

23. Award RFP-4187-03/BJC – Performance Work Statement for Custodial Services for Miscellaneous County Buildings, to A1A Cleaning Service, Inc. of Longwood (Not-to-Exceed \$931,724.00/per year).

RFP-4187-03/BJC will provide all necessary management, supervision, personnel, materials, transportation, general and specialized tools and equipment required to accomplish all custodial services for Seminole County Buildings. The Contractor is responsible for completing work requirements within the response times and quality standards established in the RFP documents and Scope of Services.

The contract will become effective upon expiration of the current contract (due to expire on August 14, 2003) and will remain in effect for a period of three (3) years. At the sole option of the County, the contract may be renewed for two (2) additional terms not to exceed two (2) years each giving a total contract term of seven (7) years.

This project was publicly advertised and the County received four (4) submittals (listed in alphabetical order):

- A1A Cleaning Service, Inc.
- D&A Building Services, Inc.
- Grosvenor Building Services, Inc.
- Knight Facilities Management

The Evaluation Committee, which consisted of Jamie Croteau, Director, Administrative Services; Joe Gasparini, Manager, Parks and Recreation; Meloney Lung, Manager, Support Services and Angi Thompson, Principal Analyst, Support Services evaluated the submittals.

The evaluation criteria for this Request for Proposals were as follows:

- Technical Approach
- Management Approach
- Past Performance
- Fees and Expenses

The Evaluation Committee recommends award to the lowest priced, responsive, responsible offeror, A1A Cleaning Services, Inc. of Longwood. This is a budgeted project and funds are available in accounts numbered 010530-00100-519-53034000 (General Fund), 010532-40100-536-53034000 (Water and Sewer), and 010533-40201-534-53034000 (Solid Waste).

Administrative Services Department/Support Services Division and Fiscal Services/Purchasing and Contracts Division recommend the Board authorize the Chairman to execute the agreement as prepared by the County Attorney's

Office with no major deviation in terms and pursuant to the requirements of the RFP documents at a not to exceed price of \$931,724.00 per year.

**B.C.C. - SEMINOLE COUNTY, FL
RFP TABULATION SHEET**

ALL SUBMITTALS ACCEPTED BY SEMINOLE COUNTY ARE SUBJECT TO THE COUNTY'S TERMS AND CONDITIONS AND ANY AND ALL ADDITIONAL TERMS AND CONDITIONS SUBMITTED BY THE PROPOSERS ARE REJECTED AND SHALL HAVE NO FORCE AND EFFECT. PS DOCUMENTS FROM THE PROPOSERS LISTED HEREIN ARE THE ONLY SUBMITTALS RECEIVED TIMELY AS OF THE ABOVE OPENING DATE AND TIME. ALL OTHER PS DOCUMENTS SUBMITTED IN RESPONSE TO THIS SOLICITATION, IF ANY, ARE HEREBY REJECTED AS LATE.

RFP NUMBER: RFP-4187-03/BJC
 RFP TITLE : Performance Work Statement for Custodial Services for Miscellaneous County Buildings
 DATE: May 7, 2003. TIME: 2:00 P.M.

RESPONSE -1-	RESPONSE -2-	RESPONSE -3-	RESPONSE -4-
A1A Cleaning Service, Inc. PO Box 520947 Longwood, Florida 32752	D&A Building Services, Inc. 983 Explorer Cove Altamonte Springs, FL 32701	Grosvenor Building Services, inc. 3398 Parkway Center Court Orlando, Florida 32808	Knight Facilities Mgmt. 304 S. Niagara Street Saginaw, MI 48602
(407) 339-6000 – Phone (407) 339-4710 – Fax F. Donna Khorramian	(407) 831-5388 – Phone (407) 831-1377 – Fax Albert Sarabasa, Jr.	(407) 292-3383 – Phone (407) 291-4511 – Fax Jon Clontz	(989) 793-8820 – Phone (989) 921-9353 – Fax Daniel Reichard

The evaluation criteria for this Request for Proposals is as follows:

Technical Approach

- Work Scheduling and Tracking
- Equipment Inventory and Management
- Transportation and Movement of Personnel, Equipment and Materials
- Adoption of Latest Cleaning Technology and Procedures
- Building Lock-up/Security Procedures
- Window and Cleaning Procedures

Management Approach

- Project Organization
- Project Manager
- Staffing and recruiting
- Quality Control Plan
- Transition Plan

Past Performance

- Comparable Scope
- Problem Resolution
- Cost Containment
- Overall experience

Fees and Expenses

- Proposed fees for services

Recommendation of Award: A1A Cleaning Service, Inc., BCC Date: 06/24/2003
 Tabulated by: Betsy J. Cohen, Contracts Supervisor – Re-Posted 5/29/2003 (3:00 P.M.)

Calculations and comparison of Grand Total of all Proposers

Grand Total

	Custodial Monthly	Carpet (2x/yr)	Carpet (4x/yr)	Carpet (6x/yr)	Carpet (12x/yr)	Carpet (24x/yr)	Window (2x/yr)	Window (4x/yr)	Annual Total
A1A	\$811,560.00	\$37,218	\$2,179	\$13,620	\$3,800	\$4,200	\$24,760	\$5,520	\$902,857.00
D & A	\$970,800.00	\$84,035. 76	\$4,871.76	\$35,644.61	\$39,552	\$22,944	\$7,959	\$675	\$1,165,812.85
Grosvenor	\$1,013,304.00	\$69,421	\$9,300	\$34,300	\$13,200	\$12,000	\$29,000	\$3,600	\$1,185,685
Knight	\$1,109,707.32	\$70,450	\$21,379.80	\$37,129.80	\$60,600	\$57,360	\$9,772.23	\$1,202.48	\$1,425,438.28

Sheriff's Substation

	Custodial Monthly	Carpet (2x/yr)	Carpet (4x/yr)	Carpet (6x/yr)	Carpet (12x/yr)	Carpet (24x/yr)	Window (2x/yr)	Window (4x/yr)	Annual Total
A1A	\$3,432.00	\$357.00					\$78.00		\$3,867.00
D & A	\$4,056.00	\$504.24					\$20.00		\$4,585.99
Grosvenor	\$6,240.00	\$420.00					\$160.00		\$6,820.00
Knight	\$4,495.08	\$420.20					\$42.02		\$4,957.32

Proposal Evaluation & Ranking
RFP-4187-03/BJC
Performance Work Statement for Custodial Services for Miscellaneous County Buildings

FIRMS	Jamie Croteau, Director Administrative Services Department	Joe Gasparini, Manager Parks and Recreation	Meloney Lung, Manager Support Services	Angi Thompson, Principal Analyst Support Services	Total Scores	Overall Ranking
A1A Cleaning Service, Inc.	3	3	3	3	12	1
D&A Building Services, Inc.	2	2	2	2	8	2
Grosvenor Building Services, Inc.	2	2	2	2	8	2
Knight Facilities Mgmt	1	1	2	1	5	4

Highly Acceptable = 3, Acceptable = 2, Marginal = 1, Unsatisfactory = 0.

Recommended Ranking: A1A Cleaning Service, Inc., D&A Building Services, Inc., Grosvenor Building Services, Inc., Knight Facilities Mgmt
BCC Date: June 24, 2003

CUSTODIAL SERVICES AGREEMENT (RFP-4187-03/BJC)

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THIS AGREEMENT is made and entered into this _____ day of _____, 20____, by and between **A1A CLEANING SERVICES, INC.**, duly authorized to conduct business in the State of Florida, whose mailing address is Post Office Box 520947, Longwood, Florida 32752, hereinafter called the "CONTRACTOR" and **SEMINOLE COUNTY**, a political subdivision of the State of Florida, whose address is Seminole County Services Building, 1101 East First Street, Sanford, Florida 32771, hereinafter called the "COUNTY".

W I T N E S S E T H:

WHEREAS, the COUNTY desires to retain the services of a competent and qualified contractor to provide custodial services for Seminole County; and

WHEREAS, the COUNTY has requested and received expressions of interest for the retention of services of contractors; and

WHEREAS, CONTRACTOR is competent and qualified to furnish custodial services to the COUNTY and desires to provide its services according to the terms and conditions stated herein,

NOW, THEREFORE, in consideration of the mutual understandings and covenants set forth herein, COUNTY and CONTRACTOR agree as follows:

SECTION 1. SERVICES. COUNTY does hereby retain CONTRACTOR to furnish services and perform those tasks as further described in the Scope of Services and Performance Work Statement attached hereto and incorporated herein as Exhibit "A".

SECTION 2. COMMENCEMENT OF SERVICE. The services to be rendered by CONTRACTOR shall commence on August 15, 2003.

SECTION 3. COMPENSATION AND PAYMENT.

(a) The COUNTY agrees to compensate CONTRACTOR for the professional services called for under this Agreement a fee not to

exceed the sum of NINE HUNDRED THIRTY-ONE THOUSAND SEVEN HUNDRED TWENTY-FOUR AND NO/100 DOLLARS (\$931,724.00) per year. CONTRACTOR shall perform all work required by the Scope of Services but, in no event, shall CONTRACTOR be paid more than the negotiated Fixed Fee amount stated above. Compensation shall be paid to the CONTRACTOR at the rates as indicated in Exhibit "B" attached hereto

(b) Payments shall be made to the CONTRACTOR when requested as work progresses for services furnished, but not more than once monthly. CONTRACTOR may invoice amount due based on the total required services actually performed and completed. Upon review and approval of CONTRACTOR's invoice, the COUNTY shall, within thirty (30) days of receipt of the invoice, pay CONTRACTOR the approved amount.

SECTION 4. BILLING AND PAYMENT.

(a) CONTRACTOR shall render to the COUNTY, at the close of each calendar month, an itemized invoice, properly dated including, but not limited to, the following information:

- (1) The name and address of the CONTRACTOR;
- (2) Contract Number;
- (3) A complete and accurate record of services performed by the CONTRACTOR for all services performed by the CONTRACTOR during that month and for which the COUNTY is billed;
- (4) A description of the services rendered in (3) above with sufficient detail to identify the exact nature of the work performed; and
- (5) Such other information as may be required by this Agreement or requested by the COUNTY from time to time.

The original invoice shall be sent to:

Director of County Finance
Seminole County Board of County Commissioners
Post Office Box 8080
Sanford, Florida 32772

A duplicate copy of the invoice shall be sent to:

Seminole County Support Services Department
200 West County Home Road
Sanford, Florida 32773

(b) Payment shall be made after review and approval by COUNTY within thirty (30) days of receipt of a proper invoice from the CONTRACTOR.

SECTION 5. AUDIT OF RECORDS.

(a) COUNTY may perform or have performed an audit of the records of CONTRACTOR after final payment to support final payment hereunder. This audit would be performed at a time mutually agreeable to CONTRACTOR and COUNTY subsequent to the close of the final fiscal period in which the last work is performed. Total compensation to CONTRACTOR may be determined subsequent to an audit as provided for in subsection (b) and of this subsection, and the total compensation so determined shall be used to calculate final payment to CONTRACTOR. Conduct of this audit shall not delay final payment as required by Section 4(b).

(b) The CONTRACTOR agrees to maintain all books, documents, papers, accounting records and other evidences pertaining to work performed under this Agreement in such a manner as will readily conform to the terms of this Agreement and to make such materials available at CONTRACTOR's office at all reasonable times during the Agreement period and for five (5) years from the date of final payment under the contract for audit or inspection as provided for in subsection (a) of this Section.

(c) In the event any audit or inspection conducted after final payment, but within the period provided in subsection (b) of this Section reveals any overpayment by COUNTY under the terms of the Agreement, CONTRACTOR shall refund such overpayment to COUNTY within thirty (30) days of notice by the COUNTY.

SECTION 6. RESPONSIBILITY OF CONTRACTOR.

(a) CONTRACTOR shall be responsible for the professional quality of services furnished by CONTRACTOR under this Agreement. CONTRACTOR shall, without additional compensation, correct or revise any errors or deficiencies in his services.

(b) Neither the COUNTY'S review, approval or acceptance of, nor payment for, any of the services required shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement and the CONTRACTOR shall be and remain liable to the COUNTY in accordance with applicable law for all damages to the COUNTY caused by the CONTRACTOR'S performance of any of the services furnished under this Agreement.

SECTION 7. TERM. This Agreement shall take effect on the date of its execution by COUNTY and shall remain in effect for a period of three (3) years. At the sole option of the COUNTY this Agreement may be renewed for two (2) additional terms not to exceed two (2) years each.

SECTION 8. TERMINATION.

(a) The COUNTY may, by written notice to the CONTRACTOR, terminate this Agreement, in whole or in part, at any time, either for the COUNTY'S convenience or because of the failure of the CONTRACTOR to fulfill CONTRACTOR'S Agreement obligations. Upon receipt of such notice, the CONTRACTOR shall:

(1) immediately discontinue all services affected unless the notice directs otherwise, and

(2) deliver to the COUNTY all plans, studies, reports, estimates, summaries, and such other information and materials as may have been accumulated by the CONTRACTOR in performing this Agreement, whether completed or in process.

(b) If the termination is for the convenience of the COUNTY, the CONTRACTOR shall be paid compensation for services performed to the date of termination. CONTRACTOR shall be paid no more than a percentage of the Fixed Fee amount equivalent to the percentage of the completion of work contemplated by the Agreement.

(c) If the termination is due to the failure of the CONTRACTOR to fulfill his Agreement obligations, the COUNTY may take over the work and prosecute the same to completion by Agreement or otherwise. In such case, the CONTRACTOR shall be liable to the COUNTY for reasonable additional costs occasioned to the COUNTY thereby. The CONTRACTOR shall not be liable for such additional costs if the failure to perform the Agreement arises out of causes beyond the control and without the fault or negligence of the CONTRACTOR. Such causes may include, but are not limited to, acts of God or of the public enemy, acts of the COUNTY in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but, in every case, the failure to perform must be beyond the control and without the fault or negligence of the CONTRACTOR.

(d) If, after notice of termination for failure to fulfill Agreement obligations, it is determined that the CONTRACTOR had not so failed, the termination shall be deemed to have been effected for the convenience of the COUNTY. In such event, adjustment in the Agreement price shall be made as provided in subsection (b) of this Section.

(e) The rights and remedies of the COUNTY provided in this clause are in addition to any other rights and remedies provided by law or under this Agreement.

SECTION 9. EQUAL OPPORTUNITY EMPLOYMENT. CONTRACTOR agrees that it will not discriminate against any employee or applicant for

employment for work under this Agreement because of race, color, religion, sex, age, national origin, or disability and will take steps to ensure that applicants are employed, and employees are treated during employment, without regard to race, color, religion, sex, age, national origin or disability. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

SECTION 10. NO CONTINGENT FEES. CONTRACTOR warrants that it has not employed or retained any company or persons, other than a bona fide employee working solely for the CONTRACTOR, to solicit or secure this Agreement and that CONTRACTOR has not paid or agreed to pay any persons, company, corporation, individual or firm, other than a bonafide employee working solely for CONTRACTOR, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement. For the breach or violation of this provision, COUNTY shall have the right to terminate the Agreement at its discretion, without liability and to deduct from the Agreement price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.

SECTION 11. ASSIGNMENT. This Agreement, or any interest herein, shall not be assigned, transferred, or otherwise encumbered, under any circumstances, by the parties hereto without prior written consent of the opposite party and only by a document of equal dignity herewith.

SECTION 12. SUBCONTRACTORS. In the event CONTRACTOR, during the course of the work under this Agreement, requires the services of any subcontractors or other professional associates in connection with service covered by this Agreement, CONTRACTOR must secure the prior

written approval of the COUNTY. If subcontractors or other professional associates are required in connection with the services covered by this Agreement, CONTRACTOR shall remain fully responsible for the services of subcontractors or other professional associates.

SECTION 13. INDEMNIFICATION OF COUNTY. The CONTRACTOR agrees to hold harmless, replace, and indemnify the COUNTY, its commissioners, officers, employees, and agents against any and all claim, losses, damages or lawsuits for damages, arising from, allegedly arising from, or related to the provision of services hereunder by the CONTRACTOR, whether caused by the CONTRACTOR or otherwise. This hold harmless, release and indemnification shall include any claim based on negligence, action or inaction of the parties.

SECTION 14. INSURANCE.

(a) General. The CONTRACTOR shall at the CONTRACTOR's own cost, procure the insurance required under this Section.

(1) The CONTRACTOR shall furnish the COUNTY with a Certificate of Insurance signed by an authorized representative of the insurer evidencing the insurance required by this Section (Professional Liability, Workers' Compensation/Employer's Liability and Commercial General Liability). The COUNTY, its officials, officers, and employees shall be named additional insured under the Commercial General Liability policy. The Certificate of Insurance shall provide that the COUNTY shall be given not less than thirty (30) days written notice prior to the cancellation or restriction of coverage. Until such time as the insurance is no longer required to be maintained by the CONTRACTOR, the CONTRACTOR shall provide the COUNTY with a renewal or replacement Certificate of Insurance not less than thirty (30) days before expiration or replacement of the insurance for which a previous certificate has been provided.

(2) The Certificate shall contain a statement that it is being provided in accordance with the Agreement and that the insurance is in full compliance with the requirements of the Agreement. In lieu of the statement on the Certificate, the CONTRACTOR shall, at the option of the COUNTY submit a sworn, notarized statement from an authorized representative of the insurer that the Certificate is being provided in accordance with the Agreement and that the insurance is in full compliance with the requirements of the Agreement.

(3) In addition to providing the Certificate of Insurance, if required by the COUNTY, the CONTRACTOR shall, within thirty (30) days after receipt of the request, provide the COUNTY with a certified copy of each of the policies of insurance providing the coverage required by this Section.

(4) Neither approval by the COUNTY or failure to disapprove the insurance furnished by CONTRACTOR shall relieve the CONTRACTOR of the CONTRACTOR's full responsibility for performance of any obligation including CONTRACTOR's indemnification of COUNTY under this Agreement.

(b) Insurance Company Requirements. Insurance companies providing the insurance under this Agreement must meet the following requirements:

(1) Companies issuing policies other than Workers' Compensation must be authorized to conduct business in the State of Florida and prove same by maintaining Certificates of Authority issued to the companies by the Department of Insurance of the State of Florida. Policies for Workers' Compensation may be issued by companies authorized as a group self-insurer by Section 440.57, Florida Statutes.

(2) In addition, such companies other than those authorized by Section 440.57, Florida Statutes, shall have and maintain a Best's Rating of "A" or better and a Financial Size Category of "VII" or better

according to A.M. Best Company.

(3) If, during the period which an insurance company is providing the insurance coverage required by this Agreement, an insurance company shall: 1) lose its Certificate of Authority, 2) no longer comply with Section 440.57, Florida Statutes, or 3) fail to maintain the requisite Best's Rating and Financial Size Category, the CONTRACTOR shall, as soon as the CONTRACTOR has knowledge of any such circumstance, immediately notify the COUNTY and immediately replace the insurance coverage provided by the insurance company with a different insurance company meeting the requirements of this Agreement. Until such time as the CONTRACTOR has replaced the unacceptable insurer with an insurer acceptable to the COUNTY the CONTRACTOR shall be deemed to be in default of this Agreement.

(c) Specifications. Without limiting any of the other obligations or liability of the CONTRACTOR, the CONTRACTOR shall, at the CONTRACTOR's sole expense, procure, maintain and keep in force amounts and types of insurance conforming to the minimum requirements set forth in this Section. Except as otherwise specified in the Agreement, the insurance shall become effective prior to the commencement of work by the CONTRACTOR and shall be maintained in force until the Agreement completion date. The amounts and types of insurance shall conform to the following minimum requirements.

(1) Workers' Compensation/Employer's Liability.

(A) CONTRACTOR's insurance shall cover the CONTRACTOR for liability which would be covered by the latest edition of the standard Workers' Compensation Policy, as filed for use in Florida by the National Council on Compensation Insurance, without restrictive endorsements. The CONTRACTOR will also be responsible for procuring proper proof of coverage from its subcontractors of every tier for

liability which is a result of a Workers' Compensation injury to the subcontractor's employees. The minimum required limits to be provided by both the CONTRACTOR and its subcontractors is outlined in subsection (c) below. In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the United States Longshoremen and Harbor Workers' Compensation Act, Federal Employers' Liability Act and any other applicable federal or state law.

(B) Subject to the restrictions of coverage found in the standard Workers' Compensation Policy, there shall be no maximum limit on the amount of coverage for liability imposed by the Florida Workers' Compensation Act, the United States Longshoremen's and Harbor Workers' Compensation Act, or any other coverage customarily insured under Part One of the standard Workers' Compensation Policy.

(C) The minimum amount of coverage under Part Two of the standard Workers' Compensation Policy shall be:

- \$ 500,000.00 (Each Accident)
- \$1,000,000.00 (Disease-Policy Limit)
- \$ 500,000.00 (Disease-Each Employee)

(2) Commercial General Liability.

(A) The CONTRACTOR's insurance shall cover the CONTRACTOR for those sources of liability which would be covered by the latest edition of the standard Commercial General Liability Coverage Form (ISO Form CG 00 01), as filed for use in the State of Florida by the Insurance Services Office, without the attachment of restrictive endorsements other than the elimination of Coverage C, Medical Payment and the elimination of coverage for Fire Damage Legal Liability.

(B) The minimum limits to be maintained by the CONTRACTOR (inclusive of any amounts provided by an Umbrella or Excess policy) shall be as follows:

LIMITS

General Aggregate	\$Three (3) Times the Each Occurrence Limit
Personal & Advertising Injury Limit	\$500,000.00
Each Occurrence Limit	\$500,000.00

(3) Professional Liability Insurance. The CONTRACTOR shall carry limits of not less than FIVE HUNDRED THOUSAND AND NO/100 DOLLARS (\$500,000.00).

(d) Coverage. The insurance provided by CONTRACTOR pursuant to this Agreement shall apply on a primary basis and any other insurance or self-insurance maintained by the COUNTY or the COUNTY's officials, officers, or employees shall be excess of and not contributing with the insurance provided by or on behalf of the CONTRACTOR.

(e) Occurrence Basis. The Workers' Compensation Policy and the Commercial General Liability required by this Agreement shall be provided on an occurrence rather than a claims-made basis. The Professional Liability insurance policy must either be on an occurrence basis, or, if a claims-made basis, the coverage must respond to all claims reported within three (3) years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

(f) Obligations. Compliance with the foregoing insurance requirements shall not relieve the CONTRACTOR, its employees or agents of liability from any obligation under a Section or any other portions of this Agreement.

SECTION 15. ALTERNATIVE DISPUTE RESOLUTION (ADR).

(a) In the event of a dispute related to any performance or payment obligation arising under this Agreement, the parties agree to exhaust COUNTY ADR procedures prior to filing suit or otherwise pursuing

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legal remedies. COUNTY ADR procedures for proper invoice and payment disputes are set forth in Section 55.1, "Prompt Payment Procedures," Seminole County Administrative Code. Contract claims include all controversies, except disputes addressed by the "Prompt Payment Procedures," arising under this Agreement and ADR procedures therefor are set forth in Section 220.102, "Contract Claims," Seminole County Code.

(b) CONTRACTOR agrees that it will file no suit or otherwise pursue legal remedies based on facts or evidentiary materials that were not presented for consideration in the COUNTY ADR procedures set forth in subsection (a) above of which the CONTRACTOR had knowledge and failed to present during the COUNTY ADR procedures.

(c) In the event that COUNTY ADR procedures are exhausted and a suit is filed or legal remedies are otherwise pursued, the parties shall exercise best efforts to resolve disputes through voluntary mediation. Mediator selection and the procedures to be employed in voluntary mediation shall be mutually acceptable to the parties. Costs of voluntary mediation shall be shared equally among the parties participating in the mediation.

SECTION 16. REPRESENTATIVE OF COUNTY AND CONTRACTOR.

(a) It is recognized that questions in the day-to-day conduct of performance pursuant to this Agreement will arise. The COUNTY, upon request by CONTRACTOR, shall designate in writing and shall advise CONTRACTOR in writing of one (1) or more COUNTY employees to whom all communications pertaining to the day-to-day conduct of the Agreement shall be addressed. The designated representative shall have the authority to transmit instructions, receive information and interpret and define the COUNTY's policy and decisions pertinent to the work covered by this Agreement.

(b) CONTRACTOR shall, at all times during the normal work week, designate or appoint one or more representatives of CONTRACTOR who are authorized to act on behalf of CONTRACTOR regarding all matters involving the conduct of the performance pursuant to this Agreement and shall keep COUNTY continually advised of such designation.

SECTION 17. ALL PRIOR AGREEMENTS SUPERSEDED. This document incorporates and includes all prior negotiations, correspondence, conversations, agreements or understandings applicable to the matters contained herein and the parties agree that there are not commitments, agreements or understandings concerning the subject matter of this Agreement that are not contained or referred to in this document. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written.

SECTION 18. MODIFICATIONS, AMENDMENTS OR ALTERATIONS. No modification, amendment or alteration in the terms or conditions contained herein shall be effective unless contained in a written document executed with the same formality and of equal dignity herewith.

SECTION 19. INDEPENDENT CONTRACTOR. It is agreed that nothing herein contained is intended or should be construed as in any manner creating or establishing a relationship of copartners between the parties, or as constituting the CONTRACTOR including its officers, employees, and agents, the agent, representative, or employee of the COUNTY for any purpose, or in any manner, whatsoever. The CONTRACTOR is to be and shall remain an independent contractor with respect to all services performed under this Agreement.

SECTION 20. EMPLOYEE STATUS. Persons employed by the CONTRACTOR in the performance of services and functions pursuant to this Agreement shall have no claim to pension, workers' compensation, unemployment com-

pensation, civil service or other employee rights or privileges granted to the COUNTY's officers and employees either by operation of law or by the COUNTY.

SECTION 21. SERVICES NOT PROVIDED FOR. No claim for services furnished by the CONTRACTOR not specifically provided for herein shall be honored by the COUNTY.

SECTION 22. PUBLIC RECORDS LAW. CONTRACTOR acknowledges COUNTY's obligations under Article 1, Section 24, Florida Constitution and Chapter 119, Florida Statutes, to release public records to members of the public upon request. CONTRACTOR acknowledges that COUNTY is required to comply with Article 1, Section 24, Florida Constitution and Chapter 119, Florida Statutes, in the handling of the materials created under this Agreement and that said statute controls over the terms of this Agreement.

SECTION 23. NOTICES. Whenever either party desires to give notice unto the other, it must be given by written notice, sent by certified United States mail, with return receipt requested, addressed to the party for whom it is intended at the place last specified and the place for giving of notice shall remain such until it shall have been changed by written notice in compliance with the provisions of this Section. For the present, the parties designate the following as the respective places for giving of notice, to wit:

FOR COUNTY:

Seminole County Support Services Department
200 West County Home Road
Sanford, Florida 32773

FOR CONTRACTOR:

A1A Cleaning Services, Inc.
P.O. Box 520947
Longwood, Florida 32752

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SECTION 24. RIGHTS AT LAW RETAINED. The rights and remedies of the COUNTY, provided for under this Agreement, are in addition to any other rights and remedies provided by law.

SECTION 25. COMPLIANCE WITH LAWS AND REGULATIONS. In providing all services pursuant to this Agreement, the CONTRACTOR shall abide by all statutes, ordinances, rules, and regulations pertaining to, or regulating the provisions of, such services, including those now in effect and hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of this Agreement, and shall entitle the COUNTY to terminate this Agreement immediately upon delivery of written notice of termination to the CONTRACTOR.

SECTION 26. CONFLICT OF INTEREST.

(a) The CONTRACTOR agrees that it will not engage in any action that would create a conflict of interest in the performance of its obligations pursuant to this Agreement with the COUNTY or which would violate or cause others to violate the provisions of Part III, Chapter 112, Florida Statutes, relating to ethics in government.

(b) The CONTRACTOR hereby certifies that no officer, agent or employee of the COUNTY has any material interest (as defined in Section 112.312(15), Florida Statutes, as over 5%) either directly or indirectly, in the business of the CONTRACTOR to be conducted here, and that no such person shall have any such interest at any time during the term of this Agreement.

(c) Pursuant to Section 216.347, Florida Statutes, the CONTRACTOR hereby agrees that monies received from the COUNTY pursuant to this Agreement will not be used for the purpose of lobbying the Legislature or any other State or Federal Agency.

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement for the purposes stated herein.

ATTEST: A1A CLEANING SERVICES, INC.

, Secretary
(CORPORATE SEAL)

By: _____
F. DONNA KHORRAMIAN, President

Date: _____

ATTEST: BOARD OF COUNTY COMMISSIONERS
SEMINOLE COUNTY, FLORIDA

MARYANNE MORSE
Clerk to the Board of
County Commissioners of
Seminole County, Florida.

By: _____
DARYL G. MCLAIN, Chairman

Date: _____

For the use and reliance
of Seminole County only.
Approved as to form and
legal sufficiency.

As authorized for execution by
the Board of County Commissioners
at their _____, 20____,
regular meeting.

County Attorney
AC/lpk
6/5/03
rfp-4187

- Attachments:
Exhibit "A" - Definitions, Scope of Services and Performance Work Statement
Exhibit "B" - Rate Schedule
Exhibit "C" - A1A Cleaning Services, Inc. Submittal on May 7, 2003

**Section 2
Definitions**

Contract Documents - Those documents named in Section 8 of the Agreement.

Contractor - The individual, partnership, corporation, joint venture, or other legal entity or combination thereof who has entered into the Agreement with COUNTY for the performance of the Work. The term "CONTRACTOR" means CONTRACTOR or its authorized representative.

Contract Administrator – The authorized representative of County who is assigned to the project.

COUNTY - Seminole County, a political subdivision of the State of Florida; the owner.

Day - A calendar day of 24 hours lasting from midnight one day to midnight the next day.

Defect or Defective - A reference to Work that is unsatisfactory, faulty or deficient, or does not conform to the Contract Documents, or does not meet the requirements of any inspection, reference standard, test or approval referred to in the Contract Documents, or has been damaged prior to approval (unless responsibility for the protection thereof has been assumed by COUNTY).

Emergency Work – Any unforeseen circumstance or combination of circumstances that requires immediate action.

Grace Period – The extended time granted to the Contractor to perform or re-perform work beyond its scheduled time requirement.

Inspection – The critical examination of a facility, structure, system, or procedure to discover and remedy problems, discrepancies and inefficiencies.

Laws and Regulations; Laws or Regulations - Laws, Rules, Regulations, Ordinances, and/or court or administrative Orders of the federal, state and local governments.

Notice of Award - The written notice of the acceptance of the Proposal and recommendation of award.

Payment Bond - The security furnished by CONTRACTOR and its Surety as a guarantee that CONTRACTOR will pay in full all bills and accounts, from claimants as defined in Florida Statutes, or as amended, for Material, labor, services and supplies used directly or indirectly in the prosecution of the Work. The covered amount of the Payment Bond is separate and distinct from the covered amount of the Performance Bond.

Performance Bond - The security furnished by CONTRACTOR and its Surety as a guarantee that CONTRACTOR will perform all of its contractual obligations in accordance with the terms of the Contract Documents. The covered amount of the Performance Bond is separate and distinct from the covered amount of the Payment Bond.

Project Manager - The authorized representative of Contractor who is assigned to the Project.

Quality Control Program – This term shall mean all necessary measures taken by the Contractor to assure that the quality of an end product or service will meet the contract requirements regarding timeliness, accuracy, appearance, completeness, consistence, and conformity to standards and/or specifications.

Random Sampling – A method of selecting a sample from a lot in such a way that every possible sample that could be selected has the same probability of being selected. Lot is defined as the total number of buildings being serviced. Random sampling allows the County to monitor a small sample size and then, based on statistical theory, to estimate the Contractor's performance for the entire population.

Specifications - The directions and provisions contained herein, together with all stipulations contained in the Contract Documents, setting out or relating to the quality of the Work or conditions under which Work shall be performed, or to the qualities of Materials and labor to be furnished under the Contract Documents.

Subcontractor - An individual, partnership, corporation, joint venture, or other combination thereof, having a Sub-agreement with CONTRACTOR for (a) the performance of labor in connection with part of the Work at the site; or (b) for both performing labor in connection with part of the Work at the site and furnishing items of Materials or Equipment for incorporation into the Work. Subcontractor also means an individual, partnership, corporation, joint venture, or other combination thereof who has a Sub-agreement with another Subcontractor to perform any of the Work at the site.

Section 3
General – Performance Work statement

3.1 SCOPE OF WORK. The Contractor shall provide all necessary management, supervision, personnel, materials, transportation, general and specialized tools and equipment required to accomplish all custodial services for Seminole County Buildings, as specified in the Scope of Services. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor is responsible for adequately planning and scheduling work to assure material and labor availability to complete work requirements within the response times and quality standards established herein.

3.2 PERSONNEL. Employees of the Contractor who will be performing under this contract, including Project Manager and Alternate, will undergo a criminal background check prior to commencement of the contract.

3.2.1 Project Manager - The Contractor shall provide the County with the names, addresses, and telephone numbers of the Project Manager and Alternate with the submittal. The Contractor shall provide written notice to the County at least one week in advance of any proposed change of Project Manager or Alternate and shall submit justification (including the name and rationale for proposed change and how he/she will be phased in). No substitution shall be made by the Contractor without the written concurrence of the County Contract Administrator. The Project Manager or alternate shall return all calls from the County Contract Administrator within two (2) hours. The Project Manager shall be available twenty-four (24) hours a day, seven (7) days a week, to act with full authority for the Contractor. This individual shall be responsible for the supervision, overall administration and coordination of all required services. The Project Manager shall be the point of contact with the County and have the authority to act or make decisions for the Contractor.

3.2.2 Alternate – The Contractor shall designate at least one Alternate Project Manager to act for the Project Manager with the same authority during absences of the Project Manager (e.g., vacation and sick leave). The Contractor shall provide the name(s) and telephone number(s) of the Alternate Project Manager(s) with the submittal. The Contractor shall provide written notice to the County Contract Administrator one week in advance of any change of Alternate Project Manager(s).

3.2.3 Other Personnel Requirements – The Contractor shall furnish supervisory, administrative and direct labor personnel to accomplish all work required. The Contractor shall provide only personnel who are legally entitled to work in the United States to accomplish work and services specified herein. Contractor shall provide to the County, within fifteen (15) calendar days of receipt Notice of Award, a list of employees, full time and part time, that will be working on Seminole County including complete names, address, social security number, date of birth, together with such data as the County may deem necessary to establish the identity of each employee having access to County buildings or facilities. Contractor shall update throughout the contract period, the list of employees. The Contractor employees performing the services required by the contract shall have specialized training, prior work experience or demonstrated technical skills required to fulfill the specific contract requirements.

3.2.4 Prohibition against hiring off-duty County employees – The Contractor shall not hire off-duty nor utilize under contract any person whose employment under the contract

will, or appear to, result in a conflict of interest or violation of the standards of conduct. In instances of doubt, the Contractor shall refer the matter to the County Contract Administrator.

3.2.5 Employee Physical Capabilities – There shall be no discrimination against employees on the basis of handicaps or other disabling conditions; however, employees shall only be assigned to duties which they can perform without endangering the health, safety and welfare of themselves or others. The Contractor shall have a duty to reasonably accommodate any handicap.

3.2.6 Standards of Conduct for Contractor Personnel – All Contractor personnel or representatives shall obey all regulations in effect during the contract period. The Contractor shall be responsible for maintaining satisfactory standards of employee competency and conduct and for taking disciplinary action against his/her employees as necessary. The County Contract Administrator will require the Contractor to remove from the job site any Contractor employee found under the influence of alcohol, drugs, or any other incapacitating agent during the tour of duty. The Contractor shall also remove any employee whose conduct or appearance reflects disgrace or dishonor upon the County. The County reserves the right to require removal from the job site of any employee who endangers persons or property, whose continued employment is inconsistent with the interests of the government security, or whose presence deters the accomplishment of work. Furthermore, the County reserves the right to refuse to permit any Contractor employee to perform services under the contract who is not in compliance with requirements of contract. In such cases, the County Contract Administrator will advise the Contractor of the reason for requesting an employee's removal or withdrawing his/her authorization to enter the facility. The removal from the job site of a Contractor employee shall not relieve the Contractor of the requirement to provide sufficient personnel to perform the work specified in the contract.

3.2.7 Employee Identification –All Contractor employees shall wear a Contractor furnished identification badge which shall be visible on the outside of their clothing. The identification badge shall include, as a minimum, the employee's name, recent photograph and name of the Contractor. Employees of the Contractor, including Project Manager and Alternate, who will be performing under this contract will undergo a criminal background check. The exclusion of an employee for security reasons shall not relieve the Contractor from performance of the services required under this contract.

3.2.8 Contractor Availability – The Contractor shall provide a local telephone number, which is not a toll call from Seminole County, where he/she or the designated representative may be reached during normal duty hours. The Project Manager and Alternate shall carry a telephone and the number shall be provided to the County Contract Administrator or designated representative, prior to contract performance and immediately upon any change, throughout the term of this contract.

3.2.9 Control of Personnel – The County will not exercise any supervision or control over Contractor personnel performing services under the contract. Contractor personnel shall not be placed under the supervision, direction, or evaluation of County personnel, or become an integrated part of the County organization in connection with performance under the contract, nor shall Contractor personnel be used in administration or supervision of County activities.

3.2.10 Personnel Selection – The Contractor shall be responsible for selecting personnel who are well qualified to perform the required services, for supervising techniques

used in their work, and for keeping them inform of all improvements, changes, and methods of operation.

3.3 QUALITY CONTROL PROGRAM. The Contractor shall establish and maintain a quality control program that identifies and results in correction of potential and actual problem areas throughout the entire scope of the contract. Copies of the Contractor's Quality Control Plan shall be provided to the County prior to commencement of work under this contract. The Contractor's quality control program shall contain processes for corrective action without dependence upon County direction and include a customer complaint feedback system for correction of validated complaints and to inform the customer of corrections. At a minimum, the customer complaint shall contain procedures for the customer to file complaints with the Contractor, forms to be utilized by the customers, procedures for investigation of the complaint and feedback to the customer and the County on the results and actions taken on the complaint.

3.4 REWORK. Custodial services that are not performed at the required intervals or to the required specifications shall be performed or re-performed. Rework is solely at the option of the County. The fact that a specific task has or has not been reworked will in no way effect the results of quality assurance random sampling, the calculated acceptable percentage or deductions which may result there from. Rework shall be accomplished within two (2) hours of notification by the County at no additional cost to the County. Contractor shall notify the County Contract Administrator or designated representative when rework requirements have been completed.

3.5 QUALITY ASSURANCE. The County Contract Administrator or designee will monitor the Contractor's performance under this contract by conducting a minimum of two (2) scored inspections per month, at randomly chosen buildings. Inspection dates and times will be scheduled in advance and the Contractor will be notified of the inspection location not less than sixty (60) minutes prior to the inspection time. The average of the scores for the monthly inspections will determine, based upon an "Inspection/Payment Deduction Scale", Sections 4 and 5, if there is a deduction from the monthly payment.

3.6 PERFORMANCE EVALUATION MEETINGS. The Contractor's Project Manager may be required to meet at least weekly with the County Contract Administrator during the first month of the contract. Meetings will be as often as necessary thereafter as determined by the County.

3.7 SAFETY. The Contractor shall conduct operations in strict conformance with all local, federal, states rules and regulations applicable for the performance of required services. Upon commencement of work under this contract, the Contractor shall implement a suitable safety program for employees performing work under this contract. The safety program shall be in writing and a copy of this safety program shall be furnished to the County Contract Administrator within ten (10) calendar days after commencement of work under the contract. Immediately after a job connected injury, the Contractor shall prepare a report of the injury using his own accident report form or other documentation and send the report to the County Contract Administrator. Any technical advice and assistance necessary for reporting and investigating accidents may be coordinated through the County Safety Officer.

3.8 SMOKE FREE ENVIRONMENT. Smoking is prohibited in County buildings except for designated smoking areas. Smoking is not permitted in offices or common areas such as



hallways, stairwells, restrooms, elevators, entryways, lobbies, conference rooms, classrooms. Permissible areas will be so designated.

3.9 LEGAL COUNTY HOLIDAYS. Cleaning hours must be in accordance to the hours indicated in the Scope of Services. Days designated by Seminole County as legal holidays. These days are:

New Year's Day	-	January 1st
Martin Luther King's Birthday	-	Third Monday in January
Memorial Day	-	Last Monday in May
Independence Day	-	July 4th
Labor Day	-	First Monday in September
Veteran's Day	-	November 11
Thanksgiving Day	-	Fourth Thursday in November
Day after Thanksgiving Day	-	Fourth Friday in November
Christmas Day	-	December 25th

When such holidays fall on Saturday, the preceding Friday shall be considered a holiday. When such holidays fall on a Sunday, the succeeding Monday will be considered a holiday.

3.10 SECURITY. The Contractor shall be responsible for the security of his/her property and the property of the Contractor's employees.

3.11 OFFICE AND STORAGE AREA. The Contractor shall furnish his/her own office and storage area off post. Janitorial closets for the use of the Contractor are provided at various, but not all, facilities to be cleaned. These spaces provide minimal storage space. The Contractor shall maintain these spaces so they are kept clean, safe and free of fire hazards and odors. The Contractor shall not make any alterations of the space except with the prior written permission of the County Contract Administrator.

3.12 KEY CONTROL.

3.12.1 The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by the County are not lost or misplaced and are not used by unauthorized personnel. No keys issued to the Contractor by the County shall be duplicated. Contractor shall provide a key control plan to the County after receipt of Notice of Award, subject to the County's approval.

3.12.2 The Contractor shall be required to reimburse the County for replacement of locks or rekeying as a result of Contractor loss of key(s). In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the County and the total cost deducted from the Contractor's monthly invoice.

3.12.3 The Contractor shall report the occurrence of a lost key immediately to the County, but no later than 7:00 A.M. the next working day.

3.12.4 It is the responsibility of the Contractor to prohibit the use of County keys by any person other than the Contractor's employees. It is also the responsibility of the Contractor's employees working in a locked area to control the accessibility of the area. Access will be authorized only to Contractor employees with identification.

3.13 BUILDING SECURITY. The Contractor shall be responsible to ensure lock up of buildings during non-duty hours. Contract employees shall not open locked rooms or areas to permit entrance by persons other than custodial employees performing assigned duties. All rooms found locked shall not be left unattended during the cleaning process and shall be re-locked by custodial personnel after completion of cleaning duties. At the conclusion of the custodial work in unoccupied spaces outside normal working hours, the Contractor shall extinguish all lights and perform other functions normally required to conserve utilities and prevent damage to the County property.

3.14 VEHICLE REGISTRATION. All vehicles operated in support of the contract, including Contractor and Contractor employees' privately owned vehicles or subcontractor vehicles, shall be properly registered, insured, licensed and safety inspected in accordance with applicable Federal, state and local government requirements.

3.15 CIRCUMSTANCES TO BE REPORTED. The Contractor and the Contractor's employees shall report any circumstances of needed repairs of the facility or unusual soiling of an area which may affect the performance of the work, unhealthy or hazardous conditions, and any delays or interference with the work caused by County employees. Such items shall be reported to the County Contract Administrator immediately upon discovery by the Contractor, but no later than 7:00 A.M. on the following day. Emergency repairs must be notified immediately to EOC at 407-665-5100.

3.16 REPORTING CRIME OR SUSPICIOUS ACTIVITIES. The Contractor shall report any crime to the EOC at 407-665-5100 and law enforcement personnel immediately upon learning of the crime. The Contractor shall also report all suspicious activities or conditions conducive to crime immediately.

3.17 DAMAGES DUE TO FIRE, THEFT, ACCIDENT OR OTHER DISASTER. The County will not be responsible for damage due to fire, theft, accident, or disaster to the Contractor's supplies, materials, equipment, or Contractor's personal belongings brought into the County buildings or onto the government grounds.

3.18 INFESTATIONS. The Contractor shall report all evidence of vermin infestations (i.e., rats, mice, termites, cockroaches, ants, bugs, lice, mites, etc.) to the County Contract Administrator by memorandum stating the location by building identification and room number no later than 7:00 A.M. the following working day. Corrective actions are not the responsibility of the custodial services Contractor.

3.19 LOST AND FOUND PROPERTY. The Contractor shall ensure all articles of personal or monetary value found by the Contractor's employee are turned in to the Security Guard on duty, if available and if not to the Project Manager. The Project Manager must notify the County Contract Administrator of the incident no later than 7:00 A.M. the following day.

3.20 CONTRACTOR FURNISHED ITEMS.

3.20.1 General. The Contractor shall furnish all supplies necessary to perform the required services with the exception of those items provided by the County. All cleaning products, solutions, chemicals, etc. shall be fragrance free and leave no discernable fragrance after use. The Contractor shall comply with all federal, state, and local laws, regulations and

standards regarding the use of chemicals, solutions, etc. The items provided by the County are toilet paper, paper towels, soap and dispensers. The Contractor shall provide all items other than those listed in this Section, necessary for the performance of this contract, including but not limited to the following:

3.20.1.1 All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishing, or building surfaces.

3.20.1.2 All electrical equipment used by the Contractor shall be UL approved and meet safety requirements of this contract. This equipment must operate using existing building circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment, or combination of equipment, which require power exceeding the capacity of existing building circuits. Generally, only 110V circuits are available.

3.20.1.3 The Contractor shall furnish and use commercial type beater bar vacuum cleaners for carpeted floors. **Residential type cleaners are not acceptable.**

3.20.1.4 The Contractor shall furnish all custodial carts necessary to perform required services.

3.20.1.5 The Contractor shall furnish all equipment required in the performance of the contract including such items as floor buffers, scrubbers, cleaners, ladders, man-lift, scaffolding, etc.

3.21 WORK SCHEDULE. The Contractor shall prepare a monthly working schedule for the performance of custodial services. The monthly working schedules shall conform to the requirements of the contract. This schedule shall be provided and approved by the County Contract Administrator or designated representative prior to commencement of the work and shall notify the County of any changes.

3.22 UTILITIES. The County will furnish all reasonable amounts of electrical power, sewer service and water at no cost to the Contractor during performance of the contract. The Contractor shall carefully conserve all furnished utilities. No County equipment shall be unplugged from receptacles to accommodate Contractor cleaning equipment.

3.23 CONFIDENTIALITY. When cleaning client information areas, Contractor employees are only allowed to perform custodial services. They are not permitted to open file cabinets, read material on County employee's workstations or open shelving, or to look at any material that appears to be related to County business operations. All such materials are confidential.

3.24 TRASH DISPOSAL. The County will furnish trash pick up and disposal. The Contractor shall be responsible for the placement of trash in the nearest dumpster.

3.25 HAZARDOUS CHEMICALS. When a substance is determined to be hazardous, the Contractor shall provide appropriate medical surveillance in accordance with regulations such as OSHA. When a flammable or toxic substance must be used, the employee shall be informed of the hazard and instructed in safety precautions.

3.26. MATERIAL SAFETY DATA SHEETS. The Contractor shall submit, at the request of the County Contract Administrator, any or all Material Safety Data Sheets for hazardous materials

proposed for use in the performance of the contract. In addition, the Contractor shall maintain copies available for review by the Contractor employees.

3.27. PREMISES. Contractor shall assume full responsibility for any damage to any County property caused or alleged to have been caused by or incident to the execution of this Work.

Section 4
Scope of Services

I. HALLWAYS, OFFICE WORK AREAS, MEETINGS/CONFERENCE ROOMS, LOBBIES AND KITCHEN/BREAK AREAS

A. SERVICES REQUIRED DAILY

1. Sweep all non-carpeted areas with a chemically treated dust mop.
The entire work area should be swept, including corners, and under furnishing to remove dust, dry soil, and other loose debris. After sweeping surfaces including corners and areas inaccessible to a mop will be free of all visible soil, streaks, litter, and spots caused by spills. Areas inaccessible to a broom or dust mop should be vacuumed using a backpack vacuum.
2. Vacuum carpeted traffic areas and all obvious debris.
*Prior to vacuuming, all surface litter (paper clips, staples, gum, etc.) and loose debris will be picked up. Vacuum all **traffic areas** in offices, hallways, work areas, and meeting or conference rooms. After vacuuming, all traffic areas will be free of visible litter, soil, dust, and embedded grit.*
3. Damp mop all non-carpeted areas.
Sweep, using a chemically treated dust mop (see #1). Mop entire floor area moving chairs and trash receptacles to mop underneath. Replace any items moved when floor is completely dry. After mopping, floors will have a uniform appearance free of streaks, film, swirl marks, detergent residue, mop strings, etc. Tile grout should be free of dirt and debris. Any splash marks on baseboards will be removed immediately. Mop shall be thoroughly rinsed, squeezed to extract any water and hung to dry. Mop bucket shall be rinsed out and stored dry.

Entrance areas: remove and clean any entrance mats. Sweep (or dust mop) the entire floor surface. Mop according to instructions above.

The ceramic tile flooring at Sanlando Park should be wet mopped with clean water only. No chemicals are to be used on this floor unless specifically instructed.
4. Dust, with a chemically treated dust cloth, all horizontal furniture surfaces and underneath.
Remove spots, dust, lint, litter, etc. from the surface of desks, chairs, cabinets, bookcases, shelves and other types of furniture and equipment. Items on top of furniture will not be disturbed or moved. County employees will be instructed to remove personal items from surfaces if they wish the entire surface to be cleaned. Plastic and leather furniture will be wiped clean. After dusting, surfaces should have a uniform appearance free of dust, debris, smudges, cobwebs, etc.
5. Empty and clean all ashtrays and sand urns.
Wall-mounted, individual and floor type ashtrays (including "Smoker's Outposts") will be emptied, damp wiped to remove evident soil and returned to their original location.

Libraries: Sand in sand urns will be strained to remove ashes and debris. Library and Leisure Services provides the sand for these locations. The janitorial crew will be responsible for notifying the County Contract Administrator when sand needs to be reordered.

6. Empty all trash and recycling containers, wipe any stains or spills, install replacement liners when required and carry trash to pickup areas.
All waste receptacles will be emptied and returned to their original location. Boxes, paper, etc. placed near a trash receptacle or in a hallway and marked "TRASH" shall be removed. All waste shall be emptied into a trash dumpster in such a manner to prevent the adjacent area from becoming littered. In no case shall trash be placed adjacent to a dumpster. At locations that do not have cardboard recycling, all boxes shall be completely broken down prior to placement in the dumpster. All waste receptacles should be wiped clean inside and outside to remove evident soil or wet spills. In restrooms, germicidal solution shall be used. All plastic liners will be replaced when obviously soiled or torn.

Recycling receptacles are located in most County facilities. These will be emptied into the appropriate recycling collection toter every Wednesday evening (for Thursday AM pickup) and on an as-needed basis. Locations that recycle mixed containers should be emptied daily to prevent attracting insects. For locations with cardboard recycling, all boxes shall be broken down completely prior to placement in the recycle toter. Most locations only recycle office paper. The County Services Building, Public Safety/Sheriff's Building and the Courthouse recycle office paper, cardboard, newspapers, and mixed containers. The Parks recycle mixed containers.

7. Spot clean wall switches, fire doors, countertops, tables and partitions.
Remove all pencil and pen marks and other nonpermanent stains from the writing surfaces using a sponge or cloth dampened with a mild detergent solution. The cleaning will not be of such a degree as to remove the finish or leave abrasive marks. After spot cleaning, surfaces will have a uniform appearance free of marks, smudges, streaks, dust, etc.
8. Clean and polish all drinking fountains.
Remove all obvious soil, streaks, smudges, etc. from fountain and immediate surrounding area. Disinfect all porcelain and polished metal surfaces including the orifice and drain. Stainless steel sections will be polished with an appropriate cleaner. After cleaning, the entire drinking fountain will be free of streaks, spots, stains, scales, etc.
9. Clean all entrance mats.
Interior and exterior doormats shall be vacuumed thoroughly. If vacuuming does not remove all soil, the mats shall be taken outside and swept with a stiff broom until all soil has been removed. Entrance mats will be lifted to remove soil and moisture from underneath and then returned to their normal position. No entrance mat will be placed upon a damp or wet surface.
10. Clean outside entrances and steps.



Porches, ramps, steps and any other area outside the building entrance will be swept to remove soil, litter and other debris. Cigarette urns and waste receptacles will be emptied and wiped clean.

11. Empty or replace vacuum machine collection bags at the end of each shift.
12. Clean, sanitize and restock dispensers in break rooms.
Use a cloth and a mild detergent solution to remove dust, smudges, streaks, etc. from dispensers. All dispensers will be checked daily to ensure enough supply for the next business day. Dispensers will be checked for proper operation after filling and replaced as needed. Soap, paper towels and toilet paper are supplied by the County. The contractor is responsible for installation of new dispensers or replacement of broken dispensers as needed.
13. Clean glass tabletop in BCC small conference room (CSB third floor).
Glass table top will be cleaned with glass cleaner to remove handprints, smudges, streaks, etc.
14. Damp wipe interior elevators walls and handrails.
Interior elevators wall and handrails will be wiped with a damp cloth treated with a mild detergent to remove handprints, ink, smudges, etc.
15. Clean metal doors.
Metal doors will be cleaned with a damp cloth treated with a mild detergent to remove handprints, ink marks, streaks, smudges, etc.

B. SERVICES REQUIRED WEEKLY

1. Dust wall ornaments.
Wall ornaments will be dusted and wiped to remove all dust, fingerprints, etc. with care taken not to dislodge ornaments from hanging devices.
2. Wellness Center: clean all machines.
Using a soft cloth with a non-abrasive cleaner (SimpleGreen) applied directly to the cloth; thoroughly wipe all Wellness Center equipment to remove dust, dirt, sweat and other marks.
3. Clean all window ledges.
Use a backpack vacuum to remove all loose debris from windowsills. Use a damp cloth and mild detergent cleanser to remove streaks, spills, or marks that can not be removed with a vacuum.
4. Vacuum all carpeted floor areas including under furniture, in corners, behind equipment, and along baseboards.
Detail vacuuming includes using a backpack on all areas that a regular cannot reach. Floor protector pads should also be picked up and vacuumed underneath.
5. Polish all bright metal surfaces, chairs and table legs.

May be performed by damp wiping and drying with a suitable cloth if a polished appearance is attainable. If polished appearance cannot be produced, clean with a metal cleaner/polish.

6. Damp wipe tops and other surfaces.
Remove all surface litter. Using a treated duster, remove all loose dust and soil from tops of lockers, light fixtures, cabinets, etc. Dust other flat surface with a cloth or sponge dampened in a germicidal detergent solution. After dusting, surface will have a uniform surface free of streaks, smudges, dust, lint, litter, etc.
7. Wipe plastic and leather furniture.
Use a cloth dampened with a germicidal detergent solution to remove dust, handprints, streaks, smudges, etc. from all plastic and leather furniture.
8. Clean door frames and elevator thresholds.
Vacuum loose debris from elevator tracks and thresholds. Address all molding, baseboards and spot clean elevator walls, if necessary.

C. SERVICES REQUIRED MONTHLY

1. Polish all wood meeting, desk, table and conference table tops.
After dusting and spot cleaning, wood table surfaces will be polished using an unscented polish. After wiping polish, wood surfaces will have a uniform appearance free of dust, lint, smudges and smears.
2. Clean all wood and metal door frames and ledges.
Remove all dust, fingerprints, smudges, etc. using a cloth treated with a mild germicidal solution.
3. Vacuum all upholstered furniture.
Vacuum cloth furniture using appropriate attachments to remove all hair, dust, litter, lint and loose soil.
4. Vacuum or brush all HVAC vents including those in elevators.
5. Clean window ledges.
Remove all dust, fingerprints, smudges, etc. using a cloth treated with a mild germicidal solution.
6. Dust, with a chemically treated cloth, all vertical furniture surfaces.
Using a cloth dampened with a mild germicidal solution, wipe sides of desks, file cabinets, bookshelves, etc. to remove all dust, smudges, streaks, etc.

D. SERVICES REQUIRED QUARTERLY

1. Wipe clean horizontal and vertical blinds (plastic laminate only).
This procedure will precede sweeping, vacuuming or dust mopping the floor. Clean blinds with a cloth or sponge treated with a mild detergent solution to remove dust, cobwebs, loose debris.

II. RESTROOMS

A. SERVICES REQUIRED DAILY

1. Remove all wastebaskets, wipe any stains or spills, install replacement liners when required and carry trash to pickup areas.
All waste receptacles will be emptied and returned to their original location. Using a germicidal solution, all waste receptacles should be wiped clean inside and outside to remove evident soil or wet spills. All plastic liners will be replaced when obviously soiled or torn.
2. Spot clean all wall surfaces, stall partitions, and doors.
Clean partition walls, doors and walls surrounding or adjacent to urinals and commodes. Remove any non-permanent stains, spots, streaks, and graffiti using a cloth scrub pad, or sponge and a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning, surfaces will have a uniform appearance free of dust, lint, streaks, stains and writing.
3. Clean all mirrors.
Clean glass with a suitable glass cleaner. Clean frames and any adjacent shelves with a damp cloth or sponge and polish dry with a paper towel. After cleaning, all surfaces will have no visible signs of streaks, smudges, lint, film, etc.
4. Clean and sanitize all urinals and toilets.
Completely clean, disinfect and deodorize all exposed surfaces of toilets and urinals (urinal blocks are prohibited). A non-abrasive cleaner will be used on exposed hardware which will be dried and polished after cleaning. All foreign material will be removed from the urinal drain tap. After cleaning and completely drying the toilet seat, it should be placed in an upright position. Obstructed toilets and urinals will be reported to the County Contract Administrator by 7:00 AM the following business morning.

Note: A list of County Services Building restrooms approved for cleaning is supplied as a separate attachment.
5. Clean and sanitize wash basins, faucets, handles and countertops.
Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner will be used on the exposed hardware which will also be dried and polished. After cleaning, fixtures will be free of streaks, residue, smudges, etc. Inoperable or broken fixtures should be reported to the County Contract Administrator by 7:00 AM the next business morning. Use different cloths, sponges, brushes and scouring pads when cleaning sinks than when cleaning commodes and urinals.
6. Clean, sanitize and restock all dispensers.
Use a cloth and a mild detergent solution to remove dust, smudges, streaks, etc. from dispensers. All dispensers will be checked daily to ensure enough supply for the next business day. Dispensers will be checked for proper operation after filling and replaced as needed. Soap, paper towels and toilet paper are supplied by the County. The contractor is responsible for installation of new dispensers or replacement of broken dispensers as needed.

7. Sweep and wet mop all floors.
Prior to mopping, the floor surface will be swept with a broom to remove all loose dirt and soil. Mop the floor with a germicidal detergent solution and rinse with clean water. After mopping, the floor will have a uniform appearance free of spots, spills, stains, residue, mop strings, etc. Dispose of the remaining germicidal solution by pouring down the floor drain. Mop shall be rinsed and squeezed to extract excess water and hung up to dry. Mop bucket shall be rinsed out and stored dry. Excess water should be removed using a mop or a squeegee. Under no circumstances should standing water remain on any floor.
8. Check showers and remove debris.
Remove obvious debris from shower area including but not limited to soap, wrappers, trash, etc.

B. SERVICES REQUIRED WEEKLY

1. Wash and disinfect interior walls and partitions.
Using a cloth and germicidal solution, wipe showers walls and stall partitions thoroughly to remove all dirt, smudges, residue, etc. Clean and polish shower drains and fixtures at this time.
2. Wipe clean all window ledges.
Use a cloth and germicidal solution to remove all debris, spots, streaks, smudges, etc. from all restroom window ledges.
3. De-scale toilets, urinals and faucets, if necessary.
Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals. After cleaning, toilets and urinals will be free from rings and marks and will have a uniform, bright, shiny appearance.
4. Clean and polish hardware and pipes.
After wiping fixture with a non-abrasive germicidal detergent, dry and polish with a dry cloth. After cleaning and polishing, the fixtures will have a uniform appearance free of spots, stains, soil and lime deposits.
5. Clean exhaust fans and air returns.
This task will precede sweeping and mopping. Using a cloth and germicidal solution, remove all visible dirt and dust from exhaust fans and air returns.

C. SERVICES REQUIRED MONTHLY

1. Pressure wash all shower areas (walls, ceilings, doors, etc.).
Shower areas will be cleaned with a high pressure cleaner and a germicidal solution. Excess water should be cleaned up using a mop or a squeegee.
2. Scrub restroom, locker and shower floors to remove dirt buildup in the tile grouting.
All surface litter will be removed before scrubbing. Apply the appropriate cleaning solution and allow to stand for five (5) minutes before scrubbing the surface with a floor buffer equipped with a grit brush. This will remove heavy stains, mildew and

mineral deposits from the surface, including the grouting. After scrubbing, the surface will be rinsed thoroughly to remove all remaining detergent solution. Areas not accessible to the buffer will be manually scrubbed with an abrasive hand pad. All cove base and walls will be free of splash marks.

3. Clean floor drains.
Remove grate if possible. Remove all built-up deposits, embedded hairs, etc. from the grate and the neck of the drain. Replace grate. After wet-mopping the floor, empty the remaining germicidal solution down the floor drain. After cleaning, the drain and grate will be free of odors and built-up deposits. Report any obstructed drains to the County Contract Administrator by 7:00 AM the following business morning.

III. STAIRWELLS (INCLUDING FIRE EXITS)

A. SERVICES REQUIRED DAILY

1. Vacuum carpeted areas.
2. Sweep and spot mop all non-carpeted areas.
Clean up and spills or residue as needed. Remove loose debris, wrappers, dirt, etc.
3. Spot clean wall surfaces.

B. SERVICES REQUIRED WEEKLY

1. Dust banisters, railings and base.
Using a cloth and mild detergent solution, wipe all handrails, banisters rails, and base.
2. Thoroughly damp mop all non-carpeted areas.
3. Clean wall surfaces.
If washable paint, walls should be thoroughly wiped with a cloth and mild detergent solution. After cleaning, surface will have a uniform appearance free of dirt, streaks, smudges, handprints, etc.
4. Remove cobwebs.

C. SERVICES REQUIRED MONTHLY

1. Polish all wood banisters, railings and base.
Polishing will be accomplished only after dusting and spot cleaning. An unscented polish will be used to create a uniform appearance on all wood surfaces. All polish residue should be thoroughly removed from surfaces.

IV. WINDOWS

Completely clean all sides of windows (unless otherwise indicated below) using an appropriate glass cleaner. After cleaning, the windows will present a uniform appearance

free of smudges, streaks, handprints, etc. Areas adjacent to windows that are soiled due to cleaning the glass will be completely cleaned and restored. All windows shall be washed every six months (November and May); exceptions are as follows:

A. SERVICES REQUIRED DAILY

1. All glass entrance doors, lobby doors and courtroom doors (inside and outside)
2. Branch Libraries (5); glass side panels (inside and outside)

B. SERVICES REQUIRED EVERY TWO WEEKS

1. County Courthouse (inside second floor lobby windows)
2. Clerk of Circuit Court, Tax Collector; Oak Grove Shoppes (inside only)
3. Clerk of Circuit Court, Tax Collector; Wilshire Plaza (inside only)

C. SERVICES REQUIRED QUARTERLY

1. County Health Department; Sanford – atrium windows (inside and outside)
2. Wellness Center – first floor glass enclosure (inside and outside)
3. County Courthouse (inside first floor lobby windows)
4. Clerk of Circuit Court, Tax Collector; Oak Grove Shoppes (outside only)
5. Clerk of Circuit Court, Tax Collector; Wilshire Plaza (outside only)

D. WINDOWS TO BE EXCLUDED FROM THIS CONTRACT

1. County Services Building – outside of exterior windows
2. Courthouse – outside of exterior windows
3. Courthouse Annex – outside of exterior windows
4. Inside and outside of solar screen windows
5. State Attorney Building – outside of exterior windows
6. Central Branch Library – outside of exterior windows
7. Central Transfer Station – outside of exterior windows
8. Softball Complex – outside of exterior windows

V. CARPET CLEANING SERVICES

Prior to being shampooed, the entire carpet area will be vacuumed to remove all visible soil, dust and embedded grit. Prior to vacuuming, all such litter will be picked up. All areas of carpet shall be shampooed using the hot water extraction method. Upon completion, the carpet shall be eighty (80) percent dry and free of all stains with the nap brushed in one direction. All shampoo solution will be removed from the baseboards, doors and other non-floor surfaces and a protective deodorant coating shall be sprayed on the carpet surface. All carpets shall be shampooed every six (6) months (January and July) with the following exceptions:

A. SERVICES REQUIRED DAILY

1. Spot cleaning – all buildings

B. SERVICES REQUIRED WEEKLY

1. County Services Building – first floor, northwest and west hallways; third floor, center wing, elevator lobby areas

C. SERVICES REQUIRED EVERY TWO WEEKS

1. Health Department (Sanford) – perimeter of reception area (front entrance, both sides of waiting area, hallway in front of restrooms), clinic hallway and hallway adjoining WIC area

D. SERVICES REQUIRED MONTHLY

1. Agriculture Auditorium
2. Courthouse – first and second floor south; first, second, and third floor north

E. SERVICES REQUIRED EVERY OTHER MONTH

1. Softball Complex
2. Sylvan Lake Meeting Room
3. All branch libraries

F. SERVICES REQUIRED QUARTERLY

1. Clerk of Circuit Court, Tax Collector; Oak Grove Shoppes
2. Clerk of Circuit Court; Wilshire Plaza
3. Courthouse – fourth floor north

VI. FLOOR FINISHING

A. SERVICES REQUIRED WEEKLY

1. Spray-buff hallway and open areas in offices and work areas

B. SERVICES REQUIRED MONTHLY

1. Strip all hard surface areas
2. Apply proper odorless (non-skid) floor finish to all tile areas
3. *Steam clean grout at County Services Building (1st floor) – provide as separate line item pricing on submittal*

VII. MISCELLANEOUS REQUIREMENTS

- A. With the exception of the Parks and Libraries, all locations are cleaned 5 days per week, after 5:30 PM (unless specifically indicated otherwise). Parks and Libraries are cleaned 7 days per week, with most parks cleaned after 10:00 PM and libraries after library staff have left for the day (see Section VIII below). The Geneva Wilderness Center is cleaned once per month.

Other special requirements for cleaning times:

1. Historical Museum (see N below): 3:00 PM; Tuesday through Thursday

2. 302 Bush Loop: Complete before 5:00 PM
 3. Information Technologies (County Services Building): Begin at 5:30 PM, accompanied by security personnel
 4. BCC Chambers (County Services Building): on public meeting nights, BCC chambers must be cleaned after meeting concludes
 5. Mullet Lake Park: Complete before 8:00 AM
 6. Lake Mills Park: Between 10:00 AM and 12:00 PM
 7. Kewannee Park: After 5:30 PM
 8. Welaka – Supervisor of Elections: between 2:00 and 5:00 PM (due to alarm system)
 9. Juvenile Assessment Center: 7:30 AM
 10. Technical Services/Evidence (Sheriff's Office/Public Safety): 1:00 PM (by day porter – see Section IX)
- B. The County reserves the right to reduce the level of service at any location at any time throughout the term of this contract. Contractor will provide alternate pricing to reduce daily services at all locations cleaned five (5) days per week to cleaning three (3) times per week (Monday, Wednesday and Friday).
- C. Pick up debris around outside entrances daily
- D. Pick up unusually large quantities of trash upon notification by the County Contract Administrator or designee
- E. Pick up dispensers and paper supplies from County warehouse and deliver to various buildings. Maintain inventory log at warehouse and deliver copy to County Contract Administrator when updated.
- F. Install new dispensers upon request or replace broken dispensers as needed
- G. Clean interior walls, if washable paint, upon request of County Contract Administrator
- H. Provide emergency water extraction and/or carpet cleaning upon request. During business hours, emergency response time will be within one (1) hour. During non-business hours, response time will be within two (2) hours. Emergencies include, but are not limited to, toilets back up and overflow, vomit in any building, pipe ruptures and/or floods, HVAC leaks, etc.
- I. Provide external building pressure cleaning upon request of County Contract Administrator or designee
- J. Scheduling of Work:
1. Five (5) days prior to commencement of contract, CONTRACTOR shall submit a permanent schedule listing performance of services scheduled weekly, monthly, quarterly and semi-annually. NOTE: For inspection purposes, all weekly, monthly, quarterly and semiannual services for each building must be scheduled for the same day.
 2. Five (5) days prior to commencement of the contract, the County Contract Administrator or designee and the Contractor shall meet and review the total workload and cleaning methods proposed by Contractor.

3. Contractor will be required, upon request, to submit status reports of project cleaning tasks performed for comparison to the permanent schedule. The reports will be submitted on forms furnished by the Contractor listing location, project and when completed. For this purpose, project cleaning tasks are considered anything outside of basic services (window cleaning, carpet cleaning, etc.).
- K. Courthouse and Courthouse Annex exterior cleaning:
The following shall be swept and cleaned daily. Cleaning shall mean: empty all trash cans within these areas and use brooms and long-handled dustpans for debris removal. Weekends and County-recognized holidays are excluded.
1. East and West Entrance areas – all sidewalks and seating areas to the bottom of the steps
 2. North end of Courthouse – sidewalks alongside of pool and exit door sidewalk
 3. South end of Courthouse – sidewalk and bench area
 4. East side of Courthouse – sidewalk from handicap ramp to south end of Courthouse Annex
 5. North end of Courthouse Annex – sidewalk to the end of the garbage area including picnic bench
- L. County Services Building exterior cleaning:
The following shall be inspected and cleaned daily. Cleaning shall mean: empty all trash cans within these areas and use brooms and long-handled dustpans for debris removal. All areas listed will be power blown twice per week (Monday and Thursday). Weekends and County-recognized holidays are excluded. When holidays conflict with schedule, power blowing shall occur on the next day.
1. Sidewalks
 2. Driveways (Blood Bank excluded)
 3. Parking lots
 4. Picnic tables
 5. Gazebo
 6. Trash cans
 7. Cigarette urns
 8. Loading dock areas
 9. Courtyards (paved area between east and center wing and center and west wing).
- M. Court Facilities Building exterior cleaning:
The following shall be inspected and cleaned daily. Cleaning shall mean: empty all trash cans within these areas and use brooms and long-handled dustpans for debris removal. All sidewalks and driveways will be power blown once per week (Friday). Weekends and County-recognized holidays are excluded. When holidays conflict with schedule, power blowing shall occur on the next day.
1. Hood Avenue side from Commercial Avenue to the north end of the building
 2. Commercial Avenue side from Hood Avenue to southwest corner of building
 3. North and west side driveways
- N. Historical Museum:

1. Tuesday: Empty trash bathrooms/kitchen: Swiffer the floors and vacuum the rugs down the North hall and their rooms.
 2. Wednesday: Empty trash bathrooms/kitchen; Swiffer the floors and vacuum the rugs in the middle hall and their rooms but not the pink/Fox room.
 3. Thursday: Empty trash bathrooms/Kitchen; Swiffer the floors/Vacuum in meeting and south side of Museum
 4. Friday: Empty trash/clean bathrooms/kitchen: Swiffer the floors/vacuum office and large center Day Room
- O. Cooperative Extension Service Building and Extension Auditorium: HVAC ducts will be externally cleaned twice per year (every six months).
- P. A quote for a day porter will be provided as separate line item. See Section IX for job description and requirements.
- Q. Certain buildings within this contract have special requirement areas. These areas will be addressed building by building.
- R. Execution of a contract with the County constitutes as agreement that in the event of a disaster or emergency, the Contractor will provide first priority for personnel and services to the County.

VIII. SPECIFIC TO BRANCH LIBRARIES

The below listed requirements will apply to the five (5) branch libraries. If not noted below, frequencies and standards are as previously specified.

- A. Sweep brick (lobby) with a straw broom and mop with soap and water only. Mop a second time with clean water only. NOTE: Do not apply any floor finish.
- B. Floor finishing:
1. Strip all hard surface areas quarterly
 2. Apply proper and odorless (nonskid) floor finish to all tile areas (but not brick pavers) quarterly
- C. Empty externally located trash containers daily
- D. Scheduling:
1. When scheduling services for the branch libraries, Contractor must also submit projected begin and end work times.
 2. Contractor employees are not permitted to begin working until all County employees have left the building. Library staff usually remains on-site 30-45 minutes past closing time.
 3. Library Hours (subject to change):
 - a) Monday – Thursday: 9:00 AM to 9:00 PM
 - b) Friday – Saturday: 9:00 AM to 5:00 PM
 - c) Sunday: 1:00 PM to 5:00 PM

IX. DAY PORTER JOB DESCRIPTION

A. Areas and Hours:

- 1. Courthouse and County Services Building: 9:00 AM to 3:00 PM
- 2. Public Safety/Sheriff's Building and Juvenile Justice Center (JJC): 10:00 AM to 2:00 PM

B. Responsibilities:

- 1. Outside smoking areas
Pick up all litter, cigarette butts, etc. Empty and clean smoking urns at entrances areas and all picnic areas.
- 2. Hallways and stairwells
Pick up all litter on carpet areas and furniture.
- 3. Restrooms
Check for paper product and soap dispensers for proper operation; restock if needed. Wipe down counters, clean mirrors, empty trash if necessary. Pick up litter on floor and mop if floor gets wet. Report any stoppages to County Contract Administrator or onsite Facilities Maintenance personnel (if applicable).
- 4. Public Safety/Sheriff's Building and Juvenile Justice Center (JJC): clean Technical Services/Evidence area at 1:00 PM.
- 5. Respond to any requests received from County Contract Administrator at nearby locations.

C. Appearance and performance of Day Porter

- 1. Day Porter will wear a smock or shirt with photo ID badge attached to front at all times during work hours.
- 2. Day Porter shall carry a Contractor provided pager at all times. All pages will be answered via telephone within five (5) minutes. Corrective action will be immediate. If the porter is in another building, response time will be within twenty (20) minutes.
- 3. Day Porter shall, at all times, except during outside cleanup, have a housekeeping push cart with them which contains the necessary supplies to perform all cleaning tasks.
 - a) Housekeeping cart
 - b) Bucket, mop and wringer
 - c) Chemically treated rags
 - d) Cleaning chemicals
 - e) Long handle broom and long handle dust pan
 - f) Paper products and soap cartridges
 - g) Wet floor signs
 - h) Large dust mop

- i) Rubber gloves
 - j) Eye protection
 - k) Toilet bowl brush
 - l) Plastic bags for trash receptacles
 - m) Wet vacuum
 - n) Pager
4. Courthouse: Day Porter will sign in and out when reporting to the building for work. Log book will be supplied by Contractor. Failure to sign in and out will be cause for non-payment for that day. Log book will be kept in the Clerk of the Court's office in room N-420.
 5. While on duty, Day Porter shall be constantly moving throughout building performing required duties.

Restrooms cleaned at the County Services Building:

First Floor	Second Floor	Third Floor
1028	2000	3000
1035	2020	3021
1039	2021	3023
1116	2040	Across from 3053
1120	2041	3104
1153	M-Across from 2104	3108
1188	W-Across from 2108	3122
1261 Inside 1252	2136	3156
1262	2138	3160
1264	2148	3163
1307	2168	3167
1322	2176	3171
1326	2180	3229
1359	2204	3230
	2321	3342 Inside
	2324	3351
	2333	
	2336	
	2341	
	2351	

**Section 5
Performance Work Standards**

Monthly payments to the Contractor will be reduced for unsatisfactory performance using the following methods:

- Each month Contractor performance will be compared to contract standards and acceptable quality levels as stated in the contract.
- Inspection scores are averaged – The average for the month is used to determine the percentage payment of the invoice. The County’s decision is final.
- The Contractor will be notified of any deficiency identified during the term of the contract. Contractor shall take appropriate corrective action upon notification. In the event of such notification, the Contractor shall explain in writing within five (5) days of receipt, why performance was unsatisfactory, how performance will be brought into compliance with contract specifications and standards and how the problem will be prevented.
- The Inspection / Payment Deduction Scale is as follows:

Score Range		Payment
Maximum	Minimum	%
100.00	95.00	100
94.99	90.00	99
89.99	85.00	98
84.99	83.00	97
82.99	81.00	96
80.99	79.00	95
78.99	77.00	94
76.99	75.00	93
74.99	73.00	92
72.99	60.00	80
59.99	47.00	70
46.99	34.00	60
33.99	0.00	0

No.	Location	Indow ing Semi- al (2x/yr)	Window Cleaning Quarterly (4x/yr)	Annual Total	Alternate Annual Total (3 days)
1	Central Transfer Station - office	190.00		\$ 6,340.00	\$ 4,948.00
2	Central Transfer Station - scale house	46.00		\$ 1,990.00	\$ 1,510.00
3	Landfill Office Building (October 2003)	240.00		\$ 5,956.00	\$ 4,612.00
4	Landfill Scale House (October 2003)			\$ 1,464.00	\$ 1,104.00
	TOTAL SOLID WASTE	476.00	\$ -	\$ 15,750.00	\$ 12,174.00
5	Greenwood Lakes WWTF - operations	88.00		\$ 5,908.00	\$ 4,444.00
6	NWRWWTF	98.00		\$ 6,122.00	\$ 4,622.00
7	SERWTP - maintenance	160.00		\$ 6,258.00	\$ 4,866.00
8	SERWTP - operations	144.00		\$ 6,048.00	\$ 4,572.00
9	SERWTP - warehouse	10.00		\$ 2,386.00	\$ 1,798.00
	TOTAL WATER AND SEWER	500.00	\$ -	\$ 26,722.00	\$ 20,302.00
10	Central Branch Library	760.00		\$ 47,848.00	\$ 47,848.00
11	East Branch Library	650.00		\$ 13,406.00	\$ 13,406.00
12	North Branch Library	650.00		\$ 13,406.00	\$ 13,406.00
13	Northwest Branch Library	650.00		\$ 13,406.00	\$ 13,406.00
14	West Branch Library	650.00		\$ 13,406.00	\$ 13,406.00
	TOTAL LIBRARIES	3,360.00	\$ -	\$ 101,472.00	\$ 101,472.00
15	Administrative Services Center	1,150.00		\$ 10,163.00	\$ 8,123.00
16	Agriculture Center	280.00		\$ 6,248.00	\$ 4,940.00
17	Agriculture Center Auditorium	52.00		\$ 4,084.00	\$ 3,376.00
18	Animal Services	160.00		\$ 7,448.00	\$ 5,672.00
19	Criminal Justice Center (July 2004)	2,200.00		\$ 157,800.00	\$ 121,008.00
20	CJC Construction Trailer (SCSO/PSB Parking Lot) - 3 days/week			\$ 2,100.00	\$ 2,100.00
21	Facilities Maintenance	240.00		\$ 5,312.00	\$ 4,160.00
22	Facilities Maintenance Warehouse Restrooms			\$ 2,100.00	\$ 1,572.00
23	Fleet Maintenance	48.00		\$ 3,363.00	\$ 2,571.00
24	Guardian Ad Litem Triple Wide Trailer	116.00		\$ 4,016.00	\$ 3,044.00
25	Historical Museum	860.00		\$ 6,500.00	\$ 5,096.00
26	Information Technologies	68.00		\$ 3,138.00	\$ 2,430.00
27	Juvenile Assessment Center	180.00		\$ 7,356.00	\$ 5,868.00
28	Juvenile Justice Center	5,520.00		\$ 15,373.00	\$ 13,117.00
29	Juvenile Justice Center - expansion	652.00		\$ 21,992.00	\$ 16,964.00
30	Juvenile Justice Center - trailer	47.00		\$ 3,223.00	\$ 2,467.00
31	Parks Office - Five Points			\$ 3,614.00	\$ 2,726.00
32	Polk Correctional Facility (every other week-carpet only)			\$ 233.00	\$ 233.00
33	Public Safety Building/Sheriff's Office	2,600.00		\$ 91,099.00	\$ 70,399.00
34	Public Works Bath House (outdoor restrooms)			\$ 2,340.00	\$ 1,752.00
35	Roads - District 5/Dirt Road Paving	36.00		\$ 2,136.00	\$ 1,608.00
36	Roads - Stormwater	48.00		\$ 4,223.00	\$ 3,467.00
37	Roads Administration	95.00		\$ 4,875.00	\$ 3,747.00
38	Roads Customer Dispatch Office	64.00		\$ 5,041.00	\$ 3,853.00
39	Roads Landscape Warehouse/Office	42.00		\$ 2,142.00	\$ 1,614.00
40	Roads (small brick building behind JAC)	12.00		\$ 1,752.00	\$ 1,320.00
41	Traffic Engineering Administration	44.00		\$ 5,369.00	\$ 4,181.00
42	Health Department		\$ 2,400.00	\$ 50,400.00	\$ 39,456.00
43	Code Enforcement (2nd Street Annex)	68.00		\$ 3,608.00	\$ 2,780.00
44	County Services Building	1,800.00		\$ 78,070.00	\$ 60,718.00
45	County Services Building - Boiler Room			\$ 2,340.00	\$ 1,752.00
46	Court Facilities (PAY, Probation, CDD)	440.00		\$ 8,060.00	\$ 6,308.00
47	Courthouse	880.00		\$ 48,056.00	\$ 36,980.00
48	Courthouse - Annex	120.00		\$ 10,700.00	\$ 8,156.00
49	Courthouse - Jury Trailer	48.00		\$ 2,527.00	\$ 1,939.00
50	SGTV	24.00		\$ 2,526.00	\$ 1,938.00
51	State Attorney Building	480.00		\$ 21,900.00	\$ 16,956.00
52	Oak Grove - Clerk of Court		\$ 920.00	\$ 5,360.00	\$ 4,388.00
53	Oak Grove - Tax Collector		\$ 920.00	\$ 7,017.00	\$ 5,673.00
54	State Attorney Annex (2nd floor only)	236.00		\$ 5,816.00	\$ 4,556.00
55	Welaka - Public Defender	360.00		\$ 11,520.00	\$ 9,180.00
56	Welaka - Supervisor of Elections	186.00		\$ 5,974.00	\$ 4,642.00
57	Wilshire Plaza - Clerk of Court	280.00	\$ 640.00	\$ 5,058.00	\$ 4,194.00
58	Wilshire Plaza - Probation	88.00		\$ 4,009.00	\$ 3,109.00
59	Wilshire Plaza - Tax Collector		\$ 640.00	\$ 4,840.00	\$ 3,796.00
60	Big Tree Park Restrooms (1)			\$ 3,780.00	\$ 3,780.00
61	Greenwood Lake Park Restrooms (1 set: M/F)			\$ 3,780.00	\$ 3,780.00
62	Kewannee Park Restrooms (1 set: M/F)			\$ 3,780.00	\$ 3,780.00
63	Lake Mills Park Restrooms (2 sets: M/F)			\$ 6,420.00	\$ 6,420.00
64	Mullet Lake Park Restrooms (1 set M/F)			\$ 4,920.00	\$ 4,920.00
65	Red Bug Lake Park (building and 4 outlying restrooms: M/F)	96.00		\$ 15,076.00	\$ 15,076.00
66	Sanlando Park (building and 3 outlying restrooms: M/F)	84.00		\$ 13,956.00	\$ 13,956.00
67	Softball Complex (building)	240.00		\$ 13,590.00	\$ 13,590.00
68	Soldier's Creek Park Restrooms (1 set: M/F)			\$ 3,780.00	\$ 3,780.00
69	Sylvan Lake Park (building and 5 outlying restrooms: M/F)	480.00		\$ 23,130.00	\$ 22,314.00
70	Wilson's Landing Park Restrooms (1 set: M/F - start date TBD)			\$ 3,780.00	\$ 3,780.00
71	Geneva Wilderness Center (once per month)			\$ 2,100.00	\$ 2,100.00
	TOTAL GENERAL FUND LOCATIONS	20,424.00	\$ 5,520.00	\$ 758,913.00	\$ 611,205.00
	GRAND TOTAL	24,760.00	\$ 5,520.00	\$ 902,857.00	\$ 745,153.00
72	Sheriff's Substation (District 6) 3 days/wk	78.00		\$ 3,867.00	