DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

[Checkboxes and fields filled with information]

Description:
The purpose of this solicitation is to establish a contract for the purchase of cleaning services of pathological waste, clean up, disinfect, decontamination, remediation, and disposal services of potentially infectious blood borne pathogen material.

Issuing Department: ISD
Contact Person: Elizabeth Gort
Phone: 305-375-3248
Estimate Cost: 1,800,000

ANALYSIS

Commodity Codes: 96240 96245

Contract/Project History of previous purchases three (3) years
Check here if this is a new contract/purchase with no previous history.

Contractor:
Small Business Enterprise:
Contract Value: $ $ $

Comments:

Continued on another page(s): YES NO

RECOMMENDATIONS

SBE

Set-aside Sub-contractor goal Bid preference Selection factor

Basis of recommendation:

Signed: Elizabeth Gort
Date sent to SBD: 09/26/17

Date returned to DPM:

Revised April 2005
CLEANING BLOOD BORNE PATHOGENS/PATHOLOGICAL WASTE SERVICES

SECTION 2
SPECIAL CONDITIONS

2.1 PURPOSE

The purpose of this solicitation is to establish a contract for the purchase of cleaning services of pathological waste which may include but not limited to: blood, urine, feces, semen, vomit, pleural fluid, synovial fluid, pericardial fluid, saliva, needles, sharps, diapers, unattended/suicidal deaths due to crime and/or trauma incidents, and any related substance.

2.2 TERM OF CONTRACT

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter which is distributed by the County’s Procurement Management Services Division, and contingent upon the completion and submittal of all required bid documents. The contract shall expire on the last day of the last month of the Five (5) year term.

2.3 METHOD OF AWARD

Award of this contract will be made to the lowest priced responsive, responsible bidders in the aggregate by group. If the awarded Bidder defaults, the County shall have the right to negotiate with the next responsive and responsible Bidder.

2.3.1 Group 1: Cleaning Blood Borne Pathogens

All bidders shall meet the following requirements to be considered for award:

A. Bidder(s) shall have biohazard technician(s) to perform the work on the contract that have training as stipulated by Occupational Safety and Health Administration (OSHA) for Blood Borne Pathogens.

B. Bidder(s) shall have a current Biomedical Waste Generator Permit and a Biomedical Waste Transporter Registration issued by the Florida Department of Health (Section 381.0098, Florida Statutes, and Chapter 64E-16, Florida Administrative Code).

C. Bidder(s) shall be equipped with modern office equipment, especially a dedicated phone, and an e-mail address. Bidder(s) must be available to receive service requests. All resources must be available twenty-four (24) hours a day to provide immediate support and response.

D. Bidder(s) shall provide three (3) references which can verify that the Bidder is currently providing or has provided services similar to what is described in this Bid Solicitation. The references must include the customer’s company name, and the name, title, address, email and telephone number of the contact person, who can verify that the Bidder has successfully provided the goods that the Bidder is offering under this solicitation. These references shall ascertain to the County’s satisfaction that the Bidder has sufficient experience.
CLEANING BLOOD BORNE PATHOGENS/PATHOLOGICAL WASTE SERVICES

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SPECIAL CONDITIONS

and expertise. The County, at its sole discretion, may request additional information in order to assess the Bidder’s responsibility.

2.3.2 Group 2: Cleaning Blood Borne Pathogens/Pathological Waste Crime/Trauma

All bidders shall meet the following requirements to be considered for award:

A. Bidder(s) shall have biohazard technician(s) to perform the work on the contract that have training as stipulated by Occupational Safety and Health Administration (OSHA) for Blood Borne Pathogens.

B. Bidder(s) shall have a current Biomedical Waste Generator Permit and a Biomedical Waste Transporter Registration issued by the Florida Department of Health (Section 381.0098, Florida Statutes, and Chapter 64E-16, Florida Administrative Code).

C. Bidder(s) shall be equipped with modern office equipment, especially a dedicated phone, and an e-mail address. Bidder(s) must be available to receive service requests. All resources must be available twenty-four (24) hours a day to provide immediate support and response.

D. Bidder(s) shall provide three (3) references which can verify that the Bidder is currently providing or has provided services similar to what is described in this Bid Solicitation. The references must include the customer’s company name, and the name, title, address, email and telephone number of the contact person, who can verify that the Bidder has successfully provided the goods that the Bidder is offering under this solicitation. These references shall ascertain to the County’s satisfaction that the Bidder has sufficient experience and expertise. The County, at its sole discretion, may request additional information in order to assess the Bidder’s responsibility.

2.3.3 Group 3: Cleaning Blood Borne Pathogens

All bidders shall meet the following requirements to be considered for award:

A. Bidder(s) shall have biohazard technician(s) to perform the work on the contract that have training as stipulated by Occupational Safety and Health Administration (OSHA) for Blood Borne Pathogens.

B. Bidder(s) shall have a current Biomedical Waste Generator Permit and a Biomedical Waste Transporter Registration issued by the Florida Department of Health (Section 381.0098, Florida Statutes, and Chapter 64E-16, Florida Administrative Code).

C. Bidder(s) shall be equipped with modern office equipment, especially a dedicated phone, and an e-mail address. Bidder(s) must be available to receive service requests. All resources must be available twenty-four (24) hours a day to provide immediate support and response.
D. Bidder(s) shall provide three (3) references which can verify that the Bidder is currently providing or has provided services similar to what is described in this Bid Solicitation. The references must include the customer’s company name, and the name, title, address, email and telephone number of the contact person, who can verify that the Bidder has successfully provided the goods that the Bidder is offering under this solicitation. These references shall ascertain to the County’s satisfaction that the Bidder has sufficient experience and expertise. The County, at its sole discretion, may request additional information in order to assess the Bidder’s responsibility.

2.3.4 Group 4: Cleaning Blood Borne Pathogens/Pathological Waste Crime/Trauma

All bidders shall meet the following requirements to be considered for award:

A. Bidder(s) shall have biohazard technician(s) to perform the work on the contract that have training as stipulated by Occupational Safety and Health Administration (OSHA) for Blood Borne Pathogens.

B. Bidder(s) shall have a current Biomedical Waste Generator Permit and a Biomedical Waste Transporter Registration issued by the Florida Department of Health (Section 381.0098, Florida Statutes, and Chapter 64E-16, Florida Administrative Code).

C. Bidder(s) shall be equipped with modern office equipment, especially a dedicated phone, and an e-mail address. Bidder(s) must be available to receive service requests. All resources must be available twenty-four (24) hours a day to provide immediate support and response.

D. Bidder(s) shall provide three (3) references which can verify that the Bidder is currently providing or has provided services similar to what is described in this Bid Solicitation. The references must include the customer’s company name, and the name, title, address, email and telephone number of the contact person, who can verify that the Bidder has successfully provided the goods that the Bidder is offering under this solicitation. These references shall ascertain to the County’s satisfaction that the Bidder has sufficient experience and expertise. The County, at its sole discretion, may request additional information in order to assess the Bidder’s responsibility.
2.4 PRICES SHALL BE FIXED AND FIRM FOR EACH TWELVE (12) MONTH PERIOD WITH ADJUSTMENTS ALLOWED:

The initial contract prices resultant from this solicitation shall prevail for a one (1) year period from the contract’s initial effective date. Prior to completion of each twelve (12) month period, the County may consider an adjustment to price based on the latest Consumer Price Index (CPI): All Urban Consumers, Other Goods and Services, in the Miami-Ft. Lauderdale area.

It is the awarded Bidder’s responsibility to request any pricing adjustment under this provision at least 90 days prior to expiration of the then current twelve (12) month period. Such adjustment requests cannot be in excess of the relevant pricing index change. If no adjustment request is received, the awarded Bidder agrees to continue with the current prices. Any adjustment request received after the 90 day period will not be considered.

The County reserves the right to reject or negotiate any price adjustments submitted by the awarded bidder.

2.5 BID提交TALS

Bidders shall provide, at the time of bid submittal the following:

A. Bidder(s) shall provide three (3) references which can verify that the Bidder is currently providing or has provided services similar to what is described in this Bid Solicitation. The references must include the customer’s company name, and the name, title, address, email and telephone number of the contact person, who can verify that the Bidder has successfully provided the goods that the Bidder is offering under this solicitation. These references shall ascertain to the County’s satisfaction that the Bidder has sufficient experience and expertise. The County, at its sole discretion, may request additional information in order to assess the Bidder’s responsibility.

2.6 LIQUIDATED DAMAGES

The awarded Bidder shall be subject to charges for liquidated damages in the amount of $____________ for each one hour period beyond the required response time. The County shall have the right to deduct the said liquidated damages from any amount due, or that may become due, to the awarded Bidder under this solicitation, or to invoice the awarded Bidder for such damages if the costs incurred exceed the amount due to the awarded Bidder.

2.7 INDEMNIFICATION AND INSURANCE: (1) - GENERAL SERVICE AND MAINTENANCE CONTRACT

Note: Insurance is required from the primary awarded Bidder. Secondary awarded Bidder will be required to comply with insurance requirements at the time when it performs services under this contract.
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SPECIAL CONDITIONS

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

The awarded Bidder shall furnish to the Vendor Assistance Section, Department of Internal Services Procurement Management, 111 NW 1st Street, Suite 1300, Miami, Florida 33128, Certificate(s) of Insurance which indicate that insurance coverage has been obtained which meets the requirements as outlined below:

A. Worker's Compensation Insurance for all employees of the vendor as required by Florida Statute 440.

B. General Liability Insurance on a comprehensive basis in an amount not less than $300,000 combined single limit per occurrence for bodily injury and property damage. Miami-Dade County must be shown as an additional insured with respect to this coverage.

C. Automobile Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work, in an amount not less than $300,000 combined single limit per occurrence for bodily injury and property damage.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "B" as to management, and no less than "Class V" as to financial strength, by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

or

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida" issued by the State of Florida Department of Financial Services and are members of the Florida Guaranty Fund.
Cleansing Blood Borne Pathogens/Pathological Waste Services

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SPECIAL CONDITIONS

Certificates will indicate no modification or change in insurance shall be made without thirty (30) days in advance notice to the certificate holder.

CERTIFICATE HOLDER MUST READ: MIAMI-DADE COUNTY
111 NW 1ST STREET
SUITE 2340
MIAMI, FL 33128

Compliance with the foregoing requirements shall not relieve the vendor of his liability and obligation under this section or under any other section of this agreement.

The awarded Bidder shall submit a certificate of insurance within ten (10) business days after notification of recommendation to award. If certificate does not include the coverages outlined in the terms and conditions of this solicitation, the vendor shall be given an additional five (5) business days to submit a corrected certificate to the County. Failure of the vendor to provide the required certificate of insurance within fifteen (15) business days, may result in the vendor being deemed non-responsible and the issuance of a new award recommendation.

The awarded Bidder shall be responsible for assuring that the insurance certificate required in conjunction with this Section remain in force for the duration of the contractual period;

Including any and all option years that may be granted to the vendor in accordance with Section 2.5 of this solicitation. If insurance certificates are scheduled to expire during the contractual period, the vendor shall be responsible for submitting new or renewed insurance certificates to the County at a minimum of thirty (30) calendar days in advance of such expiration. In the event that expired certificates are not replaced with new or renewed certificates which cover the contractual period, the County shall suspend the contract until such time as the new or renewed certificates are received by the County in the manner prescribed in the solicitation; provided, however, that this suspended period does not exceed thirty (30) calendar days. If such suspension exceeds thirty (30) calendars days, the County may, at its sole discretion, terminate this contract for cause and seek re-procurement damages from the vendor in accordance with Section 1.23 of this solicitation.

2.8 ACCIDENT PREVENTION AND BARRICADES

Precautions shall be exercised at all times for the protection of persons and property. All bidder(s) performing services under this contract shall conform to all relevant OSHA, State and County regulations during the course of such effort. Any fines levied by the above mentioned authorities for failure to comply with these requirements shall be borne solely by the responsible bidder. Barricades shall be provided by the awarded Bidder when work is performed in areas traversed by persons, or when deemed necessary by the County Project Manager.

2.9 COMPLIANCE WITH FEDERAL STANDARDS

All items to be purchased under this contract shall be in accordance with all governmental
SECTION 2
SPECIAL CONDITIONS

standards, to include, but not be limited to, those issued by the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety Hazards (NIOSH), Environment Protection Agency (EPA), The Florida Department of Health, and the National Fire Protection Association (NFPA).

2.10 AVAILABILITY OF CONTRACT TO OTHER COUNTY DEPARTMENTS

Although this Solicitation is specific to a County Department, it is hereby agreed and understood that any County department or agency may avail itself of this contract. Under these circumstances, a separate purchase order shall be issued by the County, which identifies the requirements of the additional County department(s) or agency(ies).

2.11 EMPLOYEE IDENTIFICATION CARD

The awarded Bidder agrees to comply with all Miami Dade Transit (MDT) security procedures. The awarded Bidder’s employees may be required to obtain (at no initial cost to the bidder or its employees) and wear at all times identification cards issued by MDT while working on County property under this contract.

2.12 COMPLIANCE WITH FEDERAL REGULATIONS DUE TO USE OF FEDERAL FUNDING (GROUPS 3 & 4)

Since the goods, services, and/or equipment that will be acquired under this contract may be purchased, in part or in whole, with federal funding, it is hereby agreed and understood that any applicable federal procurement provisions, guidelines, or requirements specific to the County user department using such funds are herein incorporated in their entirety by reference.

A. Miami-Dade Public Housing and Community Development will be using this contract and since the goods, services, and/or equipment that will be acquired under this solicitation will be purchased, in part or in whole with federal funding, it is hereby agreed and understood that Section 60-250-4, Section 60-250.5 and Section 60-741.4 of Title 41 of the United State Code, which address Affirmative Action requirements for handicapped workers is incorporated into this solicitation and resultant contract by reference.

2.13 MIAMI-DADE PUBLIC HOUSING AND COMMUNITY DEVELOPMENT SECTION 3 CLAUSE (GROUP 3 & 4)

a. The work to be performed under this contract is subject to the requirements of Section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3). The purpose of Section 3 is to ensure that the employment and other economic opportunities generated by HUD assistance of HUD-assisted projects covered by Section 3, shall, to the greatest extent feasible, be directed to low and very low income persons, particularly persons who are recipients of HUD assistance for housing. (See attached Appendix B).
SECTION 2
SPECIAL CONDITIONS

b. The parties to this contract agree to comply with HUD's regulations in 24 CFR Part 135, which implement Section 3. As evidenced by their execution of this contract, the parties to this contract certify that they are under no contractual or other impediment that would prevent them from complying with the Part 135 regulations.

c. The contractor agrees to send to each labor organization or representative of workers with which the contractor has a collective bargaining agreement or other understanding, if any, a notice advising the labor organization or worker's representative of the contractor's commitments under this section 3 clause, and will post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice shall describe the Section 3 preference, shall set forth minimum number and job titles subject to hire, availability of apprenticeship and training positions, the qualifications for each; and the name and location of the person(s) taking applications for each of the positions; and the anticipated date the work shall begin.

d. The contractor agrees to include this Section 3 clause in every subcontract subject to be in compliance with regulations in 24 CFR Part 135, and agrees to take appropriate action, as provided in an applicable provision of the subcontract or in this Section 3 clause, upon a finding that the subcontractor is in violation of the regulations in 24 CFR Part 135. The contractor will not subcontract with any subcontractor where the contractor has notice or knowledge that the subcontractor has been found in violation of the regulations in 24 CFR Part 135.

e. The contractor will certify that any vacant employment positions, including training positions, that are filled (1) after the contractor is selected but before the contract is executed; and (2) with persons other than those to whom the regulations of 24 CFR Part 135 require employment opportunities to be directed, were not filled to circumvent the contractor's obligations under 24 CFR part 135.

f. Noncompliance with HUD's regulations in 24 CFR Part 135 may result in sanctions, termination of this contract for default, and debarment or suspension from future HUD assisted contracts.

g. With respect to work performed in connection with Section 3 covered Indian housing assistance, Section 7(b) of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450e) also applies to the work to be performed under this contract. Section 7(b) requires that to the greatest extent feasible (i) preference and opportunities for training and employment shall be given to Indians, and (ii) preference in the award of contracts and subcontracts shall be given to Indian organizations and Indian-owned Economic Enterprises Parties to this contract that are subject to the provisions of Section 3 and Section 7(b) agree to comply with Section 3 to the maximum extent feasible, but not in derogation of compliance with Section 7(b).

2.14 MIAMI-DADE PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) EXEMPTION TO CERTAIN CLAUSES (GROUP 3 & 4)

The contract to be awarded under this solicitation will be accessed by the Miami-Dade Public Housing and Community Development (PHCD). As a Federally-funded agency, the following clauses within this solicitation do not apply to that Department's allocation: Section 1
Cleansing Blood borne pathogen/pathological waste services

Paragraph 1.10 (Local Preferences), Section 1 Paragraph 1.26 (Office of the Inspector General), Section 2 Paragraph 2.2 (Small Business Contract Measures), Section 2 Paragraph 2.21 (County User Access Program - UAP) and Section 2 Paragraph 2.22 (Local Certified Disabled Veteran Business Enterprise Preference).

2.15 PURCHASE OF OTHER SERVICES NOT LISTED ON THIS BID SOLICITATION BASED ON PRICE QUOTES:

While the County has listed all major items within this solicitation which are utilized by County departments in conjunction with their operations, there may be similar items that must be purchased by the County during the term of this contract. Under these circumstances, a County representative will contact the primary awarded Bidder to obtain a price quote for the similar items. If there are multiple awarded Bidders on the contract, the County representative may also obtain price quotes from these bidders. The County reserves the right to award these similar items to the primary awarded Bidder, another contract bidder based on the lowest price quoted, or to acquire the items through a separate solicitation.
CLEANING BLOOD BORNE PATHOGENS/PATHOLOGICAL WASTE SERVICES

SECTION 3
TECHNICAL SPECIFICATIONS

SCOPE

3.1 The required work is divided into four (4) groups as follows. These technical specifications apply to all groups, unless otherwise noted.

GROUP 1: Cleaning Blood Borne Pathogens
Any County department/location such as Miami-Dade Transit, Juvenile Services, Miami-Dade Police Department, and Parks Recreation, Seaport, and Water & Sewer but not including Public Housing and Community Development locations.

GROUP 2: Cleaning Blood Borne Pathogens/Pathological Waste Crime/Trauma
Any County department/location such as Miami-Dade Transit, Juvenile Services, Miami-Dade Police Department, and Parks Recreation, Seaport, and Water & Sewer but not including Public Housing and Community Development locations.

GROUP 3: Cleaning Blood Borne Pathogens - Public Housing and Community Development.

GROUP 4: Cleaning Blood Borne Pathogens/Pathological Waste Crime/Trauma - Public Housing and Community Development.

The awarded Bidder(s) shall:

1. Provide clean up, disinfection, decontamination, remediation, deodorize and fog (when applicable) and disposal services of potentially infectious blood borne pathogen materials, such as human body fluids, spills and materials due to incontinence, deliberate or willfully acts of defecation, and crime/trauma scenes such as unattended deaths, natural deaths, suicides, and homicides on County owned public property.

2. Furnish all labor, personal protective equipment, tools, supplies, cleaning products, materials, bio-hazard bags and/or boxes, disposal, transportation, supervision, uniform, and services necessary to perform the work as specified within this solicitation.

3. Decontaminate with a broad spectrum of Environmental Protection Agency (EPA) registered/approved cleansers (i.e., Cavacide) and remediation materials.


3.2 BLOOD BORNE PATHOGEN CLEAN UP AND PATHOLOGICAL WASTE DISPOSAL

The awarded Bidder(s) shall:

1. Upon arrival, isolate or seal the area of contamination to prevent cross contamination. Completely clean, disinfect, and decontaminate all blood borne pathogens. Potentially infectious materials may include but are not limited to: blood, urine, feces, semen,
CLEANING BLOOD BORNE PATHOGENS/PATHOLOGICAL WASTE SERVICES

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TECHNICAL SPECIFICATIONS

vomit, pleural fluid, synovial fluid, pericardial fluid, saliva, needles, sharps, diapers, and any related substance.

2. Remove all blood borne pathogen waste relating to the specific incident(s) and transport said waste from Miami-Dade County property in a clearly marked company vehicle to a commercial biomedical waste treatment facility.

3.3 RECORD KEEPING

The awarded Bidder(s) shall prepare and submit a response form, detailing incident particulars to the affected Miami-Dade County User Department(s). The biohazard technician and Miami-Dade County representative at the incident location must document the arrival time on the response form. The Miami-Dade representative will sign the response form once affected area(s) have been properly cleaned and disinfected. Copies of response forms shall accompany the respective invoice.

3.4 GROUPS 1 and 3: CLEANING BLOOD BORNE PATHOGENS

The following are considered "normal incidents" and will be defined as incidents including but not limited to: blood, urine, feces, semen, vomit, pleural fluid, synovial fluid, pericardial fluid, saliva, needles, sharps, diapers, and any related substance on County owned public property.

3.4.1 BLOOD BORNE PATHOGENS INCIDENT - DEFINITION

A. Primary incident – a primary incident will include up to two contagious locations.

For example: If a bus or rail passenger becomes ill, and vomits in a bus or rail car and then exits and becomes ill outside the bus or train and vomits again on the or rail station platform, this will be treated and charged as one incident.

OR

If a bus or rail passenger becomes ill and vomits in two separate buses or rail car, located in the same garage or rail station, the second bus or rail care that is disinfected and cleaned will be treated and charged as a primary incident.

B. Secondary incident – a secondary incident may occur after two contagious locations have been disinfected and cleaned.

For example: If a bus or rail passenger becomes ill and vomits in three separate buses or rail car, located in the same garage or rail station, the third bus or rail car that is disinfected and cleaned will be treated and charged as a secondary incident.

C. Additional incident – Each additional incident may occur after the secondary incident.

For example: If a bus or rail passenger becomes ill and vomits in four separate buses or rail car, located in the same garage or rail station, the forth bus or rail car that is disinfected and cleaned will be treated and charged as an additional incident.
3.4.2 **NOTIFICATION AND RESPONSE FOR SERVICE**

The Miami-Dade County User Department(s) will inform the awarded Bidder of all appropriate information (i.e., location, and type of incident) including required response time.

The User Department(s) may require response within 45 minutes, 3 hours, 6 hours, or 12 hours.

A. The awarded Bidder shall:

1. Be on call 24-hours a day, 7 days a week, via telephone, or voice mail to receive requests for service and to respond.

2. Reply to a County request for service within fifteen minutes after initial contact and provide awarded Bidder’s estimated arrival time.

3.5 **GROUPS 2 and 4: CLEANING BLOOD BORNE PATHOGENS/PATHOLOGICAL WASTE CRIME/TRAUMA**

Crime/trauma scenes will be defined as incidents such as: unattended deaths, natural deaths, suicides, and homicides on County owned public property.

Any incident involving the cleaning in a crime and/or trauma scene shall be based on the following requirements:

A. A one or two crew member team of Biohazard Technicians, as determined by the County.

3.5.1 **NOTIFICATION AND RESPONSE FOR SERVICE**

The Miami Dade County User Department(s) will inform the awarded Bidder of the appropriate crime and/or trauma scene to include location and type of incident.

A. The awarded Bidder shall:

1. Be on call 24-hours a day, 7 days a week, via telephone, or voice mail to receive requests for service and to respond.

2. Reply to a County request for service within fifteen minutes after initial contact and provide awarded Bidder’s estimated arrival time.