



## REQUEST FOR PROPOSAL (RFP)

### JANITORIAL SERVICES OF LAKE COUNTY BUILDINGS

<b>RFP Number:</b>	<b>09-0401</b>	<b>Contracting Officer:</b>	Freddy Suarez
<b>RFP Opening Date:</b>	October 22 <sup>nd</sup> , 2008	<b>Pre-Proposal Date:</b>	October 10 <sup>th</sup> , 2008
<b>RFP Opening Time:</b>	3:00 pm.	<b>Issue Date:</b>	September 24 <sup>th</sup> , 2008

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SPECIFIC SOLICITATION REQUIREMENTS ARE AS NOTED BELOW:	
Proposal and/or Performance Bond:	N/A
Certificate of Competency/License:	Section 1.16
Indemnification/Insurance:	Section 1.8
Pre-Proposal Conference/Walk-Thru:	Section 1.4

At the date and time specified above, all proposals that have been received in a timely manner will be opened, recorded, and accepted for consideration. The names of the vendors submitting proposals will be read aloud and recorded. The proposals will be available for inspection during normal business hours in the Office of Procurement Services within ten (10) working days after the opening date. When countersigned by an authorized County representative, this document and any specifically identified attachments may form the formal contract document binding the parties to all performance specified herein.

**Vendors shall complete and return the entirety of this RFP, and attach all other information requested in this RFP (see Provision 1.13). Failure to sign the proposal response, or to submit the proposal response by the specified time and date, may be cause for rejection of the proposal.**

#### NO-RESPONSE REPLY

If any vendor does not want to respond to this solicitation at this time, or, would like to be removed from Lake County's Vendor List, please mark the appropriate space, complete name below and return this page only.

- Not interested at this time; keep our firm on Lake County's Vendors List for future solicitations for this product / service
- Please remove our firm from Lake County's Vendor's List for this product / service.

#### VENDOR IDENTIFICATION

<b>Company Name:</b> _____	<b>Phone Number:</b> _____
<b>E-mail Address:</b> _____	<b>Contact Person:</b> _____

**Section 1.1: Purpose**

The purpose of this solicitation is to establish a contract to obtain cleaning services of Lake County public buildings in conjunction with the County's needs.

**Section 1.2: Designated Procurement Representative**

Questions concerning any portion of this solicitation shall be directed in writing [fax and e-mail accepted] to the below named individual who shall be the official point of contact for this solicitation. Questions should be submitted no later than five (5) working days before the opening date.

Freddy Suarez, CPPB, Contracting Officer  
Lake County BCC  
Office of Procurement Services  
315 W. Main Street, Room 416  
PO BOX 7800  
Tavares, FL 32778-7800

Phone : 352.343.9839  
Fax : 352.343.9473  
E-mail: [fsuarez@lakecountyfl.gov](mailto:fsuarez@lakecountyfl.gov)

No answers given in response to questions submitted shall be binding upon this solicitation unless released in writing as an addendum to the solicitation by the Lake County Office of Procurement Services.

**Section 1.3: Method of Award in the County's Best Interests**

It is the County's intent to award to multiple vendors on a group-by-group basis up to a maximum of four (4) groups being initially awarded to a single vendor to ensure quality and continuity of service throughout the full term of the contract(s) resulting from this solicitation. Therefore, the County specifically reserves the right to award any group on other than a lowest price basis if such action is determined to represent the best value to the County. Vendors are welcome to submit a bid for any, some, or all groups, but must be aware, and accept, that any resulting award may be for a single or multiple group(s). Evaluation for award will be done on an individual group basis, with each group's award to be based on overall best value in consideration of the following criteria:

1. Overall quality of service based on vendor-supplied references and independent research by the County.
2. Operational responsiveness to resolution of performance issues based on vendor-supplied references and independent research by the County.

3. Adherence to established performance schedules based on vendor-supplied references and independent research by the County.
4. Relative price
5. Equipment levels maintained by the vendor
6. Adherent to the terms and conditions of the solicitation
7. Physical proximity to any group for which a vendor is being considered for award

Lake County reserves the right to solicit quotes from awarded entities for new facilities that may arise during the term of the awarded contracts.

**Section 1.4: Pre-Proposal Conference / Site Visits (Mandatory)**

A pre-proposal conference will be held on October 10, 2008 at 10:00am in the county Commissioners Board Chambers (Rotunda 2<sup>nd</sup> Floor) to discuss the special conditions and specifications included within this solicitation. It is mandatory that a representative of the firm attend in order to qualify to submit an offer in response to this solicitation.

Vendors are requested to bring this solicitation document to the conference, as additional copies may not be available.

**IMPORTANT NOTE:** If a mandatory walk-thru is also being held in conjunction with this conference, it will be necessary for the vendor to attend both the walk-thru and the conference in order to qualify to submit an offer in response to this solicitation.

Prior to submitting its offer, the vendor is required to visit the site of the proposed work and to become familiar with any conditions which may in any manner affect the work to be done or affect the equipment, materials and labor required. The vendor is also required to examine carefully the drawings and specifications and be thoroughly aware regarding any and all conditions and requirements that may in any manner affect the work to be performed under the contract. No additional allowances will be made because of lack of knowledge of these conditions.

**Section 1.5: Term of Contract – Twelve Months**

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter distributed by the County's Office of Procurement Services; and contingent upon the completion and submittal of all required pre-award documents. The initial contract term shall be twelve (12) months, and then the contract will remain in effect until completion of the expressed and/or implied warranty period. The contract prices resultant from this solicitation shall prevail for the full duration of the initial contract term unless otherwise indicated elsewhere in this document.

**Section 1.6: Option to Renew for Four Additional Year(s) (With Price Adjustment)**

Prior to, or upon completion, of the initial term of this contract, the County shall have the option to renew this contract for an additional four (4) one (1) year period(s). Prior to completion of each exercised contract term, the County may consider an adjustment to price based on changes in the Consumer Price Index (CPI). It is the vendor's responsibility to request any pricing adjustment in writing under this provision. For any adjustment to commence on the first day of any exercised option period, the vendor's written request for adjustment should be submitted prior to expiration of the then current contract term. The vendor adjustment request must clearly substantiate the requested increase. The written request for adjustment should not be in excess of the relevant pricing index change. If no adjustment request is received from the vendor, the County will assume that the vendor has agreed that the optional term may be exercised without pricing adjustment. Any adjustment request received after the commencement of a new option period shall not be considered.

The County reserves the right to reject any written price adjustments submitted by the vendor and/or to not exercise any otherwise available option period based on such price adjustments. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a County prerogative, and not a right of the vendor. This prerogative will be exercised only when such continuation is clearly in the best interest of the County.

**Section 1.6.1: Price Redetermination - Fuel**

If the below-identified price index for fuel (gas and/or diesel as applicable to the vendor's operation) increases by ten percent (10%) or more from the price index in effect on the beginning date of any contract resulting from this solicitation, the vendor may petition the Procurement Services Director in writing for an appropriate increase in the contract price(s). Any increase in the contract price(s) will be applied considering the relation of fuel cost to the contractor's total cost for the contracted product or service.

Any price re-determination will be solely based upon the percentage change between the base index and the current month index as documented by the:

State of Florida Department of Management Services  
[http://dms.myflorida.com/business\\_operations/state\\_purchasing/vendor\\_information/state\\_contracts\\_agreements\\_and\\_price\\_lists/state\\_term\\_contracts/gasoline\\_and\\_fuel\\_oil/price\\_sheets\\_daily\\_price/price\\_sheets\\_current\\_pricing](http://dms.myflorida.com/business_operations/state_purchasing/vendor_information/state_contracts_agreements_and_price_lists/state_term_contracts/gasoline_and_fuel_oil/price_sheets_daily_price/price_sheets_current_pricing) for unleaded gas, Florida PAD 1,  
Orlando

The base index will be the index number for the month prior to the beginning of the contract term. The current month index will be the last month's index published before the request for a price re-determination is made.

The vendor shall provide (in writing) a cost analysis as described below for each contract price for which the vendor is requesting adjustment. This analysis must include the percentage increase calculation between the base and current month indices; a clear and detailed representation of the fuel cost component of any contract price for which an adjustment is requested; and a calculation showing the original contract price, the requested adjustment, and the proposed revised price. As an example: if the fuel index increases by twelve percent (12%) and the fuel cost accounts for ten percent (10%) of the cost of the product or service, then the contract price may be increased by 1.2 % ( $0.12 / 0.10$ ). The vendor may submit additional clarifying or justifying information for the County's consideration. Failure to provide sufficient detail in the manner described above shall result in rejection of the vendor's request for pricing adjustment.

If the Procurement Services Director grants any increase in any contract price based upon this clause, the increased price(s) may be adjusted downward on a unilateral basis by the County if the fuel index(es) used to support any previous increase then decrease by ten percent (10%) or more. Any such decrease will be based on the calculations submitted by the vendor pertaining to any previous price increase.

This clause may be used in addition to any other price redetermination clause in this invitation/contract.

### **Section 1.7: Method of Payment - Monthly Invoices**

The vendor(s) shall submit monthly invoices by the tenth (10th) calendar day of each month. These invoices shall be submitted to the County user department(s) that requested the service through a purchase order. The invoices shall reflect the type of service provided to the County in the prior month.

All invoices shall contain the contract and/or purchase order number, date and location of delivery or service, and confirmation of acceptance of the goods or services by the appropriate County representative. Failure to submit invoices in the proscribed manner will delay payment, and the vendor may be considered in default of contract and its contract may be terminated. Payments shall be tendered in accordance with the Florida Prompt Payment Act, Part VII, Chapter 218, Florida Statutes.



**Section 1.8: Insurance**

Each vendor shall include in its solicitation response package proof of insurance capabilities, including but not limited to, the following requirements: [This does not mean that the vendor must have the coverage prior to submittal, but, that the coverage must be in effect prior to a purchase order or contract being executed by the County.]

An original certificate of insurance, indicating that the awarded vendor has coverage in accordance with the requirements of this section, shall be furnished by the vendor to the Contracting Officer within five (5) working days of such request and must be received and accepted by the County prior to contract execution and/or before any work begins.

The vendor shall provide and maintain at all times during the term of any contract, without cost or expense to the County, policies of insurance, **with a company or companies authorized to do business in the State of Florida, and which are acceptable to the County**, insuring the vendor against any and all claims, demands or causes of action whatsoever, for injuries received or damage to property relating to the performance of duties, services and/or obligations of the vendor under the terms and provisions of the contract. The vendor is responsible for timely provision of certificate(s) of insurance to the County at the certificate holder address evidencing conformance with the contract requirements at all times throughout the term of the contract.

Such policies of insurance, and confirming certificates of insurance, shall insure the vendor is in accordance with the following minimum limits:

General Liability insurance on forms no more restrictive than the latest edition of the **Occurrence Form** Commercial General Liability policy (CG 00 01) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

Each Occurrence/General Aggregate	\$500,000
Products-Completed Operations	\$500,000
Personal & Adv. Injury	\$500,000
Fire Damage	\$50,000
Medical Expense	\$5,000
Contractual Liability	Included

Automobile liability insurance, including owned, non-owned, and hired autos with the following minimum limits and coverage:

Combined Single Limit	\$300,000
or	
<b>Bodily Injury (per person)</b>	<b>\$100,000</b>
<b>Bodily Injury (per accident)</b>	<b>\$300,000</b>
Property Damage	\$100,000

Workers' compensation insurance based on proper reporting of classification codes and payroll

amounts in accordance with Chapter 440, Florida Statutes, and/or any other applicable law requiring workers' compensation (Federal, maritime, etc). If not required by law to maintain workers compensation insurance, the vendor must provide a notarized statement that if he or she is injured, he or she will not hold the County responsible for any payment or compensation.

**Employers Liability insurance with the following minimum limits and coverage:**

<b>Each Accident</b>	<b>\$100,000</b>
<b>Disease-Each Employee</b>	<b>\$100,000</b>
<b>Disease-Policy Limit</b>	<b>\$500,000</b>

Professional liability and/or specialty insurance (medical malpractice, engineers, architect, consultant, environmental, pollution, errors and omissions, etc.) insurance as applicable, with minimum limits of \$500,000 and annual aggregate of \$1,000,000.

The following additional coverage must be provided if a dollar value is inserted below:

Loss of Use at coverage value: \$ \_\_\_\_\_  
 Garage Keepers Liability at coverage value: \$ \_\_\_\_\_

Lake County, a Political Subdivision of the State of Florida, and the Board of County Commissioners, shall be named as additional insured as their interest may appear on **all applicable liability insurance policies.**

The certificate(s) of insurance, shall provide for a minimum of **sixty (60)** days prior written notice to the County of any **change, cancellation, or nonrenewal** of the provided insurance. It is the vendor’s specific responsibility to ensure that any such notice is provided within the stated timeframe to the certificate holder.

**Certificate(s) of insurance shall identify the applicable solicitation (ITB/RFP/RFQ) number in the Description of Operations section of the Certificate.**

Certificate holder shall be:

LAKE COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF  
 FLORIDA, AND THE BOARD OF COUNTY COMMISSIONERS.  
 P.O. BOX 7800  
 TAVARES, FL 32778-7800

**Certificates of insurance shall evidence a waiver of subrogation in favor of the County, that coverage shall be primary and noncontributory, and that each evidenced policy includes a Cross Liability or Severability of Interests provision, with no requirement of premium payment by the County.**

**The Vendor shall be responsible for subcontractors and their insurance. Subcontractors are to provide certificates of insurance to the prime vendor evidencing coverage and terms in accordance with the Vendor’s requirements.**

All self-insured retentions shall appear on the certificate(s) and shall be subject to approval by the County. At the option of the County, the insurer shall reduce or eliminate such self-insured retentions, **or the vendor or subcontractor** shall be required to procure a bond guaranteeing payment of losses and related claims expenses.

The County shall be exempt from, and in no way liable for, any sums of money, which may represent a deductible **or self-insured retention** in any insurance policy. The payment of such deductible **or self-insured retention** shall be the sole responsibility of the vendor and/or subcontractor providing such insurance.

Failure to obtain and maintain such insurance as set out above will be considered a breach of contract and may result in termination of the contract for default.

Neither approval by the County of any insurance supplied by the vendor **or Subcontractor(s)**, nor a failure to disapprove that insurance, shall relieve the vendor **or Subcontractor(s)** of full responsibility **for** liability, damages, and accidents as set forth herein.

### **Section 1.9: Bonding Requirements**

Not applicable to this solicitation

### **Section 1.10: Work Hours / Scheduling**

Cleaning services shall be performed at the close of each normal workday between 5:00 p.m. and 5:00 a.m. Monday through Friday and Saturday and Sunday between 8:00 a.m. and 5:00 p.m., except for Lake County Government observed holidays. County Holidays include:

- New Year's Day (January 1<sup>st</sup>)
- Martin Luther King's Day (3<sup>rd</sup> Monday in January)
- President's Day (3<sup>rd</sup> Monday of February)
- Memorial Day (Last Monday in May)
- Independence Day (4<sup>th</sup> of July)
- Labor Day (1<sup>st</sup> Monday in September)
- Veteran's Day (November 11<sup>th</sup>)
- Thanksgiving Day (4<sup>th</sup> Thursday in November and the following Friday)
- Christmas Day (25<sup>th</sup> of December)

A periodic task cleaning schedule will be maintained in the custodial log at each facility. The vendor is responsible for cleaning an area later in the work schedule if there is a County meeting. The Contract Manager or designee will provide a minimum of three (3) workday's notice of special events requiring schedule modifications. Failure to comply with the schedule modification shall result in deduction as described in Section 1.28.

The vendor shall supply a log book for each facility that will be utilized for the purpose of communicating with a designated employee. The vendor or vendor personnel shall address and provide a solution to the cleaning issue stated in the log book and correct it within twenty four (24) hours. Failure to comply shall result in deduction as described in Section 1.28.

**Section 1.11: Acceptance of Goods or Services**

The product(s) delivered as a result of an award from this solicitation shall remain the property of the vendor, and services rendered under the contract will not be deemed complete, until a physical inspection and actual usage of the product(s) and/or service(s) is (are) accepted by the County and shall be in compliance with the terms herein, fully in accord with the specifications and of the highest quality.

Any goods and/or services purchased as a result of this solicitation and/or contract may be tested and inspected for compliance with specifications. In the event that any aspect of the goods or services provided is found to be defective or does not conform to the specifications, the County reserves the right to terminate the contract or initiate corrective action on the part of the vendor, to include return of any non-compliant goods to the vendor at the vendor's expense, requiring the vendor to either provide a direct replacement for the item, or a full credit for the returned item. The vendor shall not assess any additional charge(s) for any conforming action taken by the County under this clause. The County will not be responsible to pay for any product or service that does not conform to the contract specifications.

In addition, any defective product or service or any product or service not delivered or performed by the date specified in the purchase order or contract, may be procured by the County on the open market, and any increase in cost may be charged against the awarded vendor. Any cost incurred by the County in any re-procurement plus any increased product or service cost shall be withheld from any monies owed to the vendor by the County for any contract or financial obligation.

**Section 1.12: Warranty Requirements**

Not applicable to this solicitation.

**Section 1.13.1: Delivery of Solicitation Response**

Unless a package is delivered by the vendor in person, all incoming mail from the U.S. Postal Service and any package delivered by a third party delivery organization (Fed-X, UPS, DHL, private courier, etc) will be opened for security and contamination inspection by the Lake County Clerk of the Circuit Court Mail Receiving Center in an off-site secure controlled facility prior to delivery to any Lake County Government facility, which includes the Lake County Office of Procurement Services.

To be considered for award, a bid or proposal must be received and accepted in the Procurement Services Office prior to the date and time established within the solicitation. Allow sufficient time for transportation and inspection.

Each package shall be clearly marked with the applicable solicitation number and title. Ensure that your bid or proposal is securely sealed in an opaque envelope/ package to provide confidentiality of the bid or proposal prior to the solicitation closing.

If you plan on submitting your bid or proposal **IN PERSON**, please bring it to:

LAKE COUNTY PROCUREMENT SERVICES  
315 W. MAIN STREET  
4TH FLOOR, ROOM 416  
TAVARES, FLORIDA

If you submit your bid or proposal by the **UNITED STATES POSTAL SERVICE, (USPS)** please mail it to:

LAKE COUNTY PROCUREMENT SERVICES  
PO BOX 7800  
TAVARES, FL 32778-7800

If you submit your bid or proposal by a **THIRD PARTY CARRIER** such as Fed-X, UPS, or a private courier, please send it to:

LAKE COUNTY PROCUREMENT SERVICES  
MAIL RECEIVING CENTER  
418 W. ALFRED STREET  
TAVARES, FL 32778

Facsimile (fax) or electronic submissions (e-mail) will not be accepted.

**Section 1.13.2: Completion Requirements for a Request for Proposal (RFP)**

The original proposal and ONE (1) complete copy of the proposal submitted by the vendor shall be sealed and delivered to the Office of Procurement Services no later than the official closing date and time. Any proposal received after this time will not be considered and will be returned unopened to the submitter. The County is not liable or responsible for any costs incurred by any vendor in responding to this RFP including, without limitation, costs for product and/or service demonstrations if requested. When you submit your proposal, you are making a binding offer to the County.

COMPLETION OF RFP PACKAGE: The vendor shall complete all required entries in Section 4 of the RFP form such as, but not limited to, pricing pages, signature, certifications, references, and acknowledgement of any solicitation addenda. The vendor shall submit the entire

solicitation with all Section 4 entries completed in the number of copies specified to the address specified in provision 1.13.1 of this solicitation. The vendor shall also submit any supporting documents (to include proof of insurance and provision of bid bonds as required), samples, and/or descriptive literature required by any of the provisions in Section 2 of the solicitation in a separate sealed envelope / package marked "Literature for RFP (Number)." Do not indicate bid prices on literature.

Specific Completion Directions:

- Pricing shall be completed by inserting the monthly price per building, the extended annual price per building, and the total price per group in Section 4 of this solicitation.
- Initial and date in **BLUE INK** the appropriate space(s) for each addendum you received for this RFP.
- Insert any prompt payment discount that you will offer. Note payment is NET 30 DAYS otherwise.
- Complete all certifications included within Section 4 of the solicitation.
- Complete the reference information sheets (include at least three references) contained within the solicitation.
- Complete the vendor information, and sign the bid (IN BLUE INK) in the spaces provided in Section 4 of the solicitation.
- If insurance is required, submit either a certificate of insurance, or evidence of insurability, that is in compliance with the stated insurance requirements.
- Product Brochure and the Material Safety Data Sheets

**Section 1.14: Additional Facilities may be Added**

Although this solicitation and resultant contract identifies specific facilities to be serviced, it is hereby agreed and understood that any County department or agency facility may be added to this contract at the option of the County. When required by the pricing structure of the contract, vendor(s) under this contract shall be invited to submit price quotes for these additional facilities. If these quotes are determined to be fair and reasonable, then the additional work will be awarded to the current contract vendor(s) that offers the lowest acceptable pricing. The additional site(s) shall be added to this contract by formal modification.

The County may determine to obtain price quotes for the additional facilities from other vendors in the event that fair and reasonable pricing is not obtained from the current contract vendors, or for other reasons at the County's discretion.

**Section 1.15: Alternate Offers Will be Considered**

The County will consider one (1) alternate offer from a vendor which has submitted a primary offer for this solicitation; provided that the vendor of record for both the primary and alternate offer is the same entity, and that the alternate offer provides a different product or level of

service that meets or exceeds the contract requirements. In order for the County to consider an alternate offer, the vendor shall provide a complete and separate pricing section using the forms set forth within this solicitation and shall mark "Alternate Offer" on the first page of the alternate pricing section. The County reserves the right to consider and award, based on the County's best interests, any alternate offer based on the method of award prescribed in this solicitation.

**Section 1.16: Certificate of Competency/Licensure**

Any person, firm, corporation or joint venture which submits an offer in response to a County solicitation shall, at the time of such offer, hold a valid Certificate of Competency or appropriate current license issued by the State or County Examining Board qualifying said person, firm, corporation or joint venture to perform the work proposed. If work for other trades is required in conjunction with this solicitation and will be performed by a subcontractor(s), an applicable Certificate of Competency issued to the subcontractor(s) shall be submitted with the prime vendor's offer; provided, however, that the County may at its option and in its best interest allow the vendor to supply the subcontractor(s) certificate to the County during the offer evaluation period.

**Section 1.17: Compliance with Federal Standards**

All items to be purchased under this contract shall be in accordance with all governmental standards, to include, but not be limited to, those issued by the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety Hazards (NIOSH), and the National Fire Protection Association (NFPA).

**Section 1.18: Deletion of Facilities**

Although this solicitation identifies specific facilities to be serviced, it is hereby agreed and understood that any County department or agency may delete service for any facility(ies) when such service is no longer required during the contract period upon fourteen (14) calendar days written notice to the vendor.

**Section 1.19: Key Contractor Personnel**

In submitting a proposal, the Proposer is representing that each person listed or referenced in the proposal shall be available to perform the services described for the Lake County Board of County Commissioners, barring illness, accident, or other unforeseeable events of a similar nature in which case the Proposer must be able to promptly provide a qualified replacement. In the event the Proposer wishes to substitute personnel, the Proposer shall propose a person with equal or higher qualifications and each replacement person is subject to prior written County approval. In the event the requested substitute person is not satisfactory to the County and the

matter cannot be resolved to the satisfaction of the County, the County reserves the right to cancel the contract for cause.

**Section 1.20: Labor, Materials, and Equipment Shall be Supplied by the Vendor**

Unless otherwise stated in this solicitation the vendor shall furnish all labor, material and equipment necessary for satisfactory contract performance. When not specifically identified in the technical specifications, such materials and equipment shall be of a suitable type and grade for the purpose. All material, workmanship, and equipment shall be subject to the inspection and approval of the County's Contract Manager.

**Section 1.21: Licenses, Permits and Fees**

The vendor shall obtain and pay for all licenses, permits and inspection fees required for this project; and shall comply with all laws, ordinances, regulations and building code requirements applicable to the work contemplated herein. Damages, penalties and or fines imposed on the County or the vendor for failure to obtain required licenses, permits or inspections, shall be borne by the vendor.

**Section 1.22: Material Safety Data Sheet (MSDS)**

The Federal "Right to Know" Regulation implemented by the Occupational Safety and Health Administration (OSHA) and the Florida "Right-to-Know" Law requires employers to inform their employees of any toxic substances to which they may be exposed in the workplace, and to provide training in safe handling practices and emergency procedures. It also requires notification to local fire departments of the location and characteristics of all toxic substances regularly present in the workplace.

It is a vendor responsibility to ensure that the County has received the latest version of any MSDS required by 29 CFR 1910.1200 with the first shipment of any hazardous material. Also, at any time the content of an MSDS is revised, the vendor shall promptly provide a new MSDS to the County with the new information relevant to the specific material.

Accordingly, the vendor(s) performing under this contract shall be required to provide two (2) complete sets of Material Safety Data Sheets to **each** User Department utilizing the awarded products. This information should be provided at the time when the initial delivery is made, on a department by department basis.

**Section 1.23: Minimum Wage Based on Federal Law**

Under this contract, the wage rate paid to all laborers, mechanics and apprentices employed by the vendor for the work under the contract, shall not be less than the prevailing wage rates for

similar classifications of work as established by the Federal Government and enforced by the U.S. Department of Labor, Wages and Hours Division, and Florida's Minimum Wage requirements in Article X, Section 24 (f) of the Florida Constitution and enforced by the Florida Legislature by statute or the State Agency for Workforce Innovation by rule, whichever is higher.

When any change in the basic wage rate to be paid to vendor employees being utilized under this contract is mandated by a governmental activity (eg; a change in the Federal Minimum Wage or other governmentally mandated wage structure, the vendor may submit a request for equitable adjustment. This adjustment request must be based strictly on the impact of the mandated change.

**Section 1.24: Unauthorized Personnel**

At no time shall the vendor allow any people into the building other than bona fide employees of the vendor. At no time shall the Contractor allow family members, friends, etc. to be on the grounds or parking lot of the building during working hours, other than to pick-up or drop-off an employee. A \$75.00 fee will be assessed to the contractor per violation.

**Section 1.25: Unauthorized Use of County Equipment**

The Contractor shall not allow his/her employees, at any time, to open desk drawers, cabinets, or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.

**Section 1.26: Mandatory Qualifications**

The vendor shall obtain criminal background checks on all personnel that will be assigned to County buildings working in any capacity including supervision. The background check **MUST** be completed and received by the County Contract Manager before issuing a Notice-To-Proceed. In addition, the vendor shall provide the County with a complete list of personnel, including a full name, address, telephone number, social security number, copy of drivers license/State of Florida Identification Card/valid passport/valid work visa and background check clearance. It is recommended that the vendor keep on file with the Contract Manager a list of persons who may work at County properties so that replacements can be made quickly. Should the contractor assign someone who has not had a background check, or notified the County Contract Manager within 3-days before commencing work, that person will be immediately ordered off County property and the contractor may not bill the County for any hours worked. The vendor **MUST** remove any employee from County service who is convicted of a felony crime during his employment. After initial background checks have been made, they must be performed on an annual basis for any person working at County sites after one year. Failure to obtain background checks as specified can result in termination of the contract.

NOTE: The contractor shall have all employees working at County sites, wear a uniform and have photo identification (frontal face) card. This identification must be prominently displayed at all times. Uniform shirts must be tucked in at all times and pants worn at waist height with belt. The County expects all contractor employees to dress in a manner which is appropriate to the type of work performed and have a neat and orderly appearance. No employee with a felony conviction may be employed under this Contract.

The County reserves the right to require immediate removal of any employee from County service it deems unfit for service for ANY reason. This right is non-negotiable and the vendor agrees to this condition by accepting this Contract. The vendor should have enough qualified people with current background checks so as to be able to provide a replacement within 24 hours. Should a replacement take longer than 24 hours, it may result in application of payment deductions as specified in Section 1.28.

### **Section 1.27: Work Performance / Accountability**

If the Contract Manager finds that repairs or changes are required to the building, its contents, or its accessories, etc., which in the opinion of the Contract Manager are rendered necessary as the result of the vendor's use of materials, equipment or workmanship which are inferior, defective, or not in accordance with terms of this Contract, the vendor shall, within twenty-four (24) hours of receipt of notice from the Contract Manager, place satisfactory condition, in every particular, all such work, correct all defects and shall make good any work or material, equipment and contents of said building or site disturbed in making such restoration, at no additional cost to the County.

It will be the responsibility of the vendor to establish and inform the Contract Manager of vendor's procedures related to the prevention of theft of County property and the property of its employees by vendor's employees. In the event the vendor employee(s) damage or lose County equipment, full replacement cost will be deducted from their next cycle invoice.

It will be the responsibility of the vendor to establish adequate procedures in writing to eliminate wrongful use by vendor's employees of the property of the County or its employees. This property includes, but is not limited to the following:

1. Telephone System Equipment
2. Computer Equipment
3. Audio/Video Equipment
4. Office Equipment (copiers, fax machines, etc.)
5. Kitchen Appliances

The vendor or the vendor's employees will not use County property in any manner for any personal advantage, business gain, or other personal endeavor. Telephones supplied by the County are to be used by the vendor for internal business only. The vendor may arrange, at vendor's expense, with the County to have a private outside business line installed for vendor's

use in making external calls. Unauthorized use of County telephones will result in a deduction of the actual document cost of the bill from the next invoice.

### **Section 1.28: Payment Deductions**

It is the objective of the County to obtain full cleaning performance in accordance with the terms, conditions and specifications and at the quality standards of work set forth in this RFP and resulting Contract. To this end, the County shall not pay for work that is not completed:

- Should the Contractor fail to perform the services required, the County may, at its option, retain all or part of the monthly payment. In addition, shall the Contractor fail to perform the per-day requirements stated in the scope of services, the County reserves the right to deduct \$50.00 per room, per day, from monthly invoice. It is hereby agreed and understood that the County reserves the authority to secure the services of another company or County personnel to complete the work. If the County exercises this authority, the County shall be responsible for reimbursing the other company or County personnel for work which was completed and found acceptable to the County in accordance with the contract specifications. The County may, at its option, demand payment from the vendor, through an invoice or credit memo, for any additional costs over and beyond the original contract price which were incurred by the County as a result of having to secure the services of another company or County personnel. Repeated service discrepancies by the vendor shall entitle the County to terminate the Contract for default.
- These deductions shall control, in all cases, the monetary level that the County may use to recoup from the vendor's failure to perform, poor quality of performance and non-compliance with the Contract document.
- The vendor's quoted price cost will have no bearing on the amount deducted by the County for non-performance of work.

### **Section 1.29: Risk of Loss**

The vendor assumes the risk of loss of damage to the County's property during possession of such property by the vendor, and until delivery to, and acceptance of, that property to the County. The vendor shall immediately repair, replace or make good on the loss or damage without cost to the County, whether the loss or damage results from acts or omissions (negligent or not) of the vendor or a third party.

The vendor shall indemnify and save the County harmless from any and all claims, liability, losses and causes of action which may arise out of the fulfillment of this contract. The vendor shall pay all claims and losses of any nature whatever in connection therewith, and shall defend all suits, in the name of the County when applicable, and shall pay all costs and judgments which may issue thereon.

**Section 1.30: Substitution of Items During Term of Contract**

Substitute brands may be considered during the contract period for discontinued items. The vendor shall not deliver any substitute item as a replacement to an awarded brand or model without express written consent of the Office of Procurement Services prior to such delivery. Substitute items must be of equal or better quality than the awarded item. Substitutes shall be considered only when necessary. Excessive substitution requests may be cause to cancel the contract.

**Section 1.31: Suppliers of Materials/Products Shall be Identified**

If the vendor shall be utilizing a third party distributor or manufacturer as the source of supply for obtaining and delivering products and/or materials required in conjunction with this solicitation, the vendor shall be required to supply a copy of its contractual agreement with the supplier in its initial offer. The information contained in this contractual agreement shall include, but not be limited to: shipping and delivery terms, packaging requirements, and product specification sheets that attest to the quality of the product. If the vendor fails to submit this information with its initial offer, the vendor may be allowed to submit this documentation to the County during the offer evaluation period if such action is in the best interest of the County.

**Section 1.32: Work Orders Shall be Generated for Each Project**

The County's authorized representative shall generate and issue a Work Order for each project to be performed under the contract resulting from this solicitation. The Work Order shall include the location, description and plans, if necessary, covering the scope of work to be completed. For purposes of identification and payment, the Work Order shall be numbered and dated. The preliminary Work Order describing the description of work and cost estimates shall be issued to the vendor(s) which have been qualified to perform work under this solicitation and resulting contract. The vendor(s) shall be required to supply the County's authorized representative with a written price offer within a time frame specified by the County. If multiple vendors are solicited, the County shall select the lowest price offer; provided that the price does not exceed the dollar estimate calculated by the County. If a single vendor is solicited, the price offer shall be evaluated and, if appropriate, accepted; provided that the price does not exceed the dollar estimate calculated by the County. The selected vendor's name shall then be entered on the Work Order and that order will then be issued to the vendor. The Work Order shall also direct the vendor to commence work on a certain day and it shall specify the amount of time allotted for completion of work covered by the Work Order. All work covered by a Work Order shall constitute a Contract Schedule.

### SCOPE OF SERVICES

The vendor is responsible for cleaning the awarded group of buildings listed in this solicitation excluding the mechanical and electrical rooms and any areas designated off limits by the County Contract Manager. The information provided in this section is not intended to be a substitute for site inspection and verification of scope and difficulty of work to be performed. It is important that cleaners notify the County Contract Manager (Chuck Deal) via email or phone of any building repair issues they notice as soon as possible. It is the County's expectation that the successful vendor(s) shall have sufficient staff to begin work within 30 days of executed contract.

Vendor's price shall be sufficient to pay all applicable Federal and State withholdings, workmen's compensation, insurance and comply with at a minimum, the current minimum wage rate as established by the Federal Government.

**There is no guarantee as to the quantities or frequencies of services included in this solicitation.**

1. Performance

It is the intention of this Invitation to Request for Proposal (RFP) to provide and obtain a janitorial services program for various Lake County Government facilities. Such services shall encompass furnishing adequate and appropriate labor, materials, supplies, equipment, and supervision for the performance of the projected work.

The ultimate responsibility of the vendor is to provide facilities that are uniformly clean, hygienic, orderly, and attractive, which will reflect favorably upon the County and the vendor. Variances in user traffic, building renovation work, weather conditions and other uncontrollable and unpredictable factors will determine the actual frequency requirements necessary to maintain County standards.

The County reserves the right to add services or delete services specified in the Contract as requirements change during the course of the contract. Prices for services to be added to the Contract will be mutually agreed to by Lake County and the vendor. A contract modification will be issued for each addition/deletion/change.

2. Security

The vendor shall keep all suite and exterior doors closed during performance of work. **Doors should not be blocked open for any reason.** The vendor shall not allow anyone (including County employees) into the building or office suites when doors are locked. Violation may result in termination of the contract.

3. Key Control

The vendor shall be responsible for any lost keys, card keys and any inherent damages (e.g., re-keying of whole facility). The County shall charge the vendor \$50.00 per key.

This cost shall be withheld from payment(s). The decision to re-key the whole facility is solely that of the County.

Upon completion of contract, final payment shall be withheld until all issued keys are returned to the County Contract Manager or authorized representative.

4. Window/Glass Washing Service Requirements

- a) The vendor shall provide the necessary equipment, supplies, and materials to accomplish the task and frequency set out for window/glass washing at the facilities.
- b) The vendor shall wash and dry both the inside (twice a year) and outside (four times a year) or as needed, the window/glass surfaces; wash the inside window frames and sills; dust the outside window frames and sills; and remove bird and insect nests, if found. All exterior cleaning shall be done from the ground (1<sup>st</sup> story only) by use of ladders, lifts, etc. Vendor will not be allowed access to the roof. All window/glass screens shall be removed before commencement and replaced once the work has been completed.
- c) The vendor shall observe all OSHA-prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts, etc. shall be OSHA approved for window/glass washing.
- d) Acids shall not be used for cleaning windows/glass.
- e) The absence of a requirement covering specific equipment, operations, or hazards shall not relieve the vendor of the responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.

5. Supplies

The vendor shall furnish all supplies necessary for the work of this contract. They include but are not limited to:

- a) Toilet paper shall be of 100% post consumer waste content, double ply such as Fort Howard or approved equivalent.
- b) Paper towels shall be of 100% post consumer waste content, semi-bleached, multi-fold such as Fort Howard or approved equivalent.
- c) Roll paper towels, when used, in kitchens and coffee stations.
- d) All cleaning products must contain a green seal certification.
- e) EPA approved germicidal detergent, such as Lysol IC, or equivalent.

- f) EPA approved fixed air fresheners and urinal blocks
- g) Walk off mats should be on a regular service/cleaning schedule to maintain a clean appearance at all times.
- h) No supplies shall be used that Lake County or the manufacturer of the product determines harmful to the surfaces to which applied or to any other part of the buildings, their occupants, contents, or equipment. The vendor shall indicate on the "Supply List" (Attachment "A") the brand names and estimated quantities necessary for the performance of the contract. Failure to complete this list may be a basis for rejection of the vendor(s) solicitation. The County may require samples of the products offered. The vendor shall supply Product Brochure and the Material Safety Data Sheets (MSDS) with their RFP. Submission of this list is **MANDATORY**.

NOTE: All supplies provided by the vendor shall be compatible with the existing dispensers at all locations.

NOTE: The vendor is responsible for supplying all paper goods, soaps, cleaners, urinal blocks, etc., currently in use in the building bathrooms, canteens, kitchens, coffee stations, etc. or equivalent substitutions approved by the Contract Manager.

#### 6. OSHA Guideline Compliance

- a) The vendor shall furnish to the Contract Manager copies of Material Safety Data Sheets (MSDS), for all products used. Vendor must update copies of the MSDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into any facility, a copy of that product's MSDS must be provided to the Contract Manager, prior to the product being used in any facility.
- b) The Material Safety Data Sheets must be in compliance with OSHA Regulation 1910.1200, paragraph g.
- c) The vendor shall comply with OSHA Regulation 29CFR1919.1200, paragraph f, concerning the labeling of all chemical containers.
- d) The vendor shall use caution signs as required by OSHA Regulation 29CFR1910.144 and 1910.145 at no cost to the County. Caution signs shall be on-site on commencement of contract.
- e) The vendor shall comply with the OSHA Standard 29CFR1910.1030 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees engaged in custodial service. Vendor shall be responsible for compliance on date of contract acceptance and shall provide proof to the Contract Manager.

- f) Due to the nature of custodial work, proof of compliance with OSHA Regulation 29CFR1920.1200, Hazard Communication, shall be provided to the Contract Manager upon commencement of this contract.
  - g) Failure of the vendor or their employees to comply with all applicable laws, regulations and rules shall permit the County to immediately terminate this contract without liability.
  - h) Bleach ammonia, and acid products shall not be used or maintained on premises.**
  - i) The vendor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this contract. Markings or labeling of materials containing hazardous or toxic substance or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.
7. Slip Resistance  
The vendor 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. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.
8. Germicidal Properties  
The vendor shall use only germicidal disinfectants that bear an Environmental Protection Agency (EPA) Registration Number.
9. Equipment  
All necessary cleaning equipment including back pack vacuum, high dusting equipment, and upholstery vacuum cleaners, and all necessary motor trucks, etc. needed for the performance of the work of this contract shall be furnished by the vendor. Such equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the buildings or their contents. All equipment must be in good working condition at all times. Any non-working equipment shall be replaced/repared within 24 hours. The vendor shall indicate on the "Equipment List" (Attachment "B") the manufacturer and amount of equipment that they have available for use under the contract. FAILURE TO COMPLETE THIS LIST MAY BE A BASIS FOR REJECTION OF THE VENDOR(S) SOLICITATION.

NOTE: All equipment such as brooms, mops, and vacuums shall be available for use by the County staff or day porters during the day. The County shall assume responsibility when using the equipment.

NOTE: Electrical power (110) volts will be furnished by the County at existing power outlets for the vendor's use to operate such equipment as is necessary in the conduct of his work. The vendor shall be responsible for any damage caused to the electrical outlets and their covers caused by the improper disconnection of equipment. Hot and cold water will also be made available as necessary for cleaning.

NOTE: Adequate paper supplies and hand soap shall be stored in locked housekeeping closets on each floor. Designated County employees will have keys to these closets in the event supplies become short during the day and need replenishment.

#### 10. Supervisor(s)

The vendor shall provide necessary supervision with personnel who ARE NOT a part of the regular, on-site cleaning staff. Vendor's Supervisors shall be literate and able to communicate fully in the English language, because of the necessity to read chemical labels, job instructions and signs, as well as the need for conversing with management personnel. Vendor's supervisors shall also be capable of communicating fully with all employees in the event they do not speak English. The County's authorized representative will be the sole judge of the communication level. The vendor shall provide documentation that the supervisor has the necessary skills, and is paid at a higher rate than the custodians. In the event of sickness or any absence of the regular supervisor, the vendor shall provide a substitute of equal or greater skills. The vendor shall be required to provide the name and position within the company of the supervisor to the County. The vendor shall provide a telephone answering service for the use of the supervisor for work-related messages. The supervisors shall have a cell phone in good working order and provided at the vendor's expense. This cell phone number shall be provided to the County's Contract Manager or designee.

#### 11. Mandatory Qualifications for Vendor Personnel

- a) The buildings shall be fully staffed on the first day of work under the contract. All personnel shall receive close and continuing first-line supervision by the contractor.
- b) Custodians shall be employees of the vendor; day laborers are not acceptable.
- c) Custodians employed by the vendor shall be fully trained and skilled in safe and proper housekeeping techniques. The vendor shall provide sufficient documentation to demonstrate adequate training has been provided (e.g. Training Methods) in their RFP. Vendor shall submit a statement outlining their training program and method of verifying employee competency. Failure to do so may be cause for rejection of the vendor(s) solicitation. In lieu of sufficient documentation or at the County's request, the County can require that each custodian pass a certification test that is administered to County employed housekeepers as part of their training. The use of custodians who are not adequately trained may be sufficient grounds for termination of the contract.

Emphasis should be placed on Handling Hazardous Materials (proper clean up of blood and body fluids).

- d) THE VENDOR SHALL OBTAIN CRIMINAL BACKGROUND CHECKS ON ALL CONTRACT PERSONNEL PRIOR TO THE START OF THIS CONTRACT or upon employment, and at least once per year thereafter. The vendor shall provide documentation to the County illustrating that background checks have been successfully completed. The vendor shall inform the Contract Manager, by certified mail, of any criminal convictions of any type for contract personnel within five (5) days of obtaining the information. Documentation that all background checks having been performed must be provided to the County to ensure all personnel have been properly vetted and are eligible for employment.
- e) Vendor shall supply the Contract Manager with a current list of all employees that will perform work at the facility(ies). Each of these employees shall be adequately trained and have had criminal background checks. If the vendor uses employees not on the list, the County may order that person(s) off the property and deduct the cost of a full 8 hours labor from the monthly invoice. Repeated use of employees not on the current list may be grounds for termination of the contract.

#### 12. Employee Identification and Building Access

- a) All employees shall wear uniforms that have the company name/logo. Uniforms shall be approved by the County Contract Manager and shall not be dirty, stained, or torn.
- b) Identification badges shall be furnished by the Contractor and worn by all vendors' employees while on County premises. The badge shall have the employee's picture, name, and signature.
- c) Access to each building shall be as directed by the County Contract Manager or his assigned representative. Vendor's employees may not leave the premises during working hours except in cases of emergency and on approval of the Contract Manager or his authorized representative. Should employees require an off-site dinner break, the time of this break must be submitted in advance to the Contract Manager. Vendor will be supplied with a list containing point of contacts and corresponding phone numbers to contact in case of an emergency. Access to designated restricted areas is forbidden to vendor's employees. Restricted area will be designated by the authorized County representative. All doors shall remain locked and no doors shall be propped open at any time.
- d) Vendor shall require all employees performing under this contract to personally sign and be responsible for each key to gain entry to work areas. This key is to be used only by the individual who has signed for the key. When an individual is no longer employed by the vendor, the keys must be reassigned using the key request

form provided. The form should be sent to the Department of Facilities Development Management Contract Manager or his designee. If a key is lost, the Contract Manager or his designee must be notified immediately. In either case, a message must be left on the Contract Manager's Line at (352) 343-9441. The use of keys by any other person other than the individual signing for the key will be ample cause for termination of the vendor. The County reserves the right to charge the vendor for lost or damaged keys (\$50.00 per key). In addition, the County reserves the right to charge the vendor for re-keying each cylinder.

### 13. Quality Control Program (QCP)

The vendor shall establish a complete quality control program to assure the requirements of the contract are met as specified. A draft Quality Control Plan shall be submitted for review and approval prior to start of contract. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or County Contract Manager points out the deficiencies. This QCP is of paramount importance. The program shall include, but not limited to the following:

A bi-monthly inspection system which is tailored to the specific facility and which covers all services stated in the tasks and frequencies segment of the contract. The vendor shall devise a checklist for use during the performance of the work. The checklist shall be signed and dated to indicate the time inspection was completed. A copy of this document shall be provided to the Contract Manager. It is not permissible for the person who performs the work to inspect and accept that work. The vendor and his supervisors who will complete inspections should be identified by title and type of inspection each is authorized to perform. A copy of this inspection checklist should be provided to the County's appointed designee within 24 hours of the inspection.

A communication log book should be provided by the vendor to each facility for signature at the time of arrival and to address any issues raised by the contact person at the facility. The communication log book may consist of a composition notebook with the business card attached of the supervisor in charge of the area.

Walkthrough inspection shall be done on a once-per-month basis with the Contract Manager to assure quality control and to address any deficiencies.

An on-site file of all inspections conducted by the vendor and the corrective action taken shall be kept by vendor. This documentation shall be made available to the County, upon request, during the term of the contract.

### 14. Cleaning Activity Specifications

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity.

## a) Receptacles

- All trash and paper shall be removed and collected at the dumpster sites according to the schedule. All large rolling recycling receptacles need to be moved to the loading dock according to the schedule.
- All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners. The County's Contract Manager or designee shall be notified when a trash receptacle requires repair or replacement. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles.
- Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned. A ten (10') foot perimeter around the dumpster must be kept neat, clean and free from debris.

## b) Ash Trays and Urns Emptying and Cleaning

- All ashtrays and urns shall be emptied on a schedule consistent with the daily schedule. Urns containing sand or other extinguishing material shall have such material replaced when soiled or wet.
- Ashtrays shall be wiped clean both inside and out and be free from dirt, ashes, spots, food, and beverage spoilage and debris. Sand or other extinguishing material shall be replaced when soiled or wet. Ash stands shall be emptied and cleaned according to the frequency outlined in the schedule.

## c) Miscellaneous Trash and Paper Collection

- All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster/collection site. Any questionable item shall be verified as intended. Staff is to be trained specifically on disposal of items near and around trash receptacles.

NOTE: Items/materials near or around trash cans shall not be considered trash if they are not marked as TRASH. The vendor shall only remove items that are actually in the trash receptacles or specifically labeled as "TRASH." The vendor shall emphasize this procedure with all cleaning staff.

## d) Polish Stainless Steel, Chrome, and Brass

- The vendor shall polish stainless steel, chrome, and brass surface removing water marks and corrosion, insuring the polish does not stain or mark areas around push plates or other fixtures. Caution care should be used when cleaning all stainless steel, chrome, and brass surfaces. Acid based polished are not to be used.

- e) Paper and Cardboard Recycling
  - The vendor will be required to move these larger bins to a loading dock or entrance for collection by others as requested by the County according to the provided schedule.
- f) Receptacle Cleaning and Disinfecting
  - According to schedule, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust. Receptacles shall be free from dirt, food, or beverage spoilage and odors.
- g) Clean Furniture
  - The vendor shall ensure all foreign substances are removed from the surfaces of chairs, telephones, cleared surfaces of desks, lamps, tables, cabinets, counters, shelves and other types of furniture and surfaces which are not considered to be building surfaces or building fixtures. Upholstered furniture should be cleaned using appropriate vacuum cleaner, shampooed or spot clean if necessary to remove stains or heavy soils.

15. Maintaining Marble, Granite, Travertine and Terrazo

Area shall be dust mopped with an untreated dust mop, and spot cleaning will be accomplished as soon as possible after spill occurs. Spot cleaning will be done by method approved by the Contract Manager or designee. Some sites require daily wet mopping on the floor with neutral solution. The vendor and the Contract Manager will establish the schedule.

16. Restroom Cleaning and Servicing

Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Vendor shall use an approved germicidal detergent to damp clean molding and sills, ceramic walls, stall walls, clean wash basins, clean baseboards, and damp mop all ceramic tile floors. Servicing shall be accomplished often enough to assure adequacy of supplies and hygienic condition of restrooms.

The County uses a black light test to detect the presence of urine. The County will conduct deductions from invoice in accordance with Section 1.28 for bathroom fixtures or floors not meeting specifications if the black light detects urine.

- a) Fixture Cleaning and Disinfecting
  - Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule. Special care shall be paid to floor and wall

mounting brackets and sealants so as not to allow accumulations of dirt, urine and other soils.

- Fixtures shall present a clean shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.

b) Stall Partition Cleaning

- Stall partitions and partitions between urinals shall be cleaned according to the daily schedule. Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti which cannot be removed by normal cleaning procedures shall be reported immediately to the Contract Manager. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions and free from dust on top edges.

c) Mirror and Chrome Cleaning

- Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, hand dryers, metal door pushes, metal light switches. Abrasive cleaners shall not be used. Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and other omissions and shall present a high shine.

d) Ceramic Tile Floor/ Wall Cleaning

- Ceramic tile floors and walls shall be thoroughly mopped with a heavy duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of area. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.

e) Restroom Servicing

- Restrooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic condition.
- Extra supplies shall be left when necessary to assure sufficiency between cleaning and servicing. Hand towels, soap, toilet tissues, sanitary napkins, and deodorant air fresheners shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning or servicing.

f) Refill Dispensers

- The Contractor shall check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, etc., in accordance with the directions of the suppliers and manufacturer. Replacement soap cartridges shall be of the type designed for the dispenser.

17. Floor Maintenance (non-carpeted floors such as VCT, ceramic, rubber, solid vinyl, tile, excluding any unfinished stone, e.g. marble, granite)

The vendor shall use neutral detergent solution and equipment as needed to remove soil from non-carpeted floors. After the floor has been wet cleaned it shall have a uniform appearance free from soil, stains, streaks, swirl marks, detergent film or any observable soil which can be removed by damp mopping. In restrooms, medical examiners office, or treatment areas, the vendor shall use a germicidal detergent solution instead of neutral detergent solution.

Floor mats, trash receptacles and chairs shall be moved in order to mop the entire floor and then shall be replaced only when the floor is dry.

a) Sweeping/Dust Mopping

- Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places accessible to the broom or dust mop.

b) Removing Gum/Tar Etc.

- Surface accumulations of chewing gum, tar, hardened dirt and other spoilage that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor tiles or finish. All gum, tar, and other soils shall be removed as soon as they are discovered.

c) Spot Mopping

- According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance. Spills, spots, and stains shall be mopped up to assure a uniformly clean appearance.

d) Mopping

- Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

e) Spray Buffing

- This procedure shall be employed according to the schedule to ensure a high gloss, non-slippery finish on all floors, to repair and refinish worn

areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards or furnishings with the floor machine. Replace all furniture. Floors shall have a uniform high shine and be free of streaks, scuffmarks, and other unsightly appearance.

#### 18. Carpet Care

Only approved HEPA approved vacuum equipment will be used to perform all vacuuming in County facilities. Indoor air quality standards require that only HEPA type vacuums be used. Cloth and disposable / paper vacuum bags must be emptied in accordance with the vacuum manufacturer's specification.

The vendor shall vacuum carpets and mats daily to remove visible soil and debris from the carpet surface and from within the carpet pile. All moveable furnishings will be moved to vacuum and replaced in their original locations. Staples shall be removed from the carpet. Vendor shall use a brush or crevice attachment to vacuum in areas inaccessible to the carpet vacuum.

Carpets shall be vacuumed and spot cleaned to remove accumulations of dust, dirt, stains, and soil according to the schedule. Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

##### a) Vacuuming

- Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved or replaced. Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint, debris strings, loose carpet strands and the pile shall stand erect.
- Vacuums will be of commercial grade, two motor uprights. Minimum standards: two stage vacuum motor, flow through with sufficient HP capable of not less than 69 inches of water lift and 90 cfm. A top fill collector bag, disposable type vacuum filter bag housed in sealed compartment. Filter bag must be a high efficiency type due to sensitive indoor air quality issues.

HEPA Specifications

- All vacuums must be capable of edge cleaning with built-in hose and carry auxiliary tools.
- Brush drive motor must be a minimum of 1/5 HP.
- Brush assembly must be a minimum of 12 inches wide (wider, will require higher power and suction rating)
- Must be capable of height adjustment
- Equipped with filters capable of removing 99.97% of all airborne contaminants.

## b) Spot Cleaning

- Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.
- Carpets shall be kept free from chewing gum, candy, spills, spots, grease, food and beverage stains, water-marks, etc. Stubborn stains, which cannot be removed by spotting and shampooing procedure, shall be reported to the Contract Manager. Water leaks or beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

19. Horizontal Surface Cleaning

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structures of the facility including, but not limited to office furniture (chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, typewriters, telephones, etc.

NOTE: Unless requested, objects (books, papers, files, etc.) on horizontal surfaces should not be moved to accomplish cleaning. High horizontal cleaning includes those areas that must be reached by a ladder or special, long reach cleaning device.

## a) Spot Cleaning

- This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.

## b) Dusting

- Dusting shall be accomplished according to schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and "lighting" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use.
- The vendor shall use HEPA type vacuum with dusting tools and treated dust cloth to remove all dust, spider webs, dry soil, 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, ledges, walls, ceilings, ceiling mounted fans, partitions, rails, vertical and horizontal blinds, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment below and including the ceiling surface.
- Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.

## c) Damp Wiping

- Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces. Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

20. Vertical Surface Cleaning

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structure of the facility and shall include, but not limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc.

## a) Spot Cleaning

- Procedure same as in 20.a)

- b) Dusting
  - Procedure same as in 20.b)
- c) Damp Wiping
  - Procedure same as in 20.c)
- d) Wall Scrubbing
  - This procedure shall be accomplished according to the daily schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance.
  - Manual or machine scrubbing may be employed, but in either case, flooding of floors is to be avoided at all times. Floors and floor finish shall be protected during the procedure.
- e) Baseboard Cleaning
  - Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.
- f) Dry Erase/Chalk Boards
  - Dry erase boards and chalkboards shall be cleaned daily unless marked “Do Not Erase”. Cleaning includes entire board, moldings, rails etc. Boards shall be cleaned with manufacturers recommended solution.

#### 21. Clean and Disinfect drinking Fountains

Drinking fountains shall be cleaned daily. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the maintenance staff for corrective action. Drinking fountains shall be free from trash and debris (gum wrappers, cigarette butts, etc.), dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

#### 22. High Dusting/Cleaning

High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder (above 100" or about in height) which comprise the structure and furnishing of the facility and shall include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. High

surfaces and objects shall be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

a) Cleaning Vents, Grills, Etc.

- Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents.
- Cleaned vents, grill, etc. shall be free from dirt, accumulated dust, cobwebs, and shall present an overall clean appearance.

b) Cleaning Light Filters

- Removable light filters (egg crates, diffusers, etc.) shall be taken down, cleaned, and replaced according to schedule using appropriate cleaning agents. Care shall be taken to prevent cracking or breaking these somewhat delicate structures.

c) Overhead Cleaning

- The Contractor shall perform cleaning of all fixtures and surfaces from the floor up to and including the ceiling around fixtures. This includes exposed surfaces of lights, vents, HVAC diffusers, grilles, light fixtures, skylights, ceiling fans, etc.

23. Cleaning Venetian Blinds

Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by any of the industry - accepted methods - dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine. Care shall be taken to prevent damages to either the slats or the tapes that support them. Cleaned Venetian blinds, especially the slats and tapes that support them, shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.

24. Elevators/ Stairway Cleaning

Elevators and stairways shall be cleaned according to schedule. Cleaned elevator and stairway shall present a uniformly clean appearance.

a) Riser and Threshold Cleaning

- Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas. All gum, tar, grease, and other soils shall be removed. Risers and thresholds shall be free from trash both in open areas and inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.

- The Contractor shall keep stairwells free of dirt, dust, cobwebs, trash, litter, etc. in all stairwells. Stairwells are to be damp mopped. Walls, handrails and risers shall be kept clean.
- b) Hand Rail Cleaning
- Hand rails of elevators and stairways shall be cleaned. Handrails shall be free from fingerprints, dirt and smears.
- c) Elevator Cleaning
- The door track of each elevator shall be kept clean by thorough brushing and vacuuming. The floors will be damp mopped or vacuumed and spot cleaned as appropriate. The carpet shall be kept in clean appearance at all times. The walls of the elevator cab shall be kept free of smudges, fingerprints, tape, etc. Light Covers to be removed. Debris, dirt and dead bugs are to be removed 2 times per month. All malfunctioning lights, buttons, arrows, buzzers, etc. will be reported to the Contract Manager or designee.

#### 25. Emergency Custodial Services

Emergency services may include, but are not limited to cleaning up spills, leaks, floods, sickness, animal wastes, breakage, etc. In the event of an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the County Contract Manager shall be so informed. Emergency services shall be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.

#### 26. Special Jobs

Special cleaning for special functions cleaning of an area after repairs or refurbishing, restocking soap/towel dispensers in kitchens, break rooms, waiting/reception rooms, etc.

#### 27. Exterior Cleaning

##### 1. Grounds and Sidewalks

- The grounds and sidewalks around all facilities and parking garage shall be kept free of litter. The areas within ten feet of the building shall be cleaned and swept as needed. Trash cans and ash urns are to be emptied, cleaned and new liners installed. The schedule for work will be determined by the County Contract Manager and the vendor.

##### 2. Parking Facilities and Elevator

- The parking facilities shall be kept free of trash and litter. Follow Government Center schedule for cleaning of stairwells and elevator. Once

a week or more frequently if necessary, the vendor shall inspect all interior ledges and remove bird nests. Only nests that can be safely reached are covered by this task. Care should be taken so birds are not harmed. The removal of nests shall be frequent enough to prevent eggs from hatching.

- The vendor shall remove unsightly soil, grass, leaves, cans, litter, etc., from the building and the surrounding areas. In exterior areas the vendor shall remove litter from walkways, grass and planted areas. The vendor shall maintain areas around all dumpsters free of litter, trash, etc. The entire grounds, parking areas, sidewalks, and exterior stairs are to be policed and maintained free of litter, etc. at all times.

### 3. Walkways

- The vendor shall pick-up daily: litter, clean and sweep all facility exterior walkways, seating areas, patios, and planting areas surrounding the buildings. All trash receptacles and cigarette urns shall be emptied; trash removed from these areas and the receptacle liners securely replaced. Exterior stairways shall be cleaned as part of this contract.

### 4. Glass Cleaning at All Entrances and Entryways

- The vendor shall clean all entrances and entryway glass and frames. This requirement shall apply to all glass surfaces from the floor or ground level to the bottom of the second floor level. This requirement does not apply to inaccessible exterior windows on the second floor or above. The vendor must wash exterior glass at times that do not interfere with pedestrian traffic. The glass shall be polished, free of water spots and streaks.

## 28. Frequency of Cleaning Service

### a) Daily Service to All Areas:

- Empty all trash, reline with clean bag and remove trash.
- Clean floor surfaces including stone, brick or composition flooring. Remove gum and tar, spot mop spills, and spray buff surfaces at lobbies, entrances, main corridors, and public reception areas.
- Vacuum all carpets, including walk-off mats, spot clean, remove gum and tar.
- Clean and disinfect drinking fountains/water coolers.
- Clean elevator cabs. Vacuum (and shampoo weekly if necessary) cab carpet.

- Collect and remove all miscellaneous trash and rubbish at the outside areas to designated pick-up location.
- Clean Building Entrance Areas to 10' outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass, and other litter. Empty trash containers and cigarette disposal containers. Patrol entire grounds and pick up trash from parking lot, planting beds, grassy areas, etc.
- Dust all vertical and horizontal surfaces that are readily available and visibly require it.
- Clean all interior windows (below 110 inches) and glass entrances and other doors, partitions, display cases, clean and polish light fixtures, etc.
- Wipe off counter tops, table tops, chairs, and exterior of appliances.
- Remove handprints or marks from walls, doors, and doorframes.
- Empty all large recycle containers and remove to Recycle Dumpster.
- Clean kitchen/coffee bar areas, empty trash, wash sink basins, wipe off counter tops, mop floor, and replenish paper towel dispenser if available.
- Clean dry erase boards and adjacent molding unless marked “Do Not Erase”.
- Outside loading dock, sweep pavement to ten feet from building.
- Remove unsightly soil, grass, leaves, cans, litter, etc., from the building and the surrounding areas including litter from walkways, grass and planted areas.

#### 29. Daily Service to Restrooms

- a) Empty trash, reline with clean bag, and remove trash to designated pick-up location.
- b) Clean and disinfect all fixtures, clean all partitions, clean and polish mirrors, chromes, metal, counter tops, benches, shower stalls, saunas, etc.
- c) Wet mop with disinfectant and rinse floor.

- d) Restock all supplies. There shall always be adequate supply of required expendable toilet items - soap, paper towels, toilet paper, sanitary napkins, toilet seat covers and deodorant air fresheners. Restock vending concession dispensers.

30. Every Other Day Service to All Areas

- a) Sweep and dust stairways including steps and landings.

31. Twice Weekly Service to All Areas

- a) Disinfect and clean telephones to include pay phones.

32. Biweekly (once every two weeks) Service to All Areas

- a) Grout and sealants shall be cleaned.

33. Monthly Service to All Areas

- a) Complete vertical and horizontal surface cleaning.
- b) Clean and disinfect all trash receptacles.
- c) Clean storage areas.
- d) Mop stairway steps, risers and landings.

34. Quarterly Service to All Areas

- a) High dusting/cleaning.
- b) Wall scrubbing.

35. As Needed in All Areas but Not Less Than Twice Per Year

- a) Clean Venetian blinds, clean and treat furniture, woodwork and upholstery.
- b) Clean outside all exterior windows.

**36. As Needed in All Areas**

- a) Respond to emergency custodial services.
- b) Respond to special job assignments.
- c) Maintain janitor closet/room in an orderly condition and in compliance with County Safety and Fire regulations.
- d) Inspect and remove bird nests. During certain times of the year, this task shall be done more frequently.
- e) Install walk-off mats in lobby from sliding glass door to steps when slippery conditions exist. Remove and store when dry, non-slippery conditions exist.
- f) As directed, place signs, posters, etc at designated locations and remove them when directed.
- g) As directed, complete room set ups and return room to normal appearance after the program.

**37. At Closing or Sooner in All Areas**

- a) Turn off lights and equipment.
- b) Close and lock windows and doors.
- c) Activate the security alarm systems.
- d) Make sure all exterior doors are locked.

**38. Night Custodial Service**

- a) The vendor shall provide the minimum productive work hours. These work hours shall be documented by the vendor on a nightly sign in and sign out log with each worker's name signature and work times. The original signed log must be submitted along with each payment billing. Failure to provide the minimum hours of documented work per night/day will result in a deduction of \$10.50 per hour for each hour less than the minimum.

NOTE: The vendor must provide sufficient labor to accomplish the tasks as identified in the cleaning schedule. Time for project and special cleaning is in addition to the minimum for routine cleaning.

- The County shall be sole judge of said quality and required frequency of the services provided herewith.
- The facility shall be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered to be unacceptable to the County, then Contractor will be required to increase his staff or take whatever measures are required.

39. Suspension of Services

- a) The County reserves the right to suspend custodial services for areas that are not occupied or only partially occupied. The County will give a minimum of two weeks notice of any suspended service, and service cost will be prorated as agreed upon by the County and the vendor.

**3.1 DEFINITIONS**

**Addenda:** A written change to a solicitation.

**Contract:** The agreement to perform the services set forth in this document signed by both parties with any addenda and other attachments specifically incorporated.

**Contractor:** The vendor to which award has been made.

**County:** Shall refer to Lake County, Florida.

**Modification:** A written change to a contract.

**Proposal:** Shall refer to any offer(s) submitted in response to a Request for Proposal.

**Proposer:** Shall refer to anyone submitting an offer in response to a Request for Proposal.

**Request for Proposal (RFP):** Shall mean this solicitation documentation, including any and all addenda. An RFP involves evaluation of proposals, and award may be made on a best value basis with price, technical, and other factors considered.

**Solicitation:** The written document requesting either bids or proposals from the marketplace.

**Vendor:** a general reference to any entity responding to this solicitation or performing under any resulting contract.

The County has established for purposes of this Request for Proposal (RFP) that the words “shall”, “must”, or “will” are equivalent in this RFP and indicate an essential requirement or condition, the material deviation from which may not be waived by the County. A deviation is material if, in the County’s sole discretion, the deficient response is not in substantial accord with this RFP’s mandatory requirements. The words “should” or “may” are equivalent in this RFP and indicate very desirable conditions, or requirements but are permissive in nature.

**3.2 INSTRUCTIONS TO PROPOSERS****A. Proposer Qualification**

It is the policy of the County to encourage full and open competition among all available qualified vendors. All vendors regularly engaged in the type of work specified in the solicitation are encouraged to submit proposals. Vendors may enroll with the County to be included on a mailing list for selected categories of goods and services. To be recommended for award the County requires that vendors provide evidence of compliance with the requirements below upon request:

1. Disclosure of Employment.
2. Disclosure of Ownership.
3. Drug-Free Workplace.
4. W-9 and 8109 Forms – The vendor must furnish these forms as required by the Internal Revenue Service.
5. Social Security Number – The vendor must provide a copy of the primary owner’s social security card if the social security number is being used in lieu of the Federal Identification Number (F.E.I.N.).
6. Americans with Disabilities Act (A.D.A.).
7. Conflict of Interest.
8. Debarment Disclosure Affidavit.
9. Nondiscrimination.
10. Family Leave.
11. Antitrust Laws – By acceptance of any contract, the vendor agrees to comply with all applicable antitrust laws.

**B. Public Entity Crimes**

Pursuant to Section 287.133(2)(a) of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

**C. Request for Additional Information**

Any communication or inquiries, except for clarification of process or procedure already contained in the solicitation, are to be made in writing to the attention of the procurement representative identified in the solicitation no later than five (5) working days prior to the proposal opening date. Such inquiries or request for information shall be submitted to the procurement representative in writing and shall contain the requester’s name, address, and telephone number. If transmitted by facsimile, the request should also include a cover sheet with the bidder’s facsimile number.

Procurement Services may issue an addendum in response to any inquiry received, which changes or clarifies the terms, provisions, or requirements of the solicitation. The proposer should not rely on any representation, statement or explanation whether written or verbal, other than those made in this solicitation document or in any addenda issued. Where there appears to be a conflict between this solicitation and any addenda, the last addendum issued shall prevail. It is the proposer’s responsibility to ensure receipt of all addenda, and any accompanying documentation. The proposer is required to submit with its proposal a signed “Acknowledgment of Addenda” form, when any addenda have been issued. Failure to acknowledge each addendum may prevent the proposal from being considered for award.

**D. Contents of Solicitation and Proposers’ Responsibilities**

It is the responsibility of the proposer to become thoroughly familiar with the requirements, terms, and conditions of this solicitation. Pleas of ignorance of these matters by the proposer of conditions that exist or may exist will not be accepted as a basis for varying the requirements of the County, or the compensation to be paid to the proposer.

**E. Restricted Discussions**

From the date of issuance of this solicitation until final County action, vendors should not discuss the solicitation or any part thereof with any employee, agent, or any other representative of the County except as expressly authorized by the designated procurement representative. The only communications that shall be considered pertinent to this solicitation are appropriately signed written documents from the vendor to the designated procurement representative and any relevant written document promulgated by the designated procurement representative.

**F. Change or Withdrawal of Proposals**

Changes to Proposal - Prior to the scheduled proposal closing, a proposer may change its proposal by submitting a new proposal specified in the solicitation with a letter on the firm’s letterhead, signed by an authorized agent stating that the new submittal replaces the original submittal. The new submittal shall contain the letter and all information as required for submitting the original proposal.

Withdrawal of Proposal – A proposal shall be irrevocable unless the proposal is withdrawn as provided herein. A proposal may be withdrawn, either physically or by written notice, at any time prior to the proposal closing date. If withdrawn by written notice, that notice must be addressed to, and received by, the designated procurement representative prior to the designated receipt date and time. A proposal may also be withdrawn after expiration of the designated acceptance period, and prior to award, by submitting a letter to the designated procurement representative for the solicitation. The withdrawal letter must be on company letterhead and signed by an authorized agent of the proposer.

**G. Conflicts within the Solicitation**

Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the Pricing Section, or any addendum issued, the order of precedence shall be: the last addendum issued, the Proposal Price Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions. It is incumbent upon the vendor to identify such conflicts to the designated procurement representative prior to the proposal closing date.

**H. Prompt Payment Terms**

It is the policy of the County that payment for all purchases by County agencies shall be made in a timely manner and that interest

payments will be made on late payments in accordance with Part VII, Chapter 218, Florida Statutes, known as the Florida Prompt Payment Act. The proposer may offer cash discounts for prompt payments; however, such discounts will not be considered in determining the lowest price during proposal evaluation. Proposers are requested to provide prompt payment terms in the space provided on the signature page of the solicitation.

### 3.3 PREPARATION OF PROPOSALS

**A.** The Proposal Pricing Section of this solicitation defines requirements of items to be purchased, and must be completed and submitted with the proposal. Use of any other form or alteration of the form may result in the rejection of the bid.

**B.** The proposal submitted must be legible. Bidders shall use typewriter, computer or ink. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the bid to be rejected.

**C.** An authorized agent of the proposers firm must sign the proposal. **FAILURE TO SIGN THE PROPOSAL MAY BE CAUSED TO REJECT THE PROPOSAL.**

**D.** The proposer may submit alternate proposal(s) for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate proposal must meet or exceed the minimum requirements and be submitted as a separate proposal marked "Alternate Proposal".

**E.** When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail.

**F.** Any proposal received after the designated receipt date through no fault or error of the County will be considered late, and, except under the most exceptional circumstances, may not be considered for award

### 3.4 CANCELLATION OF SOLICITATION

The County reserves the right to cancel, in whole or in part, any Request for Proposal when it is in the best interest of the County.

### 3.5 AWARD

**A.** The contract resulting from this solicitation may be awarded to the responsible proposer which submits a proposal determined to provide the best value to the County with price, technical, and other applicable factors considered. The County reserves the right to reject any and all proposals, to waive irregularities or technicalities and to re-advertise for all or any part of this solicitation as deemed in its best interest. The County shall be the sole judge of its best interest.

**B.** When there are multiple line items in a solicitation, the County reserves the right to award on an individual item basis, any combination of items, total low bid or in whichever manner deemed in the best interest of the County. This provision specifically supersedes any method of award criteria stated in the solicitation when such action is clearly necessary to protect the best interests of the County.

**C.** The County reserves the right to reject any and all proposals if it is determined that prices are excessive or determined to be unreasonable, or it is otherwise determined to be in the County's best interest to do so.

**D.** Award of this solicitation will only be made to firms that satisfy all necessary legal requirements to do business with the County. The County may conduct a pre-award inspection of the proposer's site or hold a pre-award qualification hearing to determine if the proposer is capable of performing the requirements of this solicitation.

**E.** The proposer's performance as a prime contractor or subcontractor on previous County contracts shall be taken into account in evaluating the responsibility of a proposer that submitted a proposal under this solicitation.

**F.** The Director of Procurement Services will decide all tie proposals with initial preference being given to the entity employing the most personnel residing within the County.

**G.** Award of the contract resulting from this solicitation may be predicated on compliance with and submittal of all required documents as stipulated in the solicitation.

### 3.6 CONTRACT EXTENSION

The County reserves the unilateral right to extend a contract for up to ninety (90) calendar days beyond the current contract period. In such event, the County will notify the vendor(s) in writing of such extensions. This contract may be extended beyond the initial ninety (90) day extension upon mutual agreement between the County and the vendor(s). Exercise of the above options requires the prior approval of the Director of Procurement Services.

### 3.7 WARRANTY

All warranties express and implied, shall be made available to the County for goods and services covered by this solicitation. All goods furnished shall be fully guaranteed by the vendor against factory defects and workmanship. At no expense to the County, the vendor shall correct any and all apparent and latent defects that may occur within the manufacturer's standard warranty period. The special conditions of the solicitation may supersede the manufacturer's standard warranty.

### 3.8 ESTIMATED QUANTITIES

Estimated quantities or dollar values are for proposer's guidance only. No guarantee is expressed or implied as to quantities or dollars that will be used during the contract period. The County is not obligated to place any order for a given amount subsequent to the award of this solicitation. The County may use these estimates to determine the proposer selected for award. Estimated quantities do not contemplate or include possible additional quantities that may be ordered by other government, quasi-governmental or non-profit entities utilizing this contract. In no event shall be County be liable for payments in excess of the amount due for quantities of goods or services actually ordered.

### 3.9 NON-EXCLUSIVITY

It is the intent of the County to enter into an agreement that will satisfy its needs as described within this solicitation. However, the County reserves the right as deemed in its best interest to perform, or cause to be performed, the work and services, or any portion thereof, herein described in any manner it sees fit. In no case will the County be liable for billings in excess of the quantity of goods or services actually provided under this contract.

### 3.10 CONTINUATION OF WORK

Any work that commences prior to and will extend beyond the expiration date of the current contract period shall, unless terminated by mutual written agreement between the County and the vendor, continue until completion at the same prices, terms and conditions.

### 3.11 PROTEST OF AWARD

A vendor wishing to protest any award decision resulting from this solicitation shall do as set forth in the County's Purchasing Procedure Manual. It is incumbent upon the vendor to be aware of the posting of any associated award recommendation. Any protest received after the actual contract award date may be rejected.

**3.12 RULES, REGULATIONS AND LICENSES**

The vendor shall comply with all laws, ordinances, and regulations applicable to provide the goods and/or services specified in this solicitation. The vendor shall be familiar with all federal, state and local laws that may in affect the goods and/or services offered.

**3.13 SUBCONTRACTING**

Unless otherwise specified in this solicitation, the vendor shall not subcontract any portion of the work without the prior written consent of the County. The ability to subcontract may be further limited by the Special Conditions. Subcontracting without the prior consent of the County may result in termination of the contract for default.

**3.14 ASSIGNMENT**

The vendor shall not assign or transfer any contract resulting from this solicitation, including any rights, title or interest therein, or its power to execute such contract to any person, company or corporation without the prior written consent of the County.

**3.15 DELIVERY**

Unless otherwise specified in the solicitation, prices quoted shall be F.O.B. Destination. Freight shall be included in the bid price.

**3.16 RESPONSIBILITY AS EMPLOYER**

The employee(s) of the vendor shall be considered to be at all times its employee(s), and not an employee(s) or agent(s) of the County or any of its departments. The contractor shall provide employee(s) capable of performing the work as required. The County may require the contractor to remove any employee it deems unacceptable. All employees of the contractor may be required to wear appropriate identification.

**3.17 INDEMNIFICATION**

The vendor shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorney's fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the agreement by the vendor or its employees, agents, servants, partners, principals or subcontractors. The vendor shall pay all claims and losses in connection therewith, and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may be incurred thereon. The vendor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the vendor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents and instrumentalities as herein provided.

**3.18 COLLUSION**

Where two (2) or more related parties, as defined herein, each submit a proposal for the same contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean proposer or the principals thereof which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principals thereof of one proposer have a direct or indirect ownership interest in another proposer for the same contract. Furthermore, any prior understanding, agreement, or connection between two (2) or more corporations, firms, or persons submitting a proposal for the same materials, supplies, services, or equipment shall also be presumed to be collusive. Proposals found to be collusive shall be rejected. Proposers which have been found to have engaged in collusion may be considered non-responsible, and may be suspended or

debarred, and any contract resulting from collusive bidding may be terminated for default.

**3.19 MODIFICATION OF CONTRACT**

Any contract resulting from this solicitation may be modified by mutual consent of duly authorized parties, in writing through the issuance of a modification to the contract and/or purchase order as appropriate. This presumes the modification itself is in compliance with all applicable County procedures.

**3.20 TERMINATION FOR CONVENIENCE**

The County, at its sole discretion, reserves the right to terminate this contract upon thirty (30) days written notice. Upon receipt of such notice, the vendor shall not incur any additional costs under this contract. The County shall be liable only for reasonable costs incurred by the vendor prior to notice of termination. The County shall be the sole judge of "reasonable costs."

**3.21 TERMINATION DUE TO UNAVAILABILITY OF FUNDING IN SUCCEEDING FISCAL YEARS**

When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year, the contract shall be cancelled and the vendor shall be reimbursed for the reasonable value of any non-recurring costs incurred amortized in the price of the supplies or services/tasks delivered under the contract.

**3.22 TERMINATION FOR DEFAULT**

The County reserves the right to terminate this contract, in part or in whole, or place the vendor on probation in the event the vendor fails to perform in accordance with the terms and conditions stated herein. The County further reserves the right to suspend or debar the vendor in accordance with the appropriate County ordinances, resolutions and/or administrative orders. The vendor will be notified by letter of the County's intent to terminate. In the event of termination for default, the County may procure the required goods and/or services from any source and use any method deemed in its best interest. All re-procurement cost shall be borne by the vendor.

**3.23 FRAUD AND MISREPRESENTATION**

Any individual, corporation or other entity that attempts to meet its contractual obligations with the County through fraud, misrepresentation or material misstatement, may be debarred for up to five (5) years. The County as a further sanction may terminate or cancel any other contracts with such individual, corporation or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

**3.24 ACCESS TO RECORDS**

The County reserves the right to require the vendor to submit to an audit by any auditor of the County's choosing. The Contractor shall provide access to all of its records, which relate directly or indirectly to this Agreement at its place of business during regular business hours. The vendor shall retain all records pertaining to this Agreement and upon request make them available to the County for three (3) years following expiration of the Agreement. The vendor agrees to provide such assistance as may be necessary to facilitate the review or audit by the County to ensure compliance with applicable accounting and financial standards.

**3.25 PROPRIETARY/CONFIDENTIAL INFORMATION**

Proposers are hereby notified that all information submitted as part of, or in support of proposal submittal will be available for public inspection after the proposal closing date in compliance with Chapter 119 of the Florida Statutes; the "Public Record Law." The proposer shall not submit any information in response to this solicitation, which the proposer considers to be proprietary or confidential. The submission of any information to the County in connection with this solicitation shall be deemed conclusively to

be a waiver of any protection which would otherwise be available to the proposer unless such information is exempt or confidential under the Public Records Act.

### 3.26 CONTRACTING WITH COUNTY EMPLOYEES

Any County employee or member of his or her immediate family seeking to contract with the County shall seek a conflict of interest opinion from the procurement representative designated herein prior to submittal of a response or application of any type to contract with the County. The affected employee shall disclose the employee's assigned function within the County and interest or the interest of his or her immediate family in the proposed contract and the nature of the intended contract.

### 3.27 INCURRED EXPENSES

This RFP does not commit the County to make an award nor shall the County be responsible for any cost or expense which may be incurred by any proposer in preparing and submitting a proposal, or any cost or expense incurred by any proposer prior to the execution of a purchase order or contract agreement. By submitting a proposal, the proposer, and also agrees that the County bears no responsibility for any costs associated with the preparation of the proposal and/or any administrative or judicial proceedings resulting from this solicitation process.

### 3.28 COUNTY IS TAX-EXEMPT

The County is generally exempt from Federal Excise Taxes and all State of Florida sales and use taxes. Do not include any tax on any item or service. The County will sign an exemption certificate if submitted by the contractor.

Contractors doing business with the County are not exempt from paying sales tax to their suppliers for materials to fulfill contractual obligations with the County, nor shall any contractor be authorized to use any of the County's Tax Exemptions in securing such materials.

In the event the project is declared a sales tax recovery project by the County, the following procedure shall apply:

- (a) The County representative shall make a recommendation to the Division of Procurement Services regarding the materials to be purchased;
- (b) When those materials are purchased by the County, all purchase orders shall be issued directly from Procurement Services;
- (c) The County shall take title to those materials directly from the manufacturer/supplier and shall bear the risk of loss or damage to the materials which are delivered directly from the manufacturer/supplier;
- (d) The County shall be invoiced directly for the materials from the manufacturer/supplier and shall pay the invoices directly to the manufacturer/supplier, presenting its sales tax exemption certificate at the time of payment.

The cost of any materials purchased through the sales tax recovery program shall be deducted from the contract amount and the vendor shall no longer be responsible for providing those materials. A written change order shall be executed.

### 3.29 GOVERNING LAWS

The interpretation, effect, and validity of any contract(s) resulting from this RFP shall be governed by the laws and regulations of the State of Florida, and Lake County, Florida. Venue of any court action shall be in Lake County, Florida. In the event that a suit is brought for the enforcement of any term of the contract, or any right arising there from, the parties expressly waive their respective rights to have such action tried by jury trial and hereby consent to the use of non-jury trial for the adjudication of such suit.

### 3.30 STATE REGISTRATION REQUIREMENTS

Any corporation submitting a proposal in response to this RFP shall either be registered or have applied for registration with the Florida Department of State in accordance with the provisions of Chapter 607, Florida Statutes. A copy of the registration/application may be required prior to award of a contract. Any

partnership submitting a proposal in response to this RFP shall have complied with the applicable provisions of Chapter 620, Florida Statutes. For additional information on these requirements, please contact the Florida Secretary of State's Office, Division of Corporations,

800.755.5111

<http://www.dos.state.fl.us>

### 3.31 PRIME CONTRACTOR

The vendor awarded the contract shall act as the prime contractor for all required items and services and shall assume full responsibility for the procurement and maintenance of such items or services. The vendor shall be considered the sole point of contact with regard to all stipulations, including payment of all charges and meeting all requirements of this RFP. All subcontractors will be subject to advance review by the County in regards to competency and security concerns. After the award of the contract no change in subcontractors will be made without the consent of the County. The vendor shall be responsible for all insurance, permits, licenses, and related matters for any and all sub-contractors. Even if the subcontractor is self-insured, the County may require the contractor to provide any insurance certificates required by the work to be performed.

### 3.32 FORCE MAJEURE

The parties will exercise every reasonable effort to meet their respective obligations hereunder, but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with any Government law or regulation, acts of nature, acts or omissions of the other party, Government acts or omissions, fires, strikes, national disasters, wars, riots, transportation problems and/or any other cause whatsoever beyond the reasonable control of the parties. Any such cause will extend the performance of the delayed obligation to the extent of the delay so incurred.

### 3.33 OTHER AGENCIES

With the consent of the vendor, other agencies may make purchases in accordance with the contract. Such purchases shall be governed by the same terms and conditions as stated herein with the exception of the change in agency name.

### 3.34 NO CLAIM FOR DAMAGES

No claim for damages or any claim other than for an extension of time shall be made or asserted against the County because of any delays. No interruption, interference, inefficiency, suspension, or delay in the commencement or progress of the Work shall relieve the vendor of duty to perform, or give rise to any right to damages or additional compensation from the County. The vendor's sole remedy shall be the right to seek an extension to the contract time. However, this provision shall not preclude recovery of damages by the vendor for hindrances or delays due solely to fraud, bad faith, or active interference on the part of the County.

### 3.35 TRUTH IN NEGOTIATION CERTIFICATE

For all lump-sum or cost-plus fixed fee agreements exceeding \$150,000, the firm awarded the agreement must execute a truth in negotiation certificate stating that the wage rates and other factual unit costs are accurate, complete and current, at the time of contracting. Any agreement requiring this certificate shall contain a provision that the original agreement price and any additions shall be adjusted to exclude any significant sums by which he owner determines the agreement price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such agreement adjustments shall be made within one (1) year following the end of the contract. Execution of this Agreement constitutes execution of the Truth in Negotiation Certificate.

### 3.37 GRANT FUNDING

In the event any part of the contract is to be funded by federal, state, or other local agency monies, the vendor hereby agrees to comply with all requirements of the funding entity applicable to the use of the monies, including full application of requirements involving the use of minority firms, women's business enterprises, and labor surplus area firms. Vendors are advised that payments under the contract may be withheld pending completion and submission of all required forms and documents required of the vendor pursuant to the grant funding requirements. A copy of the requirements shall be supplied to the vendor by the County upon request.

**RFP TITLE: JANITORIAL SERVICES OF LAKE COUNTY BUILDINGS**

NOTES:

- Lake County is exempt from all taxes (Federal, State, Local). Pricing should be less all taxes. A Tax Exemption Certificate will be furnished upon request.
- The vendor shall not alter or amend any of the information (including, but not limited to stated units of measure, item description, or quantity) stated in the Pricing Section. If any quantities are stated in the pricing section as being “estimated” quantities, vendors are advised to review the “Estimated Quantities” clause contained in Section 3 of this solicitation.
- Each price offered in your RFP shall be a firm-fixed price, exclusive of any tax. Any bid containing a modifying or “escalator” clause not specifically allowed for under the solicitation will not be considered.
- All pricing shall be FOB Destination unless otherwise specified in this solicitation document.
- All pricing submitted shall remain valid for a 90 day period. By signing and submitting a response to this solicitation, the vendor has specifically agreed to this condition.
- **Vendors are advised to visit our website at <http://www.lakecountyfl.gov> and register as a potential vendor. Vendors that have registered on-line receive an e-mail notice when the County issues a solicitation matching the commodity codes selected by a vendor during the registration process.**

**ACKNOWLEDGEMENT OF ADDENDA**

**INSTRUCTIONS:** Complete Part I or Part II, whichever applies

<b>Part I:</b>
<p>The bidder must list below the dates of issue for each addendum received in connection with this RFP:</p> <p style="text-align: center;">Addendum #1, Dated: _____</p> <p style="text-align: center;">Addendum #2, Dated: _____</p> <p style="text-align: center;">Addendum #3, Dated: _____</p> <p style="text-align: center;">Addendum #4, Dated: _____</p>
<b>Part II:</b>
<p><input type="checkbox"/> No Addendum was received in connection with this RFP.</p>

## PRICING SECTION

PRICING SECTION FOR GROUP 1					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
1-A	Judicial Center 550 West Main Street, Tavares	99,809	M.T.W.R.F.		
<b>TOTAL ANNUAL PRICE</b>					

**Special Instructions:**

- Day Porter needed during business hours 8:00am to 5:00pm, Monday through Friday, except on County Holidays.
- Day Porter shall have a minimum of three (3) years of experience in carpet-spot cleaning. A resume and references are to be provided to the County representative prior to providing a notice-to-proceed.
- Judges Chambers and Judicial Assistant's Offices must be cleaned Monday through Friday according to the schedule from Judges Assistant between 3:00pm to 5:00 pm. A log must be kept in each suite and signed everyday acknowledging the area. (Note: this is not one of the Day Porters duty but by night shift crew.)
- All contractors' employees must pass an FDLE background check with Deputy Sheriff Sonia Campbell by calling [352.742.4200] 30-days before beginning work. Once cleared, the employee will be given a security code. No employee is to enter the facility after working hours without proper authorization.

PRICING SECTION FOR GROUP 2					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
2-A	County Admin. Bldg. 315 West Main Street, Tavares	82,168	M.T.W.R.F.		
2-B	Historical Courthouse 317 West Main Street, Tavares	32,500	M.T.W.R.F.		
<b>TOTAL ANNUAL PRICE</b>					

**Special Instructions:**

- Day Porter needed during business hours 8:00am To 5:00pm, Monday through Friday, except on County Holidays.
- Day Porter shall have a minimum of three (3) years of experience in carpet-spot cleaning. A resume and references are to be provided to the County representative prior to providing a notice-to-proceed.
- County Administration Building rear door must be locked with a hex key Monday through Friday between 5:00pm and 5:30pm.
- County Attorney's Office is to be cleaned only by Lake County staff. Contractors' employees should not enter this office unless instructed by Chuck Deal.
- Supervisor of Election's Office area to be cleaned between 3 to 5 pm daily. (Note: this is not one of the Day Porters duty but by night shift crew.)

PRICING SECTION FOR GROUP 3					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
3-A	Public Defenders Office 123 N. Sinclair, Tavares	6,000	M.T.W.R.F.		
3-B	Public Records Center 122 East Main Street, Tavares	14,000	M.T.W.R.F.		
<b>TOTAL ANNUAL PRICE</b>					

**Special Instructions:**

- All vaults at Public Records Center must be cleaned on Fridays at 3:00pm. Contact Rick Whilden to schedule an appointment [352.551.7391].

PRICING SECTION FOR GROUP 4					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
4-A	Guardian Ad Litem 124 North Sinclair Avenue, Tavares	2,352	M.T.W.R.F.		
4-B	Mosquito Control 401 South Bloxham Ave., Tavares	1,200	M.T.W.R.F.		
4-C	Property Records 313 South Bloxham Ave., Tavares	3,200	M.T.W.R.F.		
4-D	416 W. Alfred St., Tavares	1,500	M.T.W.R.F.		
4-E	418 W. Alfred St., Tavares	3,214	M.T.W.R.F.		
4-F	Code Enforcement 904 Sinclair, Tavares	2,258	M.T.W.R.F.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 5					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
5-A	Environmental Services Admin. 13130 County Landfill Rd., Tavares	4,000	M.T.W.R.F.		
5-B	Environmental Lab 13100 County Landfill Rd. Tavares	4,128	M.T.W.R.F.		
5-C	Fuel Station Restrooms 12900 County Landfill Rd., Tavares	100	M.T.W.R.F.		
5-D	Haz-Mat Trailer 13100 County Lanedill Rd., Tavares	1,300	M.T.W.R.F.		

<b>PRICING SECTION FOR GROUP 5</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>5-E</b>	WMFO 13130 County Landfill Rd., Tavares	2,700	M.T.W.R.F.		
<b>5-F</b>	Scale House 13130 County Landfill Rd., Tavares	1,100	M.T.W.R.F.		
<b>5-G</b>	Lake Idamere Park Restrooms 12335 CR. 448, Tavares	84	M.W.F.		
<b>TOTAL ANNUAL PRICE</b>					

<b>PRICING SECTION FOR GROUP 6</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>6-A</b>	BCC Warehouse # 1 32400 C.R. 473, Leesburg	2,425	M.T.W.R.F		
<b>6-B</b>	Library Services 2401 Woodlea Rd., Tavares	5,376	M.T.W.R.F.		
<b>6-C</b>	Animal Control 28123 C.R. 561, Astatula	2,400	T.R.		
<b>6-D</b>	Traffic Operations 28127 C.R. 561, Astatula	2,800	M.W.F.		
<b>TOTAL ANNUAL PRICE</b>					

<b>PRICING SECTION FOR GROUP 7</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>7-A</b>	County Wide Radio Shop 15839 Old Hwy. 441	1,750	M.R.		
<b>7-B</b>	Public Works Department 437 Ardice St., Eustis	15,000	M.T.W.R.F.		
<b>7-C</b>	Triangle Tag Office 15733 Dora Avenue, Eustis	8,200	M.T.W.R.F.		
<b>7-D</b>	Elections Support Center 701, 703, 705, 707, 709, 711, 713 South Rossiter St., Mt. Dora	333	Last Friday of Month		
<b>7-E</b>	Public Works Annex 31150 Industrial Drive, Mt. Dora	6,000	M.T.W.R.F.		

PRICING SECTION FOR GROUP 7					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
7-F	East Lake Library 31336 C.R. 437, Sorrento	4,974	M.T.W.R.F.S.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 8					
Ln.	Buildings	Est. Sq.F.t	Days Cleaned	Monthly Price	Annual Cost Per Building
8-A	Fairgrounds - Expo Bldg. 2101 C.R. 452, Eustis	1,972	M.R.F.		
8-B	Umatilla Barn 19720 Fifth Street, Umatilla	650	T.F.		
8-C	Umatilla Community Center 17107 Ball Park Road, Umatilla	3,000	M.W.F.		
8-D	McTureous Restrooms 42100 S.R. 19, Altoona	200	T.R.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 9					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
9-A	Cagan Crossings Library 17445 US. Hwy. 192	16,085	M.T.W.R.F.S.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 10					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
10-A	Clermont Elections/Prop Appraiser's 1060 E. Hwy. 50, Clermont	1,680	M.		
10-B	Cooper Memorial Library 821 West Minneola Ave., Clermont	6,600	M.T.W.R.F.S.		

PRICING SECTION FOR GROUP 10					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
10-C	Palatlahaha River Park 12325 Hull Road, Clermont	300	M.W.F.		
10-D	South Lake Tag 194 North U.S. Hwy 27, Clermont	1,230	M.W.F.		
<b>TOTAL ANNUAL PRICE</b>					

**Special Instructions:**

- Clermont Elections/Property Appraiser's facility must be cleaned on Mondays from 3:00pm to 5:00pm except County holidays.

PRICING SECTION FOR GROUP 11					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
11-A	South Lake Clerk 1210 Bowman Street, Clermont	1,800	T.F.		
11-B	Memorial Baysinger Library 756 West Broad Street, Groveland	4,500	M.T.W.R.F.S.		
11-C	Minneola Barn 110 Center Street, Minneola	700	T.F.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 12					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
12-A	Paisley Community Center 24954 C.R. 42, Paisley	3,000	M.W.F.		
12-B	Paisley Library 24954 C.R. 42, Paisley	4,000	M.T.W.R.F.S.		
<b>TOTAL ANNUAL PRICE</b>					

PRICING SECTION FOR GROUP 13					
Ln.	Buildings	Est. Sq.F.t	Days Of Service	Monthly Price	Annual Cost Per Building
13-A	Astor Library 54905 Alco Road, Astor	4,000	M.T.W.R.F.S.		

<b>PRICING SECTION FOR GROUP 13</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>13-B</b>	Astor Recreational Park 54835 Alco Road, Astor	300	M.W.F.		
<b>TOTAL ANNUAL PRICE</b>					

<b>PRICING SECTION FOR GROUP 14</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>14-A</b>	Lady Lake Tag Office 918 Avnida Central St., Lady Lake	1,700	M.W.F.		
<b>14-B</b>	North Lake Clerk's Office 902 Avendia Central	1,160	M.T.F.		
<b>TOTAL ANNUAL PRICE</b>					

<b>PRICING SECTION FOR GROUP 15</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>15-A</b>	Leesburg Tag Office 1340 Citizens Blvd., Leesburg	1,800	M.W.F.		
<b>15-B</b>	Leesburg Barn 2310 West Griffin Road., Leesburg	700	T.R.		
<b>TOTAL ANNUAL PRICE</b>					

<b>PRICING SECTION FOR GROUP 16</b>					
<b>Ln.</b>	<b>Buildings</b>	<b>Est. Sq.F.t</b>	<b>Days Of Service</b>	<b>Monthly Price</b>	<b>Annual Cost Per Building</b>
<b>16-A</b>	TDC 20763 U.S. Hwy 27, Groveland	4,800	S.M.T.W.R.F. S.		
<b>16-B</b>	P.E.A.R. Property 5356 University Avenue, Leesburg	2,000	M.		
<b>16-C</b>	Fleet Maintenance 2300 West Griffin Road, Leesburg	1,177	T.R.		
<b>16-D</b>	Covanta Scale House 3830 Rogers Industrial Rd., Okahumpka	170	T.R.		
<b>TOTAL ANNUAL PRICE</b>					

**By Signing This Proposal the Proposer Attests and Certifies That:**

- It satisfies all legal requirements (as an entity) to do business with the County.
- The undersigned vendor acknowledges that award of a contract may be contingent upon a determination by the County that the vendor has the capacity and capability to successfully perform the contract.
- The proposer hereby certifies that it understands all requirements of this solicitation, and that the undersigned individual is duly authorized to execute this proposal document and any contract(s) and/or other transactions required by award of this solicitation.

**Additional Certifications Requiring Completion:**

**Purchasing Agreements with Other Government Agencies**

This section is optional and will not affect contract award. If Lake County awarded you the proposed contract, would you sell under the same terms and conditions, for the same price, to other governmental agencies in the State of Florida? Each governmental agency desiring to accept to utilize this contract shall be responsible for its own purchases and shall be liable only for materials or services ordered and received by it.  Yes  No (Check one)

**Certification Regarding Felony Conviction**

Has any officer, director, or executive of the bidding entity been convicted of a felony during the past ten (10) years?  Yes  No (Check one)

**Conflict of Interest Disclosure Certification**

Except as listed below, no employee, officer, or agent of the firm has any conflicts of interest, real or apparent, due to ownership, other clients, contracts, or interests associated with this project; and, this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud.

Exceptions: \_\_\_\_\_

General Vendor Information and Proposal Signature:	
Firm Name:	_____
Street Address:	_____
Mailing Address (if different):	_____
Telephone No.:	_____ Fax No.: _____ E-mail: _____
FEIN No. _____ - _____	Prompt Payment Terms: _____ % _____ days, net _____
Signature:	_____ Date: _____
Print Name:	_____ Title: _____

Award of Contract by the County: (Official Use Only)	
By signature below, the County confirms award to the above-identified vendor under the above identified solicitation. A separate purchase order will be generated by the County to support the contract.	
<b>Vendor awarded as:</b>	
<input type="checkbox"/> Sole vendor	<input type="checkbox"/> Pre-qualified pool vendor based on price
<input type="checkbox"/> Pre-qualified pool vendor (spot bid)	<input type="checkbox"/> Primary vendor for items: _____
<input type="checkbox"/> Secondary vendor for items: _____	<input type="checkbox"/> Other status: _____
Signature of authorized County official:	_____ Date: _____
Printed name:	_____ Title: _____
Purchase Order Number assigned to this contract for billing purposes: _____	

**THE FOLLOWING DOCUMENTS ARE ATTACHED**

REQUEST FOR PROPOSAL (RFP) ..... I

NO-RESPONSE REPLY ..... I

VENDOR IDENTIFICATION ..... I

A. The Proposal Pricing Section of this solicitation defines requirements of items to be purchased, and must be completed and submitted with the proposal. Use of any other form or alteration of the form may result in the rejection of the bid. ....41

B. The proposal submitted must be legible. Bidders shall use typewriter, computer or ink. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the bid to be rejected. ....41

C. An authorized agent of the proposers firm must sign the proposal. **FAILURE TO SIGN THE PROPOSAL MAY BE CAUSED TO REJECT THE PROPOSAL**. ....41

D. The proposer may submit alternate proposal(s) for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate proposal must meet or exceed the minimum requirements and be submitted as a separate proposal marked “Alternate Proposal” .....41

E. When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail. ....41

F. Any proposal received after the designated receipt date through no fault or error of the County will be considered late, and, except under the most exceptional circumstances, may not be considered for award .....41

3.5 AWARD .....41

A. The contract resulting from this solicitation may be awarded to the responsible proposer which submits a proposal determined to provide the best value to the County with price, technical, and other applicable factors considered. The County reserves the right to reject any and all proposals, to waive irregularities or technicalities and to re-advertise for all or any part of this solicitation as deemed in its best interest. The County shall be the sole judge of its best interest. ....41

B. When there are multiple line items in a solicitation, the County reserves the right to award on an individual item basis, any combination of items, total low bid or in whichever manner deemed in the best interest of the County. This provision specifically supersedes any method of award criteria stated in the solicitation when such action is clearly necessary to protect the best interests of the County. ....41

C. The County reserves the right to reject any and all proposals if it is determined that prices are excessive or determined to be unreasonable, or it is otherwise determined to be in the County’s best interest to do so. ....41

D. Award of this solicitation will only be made to firms that satisfy all necessary legal requirements to do business with the County. The County may conduct a pre-award inspection of the proposer’s site or hold a pre-award qualification hearing to determine if the proposer is capable of performing the requirements of this solicitation. ....41

E. The proposer’s performance as a prime contractor or subcontractor on previous County contracts shall be taken into account in evaluating the responsibility of a proposer that submitted a proposal under this solicitation. ....41

F. The Director of Procurement Services will decide all tie proposals with initial preference being given to the entity employing the most personnel residing within the County. ....41

G. Award of the contract resulting from this solicitation may be predicated on compliance with and submittal of all required documents as stipulated in the solicitation. ....41

The County reserves the unilateral right to extend a contract for up to ninety (90) calendar days beyond the current contract period. In such event, the County will notify the vendor(s) in writing of such extensions. This contract may be extended beyond the initial ninety (90) day extension upon mutual agreement between the County and the vendor(s). Exercise of the above options requires the prior approval of the Director of Procurement Services. ....41

Part II: .....45

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**ATTACHMENT “A”  
SUPPLY LIST**

Contractor is required to complete the list provided. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the contract rests with the Contractor:

<u>ITEM</u>	<u>BRAND</u>
Plastic Trash Can Liners	_____
Paper Towels (Recycled) (Fort Howard, Nibroc, Erwin, or approved equal.)	_____ _____
Two-Ply Toilet Paper (Recycled) (Northern, Feather Soft or approved equal)	_____ _____
Hand Soap	_____
Bobrick Dispenser -Liquid Satin, or approved equal	_____
Cleaners:	_____
Glass/Window	_____
Bathroom	_____
Bowl	_____
Multi-Purpose	_____
Metal Polish	_____
Furniture Care	_____
Polish (Vinyl)	_____
Polish (Wood)	_____
Carpet Spot/Stain Remover	_____
Steam & Carpet Cleaner	_____
Disinfectant (Lysol or approved equal)	_____
Tile Cleaner	_____
Gum Remover	_____
Dust Mop Treatment	_____
Sand (Cigarette sand urns)	_____
Floor Pads	_____
Upholstery Cleaner	_____
Wood Cleaner	_____
Porcelain Cleaner	_____
Stainless Steel Cleaner	_____
Brass Polish	_____
Ice Melt	_____

**ATTACHMENT “B”  
EQUIPMENT LIST**

Contractor is required to complete the list provided. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the contract rests with the Contractor:

<u>ITEM</u>	<u>MANUFACTURER</u>
Vacuum	_____
Commercial Grade, 1 1/2 hp. Min.	_____
Wet/Dry Vacuum	_____
Backpack Vacuum	_____
Floor Scrub Machines	_____
High Speed Buffing Machine	_____
Low Speed Buffing Machine	_____
Carpet Steam Cleaner	_____
Brooms - Indoor/Outdoor	_____
Dustpans	_____
Mop - Dust	_____
Mop - Dust (treated)	_____
Bucket	_____
Wringer	_____
Wet Floor Signs	_____
Mobile Trash Cans (w/caddy)	_____
Special High Cleaning Equipment	_____
Dusters (Lambs wool, or approved equal)	_____
Commode Bush	_____
Window Cleaning Utensils	_____
Power Sweepers	_____
Snow Shovels	_____

**ATTACHMENT “C”  
VENDOR PROFILE FORM**

<p>1. Bidder Name &amp; Address:</p>	<p>1d. Licensed to do business in the State of Florida?  _____ Yes _____ No</p>
	<p>1e. Name, Title &amp; Telephone Number of Principal to Contact.</p>
	<p>1f. Address of office to perform work, if different from block 1.</p>
<p>1a. FEIN #  _____</p>	
<p>1b. Year Firm was established _____ 1c. Are you a “Not for Profit” 501(c)(3) organization?  Yes _____ No _____  If you answered yes, please provide proof.</p>	
<p>2. Please list the key personnel that your firm will commit to the County project and attach a copy of each key person’s resume.</p>	
<p>3. The foregoing is a statement of facts.</p> <p>Signature: _____ Date: _____</p> <p>_____</p> <p align="center">(Typed or Printed Name) <span style="float: right;">(Title)</span></p>	

**ATTACHMENT “D”  
WORK REFERENCES**

#1 Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

#1 Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

#1 Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

**ATTACHMENT “E”  
LAKE COUNTY CONTACT LIST**

<b><u>GROUP 1</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Judicial Center 550 West Main St. Tavares FL 32778	Donna Bowers 352-742-4102	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 2</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
County Administration Building 315 West Main Street Tavares, FL 32778	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Historical Courthouse 317 West Main Street Tavares, FL 32778	Paula Horton 352-343-9748	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 3</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Public Defenders Office 123 N. Sinclair Ave. Tavares, FL	Terry Auckland 352-742-4296	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Public Records Center 122 East Main Street Tavares, FL 32778	Jarrod Sorrensen 352-253-2641	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 4</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Guardian Ad Litem 221 N. Joanna Ave. Tavares, FL	Nancy Rusk 352-343-2736	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Mosquito Control 401 South Bloxham Avenue Tavares, FL 32778	Debbie Miller 352-343-9682	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Property Records 313 South Bloxham Avenue Tavares, FL 32778	Chris Thompson 352-343-9770	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

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<b><u>GROUP 4</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
416 W. Alfred St. Tavares, FL 32778	Anna Lawver 352-742-3810	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
418 W. Alfred St. Tavares, FL 32778	Skip Skorupski 352-742-3981	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Code Enforcement 908 Sinclair Tavares, FL 32778	Jennifer Labato 352-343-9064	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 5</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Environmental Services Admin. 13130 County Landfill Road Tavares, FL 32778	Mary Ellen Roberts 352-253-1655	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Environmental Lab 13100 County Landfill Road Tavares, FL 32778	Cathie McGwier 352-253-1659	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Fuel Station Restrooms 12900 County Landfill Road Tavares, FL 32778	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Haz-Mat Trailer 13100 County Landfill Road Tavares, FL 32778	Mary Ellen Roberts 352-253-1655	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Scale House 13130 County Landfill Road Tavares, FL 32778	Carol Griffith 352-343-3776	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
WMFO 13130 County Landfill Road Tavares, FL 32778	Eric Anderson 352-253-1680	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Lake Idamere Park Restrooms 12335, CR. 448 Tavares, FL 32778	Chuck Deal 352-343-9441 office 352-516-5941 cell	June Carls Parks & Trails Division 31150 Industry Dr. Tavares, FL 32778

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<b><u>GROUP 6</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
BCC Warehouse #1 32400 CR 473 Leesburg, FL 34748	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Library Services 2401 Woodlea Rd. Tavares, FL 32778	Karen Gouker 352-253-6616	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Animal Control 28123 CR. 561 Tavares, FL 32778	Marjorie Boyd 352-343-9688	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Traffic Operations 28127 C.R. 561 Tavares, FL 32778	Kathy Wilson 352-742-1766	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 7</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
County Wide Radio Shop 15839 Old Hwy. 441 Mt. Dora, FL	Laura Nichols 352-343-9487	Communication Technologies 315 W. Main St. Suite 411 Tavares, FL 32778
Public Works Department 437 Ardice St. Eustis, FL	Susan Leavitt 352-253-4906	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Triangle Tag Office 15733 Dora Ave. Eustis, FL 32726	Randy Van Alstine 352-253-6057	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Elections Support Center 701 S. Rossiter St. Mt. Dora, FL 32757	Duke Jackson 352-551-0672 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Public Works Annex 31150 Industry Dr. Mt. Dora, FL 32757	June Carls 352-742-0992 Karen Burt 352-742-0478	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
East Lake Library 31336 C.R. 437 Sorrento, FL 32776	George Dor'e 352-383-9980 Scott Amey 352-383-9980	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

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<b><u>GROUP 8</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Fairgrounds – Expo Bldg. 2101 C.R. 452 Eustis, FL 32726	Sharon McParland 352-357-9692 Jane Allen 352-357-9697	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Umatilla Barn 19720 5th Street Umatilla, FL 32784	Treeva Wall 352-669-2814	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Umatilla Community Center 17107 Ball Park Rd. Umatilla, FL 32784	Natilla Perkins 352-669-2884 Brenda Quattlebaum 352-742-6503	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
McTureous Restrooms 42100 SR 19 Altoona FL 32702	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 9</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Cagan Crossings Library 16729 Cagan Oaks Clermont, FL 34714	Katherine Spurgeon 352-243-1840	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 10</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Clermont Elections/Prop. Appraiser’s 1060 E. Hwy. 50, Clermont	Cheryl Dobson 352-241-0041	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Cooper Memorial Library 821 West Minneola Avenue Clermont, FL 34711	Tracy Swank 352-394-4265	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Palatlahaha River Park 12325 Hull Road Clermont, FL 34711	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
South Lake Tag 194 North U.S. Hwy 27 Clermont, FL 34711	Michelle Chambliss 352-243-5199	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

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<b><u>GROUP 11</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
South Lake Clerk 1210 Bowman Street Clermont, FL 34711	Joyette Hilton 352-394-2018	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Memorial Baysinger Library 756 West Broad Street Groveland FL 34736	Mike Dinkins 352-429-5840	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Minneola Barn 110 Center Street Minneola, FL 34755	Denise Haynes 352-394-2559	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 12</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Paisley Community Center 24954 C.R. 42 Paisley, FL 32767	Brenda Quattlebaum 352-742-6503	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Paisley Library 24954 C.R. 42 Paisley, FL 32767	Ron Moore 352-669-1001	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 13</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Astor Library 54905 Alco Road Astor, FL 32102	Pam Goodson 352-759-9913	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Astor Recreational Park 54835 Alco Rd. Astor, FL 32102	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 14</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Lady Lake Tag Office 918 Avenida Central Street Lady Lake, FL 32159	Sonia Jackson 352-267-9678	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
North Lake Clerk's Office 902 Avendia Central Street Lade Lake, FL 32159	Cindy Hughes 352-253-2647	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

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<b><u>GROUP 15</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
Leesburg Tag Office 1340 Citizens Blvd. Leesburg, FL 34748	Julie McGonigal 352-787-0397	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Leesburg Barn 2310 West Griffin Road Leesburg, FL 34748	Sharon Horton 352-787-0074	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788

<b><u>GROUP 16</u></b>	<b><u>CONTACT</u></b>	<b><u>SEND INVOICE TO:</u></b>
TDC 20763 U.S. Hwy. 27 Groveland, FL 34736	Cheryl Thomas 352-429-3602	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Pear Property 5356 University Avenue Leesburg, FL 34748	Steve Yaw 352-429-3602	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Fleet Maintenance 2300 West Griffin Road Leesburg, FL 34748	Theresa Orbill 352-787-2938	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788
Covanta Scale House 3830 Rogers Industrial Rd. Okahumpka, FL 32400	Chuck Deal 352-343-9441 office 352-516-5941 cell	Chuck Deal Facilities Services 32400 C.R. 473 Leesburg, FL 34788