and defect-free. Any glass surface must be free of marks, stains, scratches or any other defects. There must be no spills, trash, stains or defects on the floor. All furniture must be maintained to its original condition and be dust-free. All glass windows and doors and frames shall be maintained in pristine condition. Some City buildings and libraries have security portals/consoles which will need to be cleaned. Furniture and other arrangements must be in their original order.

Inclement weather may require lobby floors be mopped on a continuous basis to ensure a clean and dry surface in buildings that maintain porter service or cleaning personnel during business hours.

Entrances: The exterior of all the entrances must be maintained on a daily basis. The area must be free of trash, cigarette butts, spots and debris.

Custodial Closets: Janitorial Closets and Storage Spaces shall be kept neat and clean at all times and in compliance with applicable fire codes and regulations. Mops, buckets, wet floor signs, tools, equipment and all other materials shall be cleaned and stored properly in janitor closets. Cleaning caddies and materials shall not be left unattended and shall be stored in Janitor Closets when not in use. Chemical dispensers/Blend centers will be properly maintained. All mechanical/operational issues with these dispensers will be properly escalated. Flammable materials shall be stored in appropriate containers/cabinets. All products/equipment furnished by Contractor shall be properly labeled. Any new cleaning chemicals must be approved by the Public Buildings Division prior to use on site. Hose management guidelines will be observed.

28. DAILY TASKS – Contractor shall on a daily basis:

1. Clean facility entrances and remove all trash, cigarette butts, foreign matter, debris, etc. from steps, landings and handrails which extend outward 25 feet from facility entrances.

2. Clean both entrance and exit doors, both inside and out, including metal trim/ window sills, surrounding glass and transoms over all entrance doors.

3. Clean as needed all interior windows, partitions and fixed glass.

4. Clean mirrors where applicable.

5. Dust and spot clean doors, ledges, baseboards, handrails, partitions, furniture, fixtures and fittings.

6. Clean office areas and conference rooms, dust and wipe clean furniture, tables, desk tops and file cabinets. **Contractor's employees shall not disturb the workspace by moving or discarding any material.**

7. **Contractor's employees shall not disturb any papers or folders on desks, and they are not to be moved, reviewed or inspected.**

8. Pull trash from all waste receptacles, and replace and tie bags, refrain from dragging trash across floors, clean waste and recycle receptacles inside and out on an as needed basis so that all waste and recycle receptacles shall be clean, free of odors, and not overflowing, follow the schedule outlined for pickup for each designated area, and in areas restricted for security purposes, place the waste and recycle receptacles in the first accessible area for scheduled pick-up.

9. Return chairs and waste receptacles to their original positions, install new plastic bags daily for all individual trash receptacles, install new plastic bags for recycle receptacles as needed, and tie the new bags around the side of the receptacles.

10. Damp wipe and dry all counter tops and table tops to remove dust, dirt, and smudges.

11. Spot clean light switches, door knobs, handles, push plates, kick plates, frames, fire extinguisher cabinets and any metal surfaces on doors as needed.

12. Vacuum all carpeted areas and spot clean as needed.

13. Vacuum or sweep all hard floor surfaces.

14. Damp mop all hard floor surfaces, removing all oil drips, dirt, and any other foreign matter.

15. Turn off all lights as soon as possible when cleaning is finished (if not equipped with occupancy sensors).

16. Clean sinks and accessible exterior surfaces of cabinets and appliances including but not limited to microwaves, stoves and refrigerators of fingerprints, water marks, spillage, etc. Contractor is not responsible for cleaning inside cabinets or appliances such as microwaves, stoves and refrigerators.

17. Remove all stains, smudges, etc. from the exterior of all vending machines.

18. Remove trash from stairways and stairwells, and sweep, mop and clean handrails in stairways and stairwells as needed.

19. Police and sweep loading docks and trash collection areas (dumpster).

20. Clean water coolers and drinking fountains, disinfect and polish leaving no oily residue, and damp wipe walls surrounding cooler/fountains.

29. RESTROOMS & LOCKER ROOMS DAILY CLEANING PROCEDURES

Any and all failures of equipment such as plumbing, electrical and lighting, along with dispensers for paper towel, toilet paper, paper toilet seat covers and soap must be reported to the Public Buildings Division immediately. - Contractor shall:

a. Because of their heavy use and moisture, clean restrooms frequently using appropriate cleaning products and procedures, and make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals.

   Do not use the same cloth or sponge used for cleaning toilets, toilet bowls, toilet seats and urinals for any other surfaces.

   Make sure that appropriate PPE is used and appropriate ventilation is provided for cleaning personnel. Never mix cleaning products.

b. Clean all washbasins and counters.

c. Clean and polish all fixtures.

d. Clean and wipe down all walls.

e. Clean and disinfect urinals and all wall/panels adjacent to or around urinals.

f. Clean and disinfect toilets, including the inside of the toilet bowl and around the base of the toilet. Clean, disinfect and dry toilet seats.

g. Check all water fixtures to ensure proper operation.

h. Clean all partitions.

i. Ensure that all toilet paper holders/dispensers and sanitary toilet seat cover dispensers are clean and adequately supplied.

j. Ensure that all paper towel dispensers are clean and adequately supplied.

k. Ensure all wall hung soap dispensers are clean and adequately supplied.

l. Ensure that all sanitary product receptacles are cleaned.

m. Clean all mirrors.

n. Empty and sanitize all waste containers.

o. Floors are to be swept and mopped with germicidal cleaner.

p. Clean the shower areas: floors, walls, benches, showers, showerheads and soap dispensers.

q. Provide and install urinal screens as needed.

r. Remove graffiti.

30. **BREAKROOMS, LOUNGES AND KITCHENETTES** – Contractor shall

a. Wipe down and clean on a daily basis tables, chairs and countertops.

b. Clean sinks and accessible exterior surfaces of cabinets and appliances, including but not limited to microwaves, stoves and refrigerators, of fingerprints, water marks, spillage, etc. Contractor is not responsible for cleaning inside cabinets or appliances such as microwaves, stoves and refrigerators.

c. Empty trash, wipe out and install new plastic bags daily in all trash receptacles. (All trash removed from facility will be placed in facility containers). Install new plastic bags for recycle receptacles as needed. Tie the new bags around the side of the receptacles. Contractor will supply all trash bags in appropriate sizes as needed.

d. Remove all stains, smudges, etc. from the exterior of all vending machines daily.

e. Ensure all soap and paper product dispensers are restocked as needed.

f. Continually monitor the building for signs of pest infiltration and report issues to the Public Buildings Division.

31. **PATIO AREAS** – Contractor shall be responsible for spill cleanup and stain/soil removal (all chairs and tables will need to be wiped and cleaned), re-setting of tables and chairs as needed, and clearing of all emergency door egresses. All trash and recycle containers will need to be monitored and emptied as needed.

32. **ELEVATORS/ESCALATORS:** – All elevator (passenger & freight) door tracks are to be free of dirt, soil, lint, dust and debris. Passenger elevator doors, walls, hand rails and floors shall be substantially free of dirt, stains, streaks, spots, lint and cleaning marks.

a. Special attention shall be paid to the cleaning of the finishes on elevators. Stainless steel doors and fixtures on elevators are to be cleaned with stainless steel cleaner. Stainless steel cleaner should never be sprayed directly on the elevator doors. Cleaner shall be sprayed on cleaning cloths and wiped on the doors to prevent damage to the elevator door sensors. Elevator buttons are to be cleaned daily.

c. Special attention and care shall be paid to the cleaning of escalators. Escalator hand rails are to be wiped down and cleaned daily. Stainless steel trim shall be polished with stainless steel cleaner. The ledges and surrounding spaces shall be clean and dust free. Any dirt, debris or dust on or around the escalator is to be swept or vacuumed daily. Escalator steps will be machine cleaned as needed.

33. **WEEKLY TASKS** – On a weekly basis, Contractor shall:

1. Machine scrub floors in bathrooms.

2. Wipe down exposed plumbing pipes and/or plastic plumbing pipe casings in bathrooms.

3. Dust and spot clean walls to maintain a clean appearance.

4. Dust blinds and wall hangings to maintain a clean appearance.

5. Dust and vacuum all areas to maintain a clean appearance.

6. Disinfect handrails, door handles and push bars a minimum of once a week or as instructed.

34. **MONTHLY TASKS** – On a monthly basis, Contractor shall:

1. Clean inside and outside of trash receptacles.

2. Clean wall surfaces using appropriate cleaning methods as required removing dust, dirt, smears etc. to project a well maintained appearance.

3. Vacuum and damp wipe "all" air conditioning exchanges, vents, wall, floor and ceiling diffusers to include surrounding ceiling/walls.

4. Remove all cobwebs from all surfaces of the interior and exterior entrances or exits to landings, porches, patios and alcoves.

5. Buff Vinyl Composition Tile (VCT) Floors, applying additional coats of floor finish as needed and/or top scrub and add floor finish as needed to maintain a high gloss appearance.

6. Top scrub No-wax flooring using appropriate cleaning methods.

35. **OTHER REGULARLY SCHEDULED TASKS: Unless otherwise agreed to between the Contractor and the Public Buildings Division or the Jacksonville Public Library, all Quarterly cleaning shall be performed by the end of the month in September/December/March/June.** Each Quarter, Contractor shall scrub and clean the following with a 2500 psi (minimum) pressure washer (**Quarterly**):

1. All exterior facility entrance areas, patios, sidewalks, steps, landings, loading docks, and handrails which extend outward 25 feet from facility entrances.

2. Clean interior ground floor area glass/windows to a height of 72'.

On an annual basis and by the end of the month of September, Contractor shall:

1. Clean all interior glass on all floors at least once a year.

2. Clean lenses of light fixtures annually.

On a semi-annual basis, Contractor shall:

Strip and wax Vinyl Composition Tile Floors using the appropriate chemicals and processes to maintain VCT floors and a high gloss appearance. **Semi-Annually (January and July).**

36. SPECIAL CONDITIONS FOR CLEANING:

Police Memorial Building

1. Services shall be performed five (5) days a week (Mon-Fri) 24/hours each day with one (1) Custodian working six (6) days a week between the hours of 11:59 pm and 6:00 am beginning Sunday evening. Four (4) hours of Porter service will be provided on Saturday and Sunday.

2. Communications Center (3rd level), Records and ID Center (2nd level) shall be cleaned at least three times daily, once on each shift of operation. Operation in these areas in 24/7.

3. Some office spaces may be secured after 5:00pm requiring cleaning to be performed between 8:00am and 5:00pm. A list of those spaces is subject to change, but is currently as follows:

    a. Continuous Improvement Division
        i. Information Systems Management (ISM)
        ii. Research and Development
        iii. Crime Analysis
        iv. Continuous Improvement
        v. CID Manger's Office

    b. Services Division
        i. Services Administrations Office - Room #301
        ii. Communications Annex ONLY
        iii. Alarms and Registrations
        iv. Civil
        v. Supply and Police Sergeants Office
        vi. Mail Room
        vii. Services Administration Offices - Room #238
        viii. Police Services Administrations Offices
        ix. Police Lieutenant's Office

    c. Budget

    d. Patrol East and West Office

    e. Community Affairs
        i. Court Bailiff Supervisor's Office
        ii. Chief's Office
        iii. Assistant Chief's Office

    f. Detective Division
        i. Burglary and Economic Crimes Office

ii. All Crimes Against Persons Areas (Sex Crimes, Homicide, Traffic Homicide, Family Violence and Missing Persons, and Robbery)

g. Internal Affairs and Accreditations Offices

h. Human Resources and Personnel - Room #303

4. All common areas shall be policed at least three (3) times a day (Monday – Friday) during normal business hours while the building is open to the public.

5. Restrooms shall be cleaned four times each day (Monday – Friday); and once on Saturday and Sunday while porter service is provided for 4 hours each day (Saturday & Sunday).

6. At least once a month, glass display cabinets in common areas will be carefully moved and the floor, baseboard, wall and back of cabinets cleaned of dirt, dust and debris.

7. Clean facility entrances in the parking garages between the hours of 10:00am – 12:00am; and 8:00pm – 10:00pm (Monday – Friday) by either broom sweeping or vacuuming, removing all foreign matter, debris, etc. from sidewalks, steps, landings and handrails that extend outward 25 feet from the facility entrances. Empty all trash containers and urns within the same 25 feet parameter as needed, policing the containers during each of the aforementioned time periods.

Pre-Trial Detention Facility - Judicial Spaces and/or Holding Cells

1. When in the Pre-Trial Judicial spaces, do not interfere with courtrooms in session. Maintain all restrooms mid-day between the hours of 12:00pm and 2:00pm ensuring there is no interference.

2. Holding Cell areas and control room will be cleaned upon request. The unit price for Special Cleaning (notice provided) will apply.

Tax Collectors Branch Offices

1. Weekly floor care shall include the spray buff and recoating of all composite floors.

Edward Ball Building - ITD Data Center

1. Weekly Cleaning:
   a. Vacuum access ramp, staging area, and network access room.
   b. Damp mop using the approved cleanroom cleaner on the raised floors, access ramp, and in network access room.

2. Monthly Cleaning:
   a. Wipe exterior skins of A/C units, UPS units and all horizontal surfaces.
   b. Clean glass windows.
   c. Remove old tacky sheet from front and rear doors.

3. Annual Cleaning:
   a. Complete HEPA vacuuming decontamination of sub-floors by lifting all accessible tiles.

Jacksonville Public Library

1. Daily
   a. Clean glass doors at the main entrance

b. Sweep exterior entryways

2. Weekly Cleaning:
   a. Vacuum all carpeted areas.
   b. Damp mop using the approved cleanroom cleaner
   c. Disinfect handrails, door handles and push bars a minimum of once a week or as Instructed

3. Monthly Cleaning:
   a. Dust blinds, book shelves, and wall hangings to maintain a clean appearance
   b. Clean glass windows.
   c. Sweep and mop floors in janitor's closet to maintain a clean appearance

4. Main Library Conference Center
   a. Assist with set-up up and tear-down of furniture and equipment for meetings and events.
   b. Assist with ensuring event spaces are clean and neat prior to events and after events have ended (examples: vacuuming/sweeping leaves from the Lovett Courtyard; cleaning chairs)
   c. Removal and disposal of trash and items such as cups, napkins, plates, etc. left by guests on tables or other services
   d. Break down of discarded cardboard boxes and placing them in Library recycle bin(s). Conference Center events in these spaces may be required outside of normal Main Library operating hours.

37. EMERGENCY PERSONNEL, EQUIPMENT AND SUPPLIES

1. Public Buildings may require the Contractor to perform out of sequence cleaning due to special events (i.e. special meetings, conferences open house, etc.). In such instance, the work specified will be within the scope of the contract, but more frequently than the contract requires. The Contractor will be reimbursed for performing Special Cleaning/Emergency Cleaning at the hourly rate specified. See SCHEDULE OF VALUES document.

2. Performance of this work shall in no way relieve the Contractor of performing normal Janitorial work required under this contract. If this additional work interferes with other contract requirements (such as scheduled cleaning), the Contractor shall be allowed a reasonable amount of time to complete all interrupted service(s). The Contractor will be notified at least two (2) working days prior to a special situation. However, in emergency situations there may be cases where only short notice can be given. Contractor's response time to an emergency notification shall be within one (1) hour of notification.

38. OBSERVED CITY HOLIDAYS

During holidays, Contractor will schedule work accordingly. City Buildings will not require cleaning on the listed Holidays observed by the City of Jacksonville, Florida. Contractor will coordinate annually with the Contract Administration Coordinator to establish the exact day of the week the following holidays are observed:

New Year's Day	Martin Luther King's Day
Presidents' Day	Memorial Day
Juneteenth	Independence Day
Labor Day	Veteran's Day
Thanksgiving Day	Day After Thanksgiving
Christmas Eve	Christmas Day

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