



**BID NO.: 9562-5/22**

**OPENING: 2:00 P.M.  
Wednesday  
November 9 , 2011**

**MIAMI-DADE COUNTY, FLORIDA  
I N V I T A T I O N  
T O Q U A L I F Y**

**TITLE: JANITORIAL SERVICES**

**THE FOLLOWING ARE REQUIREMENTS OF THIS BID, AS NOTED BELOW:**

<b>BID DEPOSIT AND PERFORMANCE BOND:.....</b>	<b>N/A</b>
<b>CATALOGUE AND LISTS:.....</b>	<b>N/A</b>
<b>CERTIFICATE OF COMPETENCY:.....</b>	<b>N/A</b>
<b>EQUIPMENT LIST: .....</b>	<b>N/A</b>
<b>EXPEDITED PROCUREMENT PROGRAM (EPP): ...</b>	<b>N/A</b>
<b>INDEMNIFICATION/INSURANCE: .....</b>	<b>See Sec. 2.0, Para. 2.11</b>
<b>PRE-BID CONFERENCE/WALK-THRU: .....</b>	<b>See Sec. 2.0, Para. 2.3</b>
<b>SMALL BUSINESS ENTERPRISE MEASURE: .....</b>	<b>See sec. 2.0, Para. 2.2</b>
<b>SAMPLES/INFORMATION SHEETS:.....</b>	<b>N/A</b>
<b>SECTION 3 – MDHA:.....</b>	<b>See Sec. 2.0, Para’s. 2.60, 2.61, 2.62</b>
<b>SITE VISIT/AFFIDAVIT:.....</b>	<b>See Sec. 2.0, Para. 2.8</b>
<b>USER ACCESS PROGRAM:.....</b>	<b>See Sec. 2.0, Para. 2.21</b>
<b>WRITTEN WARRANTY: .....</b>	<b>N/A</b>
<b>LIVING WAGE: .....</b>	<b>See Sec. 2.0, Para. 2.59</b>

**FOR INFORMATION CONTACT:**

**Albert Falcon, 305-375-5361, afalcon@miamidade.gov**

**IMPORTANT NOTICE TO BIDDERS:**

- **Read this entire document and handle all questions in accordance with Section 1, Paragraph 1.2(D).**
- **Failure to complete the certification regarding local preference on bid submittal form in section 4 shall render the vendor ineligible for local preference.**
  - **Failure to sign bid submittal form in section 4 will render your bid non-responsive.**



**MIAMI-DADE COUNTY, FLORIDA**

**INVITATION TO BID**

**Bid Number: 9562-5/22**

**Bid Title: JANITORIAL SERVICES**

**Procurement Officer: Albert Falcon, CPPB**

**Bids will be accepted until 2:00 p.m. on November 9, 2011**

**Bids will be publicly opened.** The County provides equal access and does not discriminate on the basis of disability in its programs or services. It is our policy to make all communication available to the public, including those who may be visually or hearing impaired. If you require information in a non-traditional format please call 305-375-5278.

**Instructions:** The Clerk of the Board business hours are 8:00am to 4:30pm, Monday through Friday. Additionally, the Clerk of the Board is closed on holidays observed by the County. Each Bid submitted to the Clerk of the Board shall have the following information clearly marked on the face of the envelope: the Bidders name, return address, Bid number, opening date of the Bid and the title of the Bid. Included in the envelope shall be an original and two copies of the Bid Submittal, plus attachments if applicable.

All Bids received time and date stamped by the Clerk of the Board prior to the bid submittal deadline shall be accepted as timely submitted. The circumstances surrounding all bids received and time stamped by the Clerk of the Board after the bid submittal deadline will be evaluated by the procuring department, in consultation with the County Attorney's Office, to determine whether the bid will be accepted as timely.

**NOTICE TO ALL BIDDERS:**

- **FAILURE TO SIGN THE BID SUBMITTAL FORM WILL RENDER YOUR BID NON-RESPONSIVE.**
- **THE BID SUBMITTAL FORM CONTAINS IMPORTANT CERTIFICATIONS THAT REQUIRE REVIEW AND COMPLETION BY ANY BIDDER RESPONDING TO THIS SOLICITATION.**

**MIAMI-DADE COUNTY  
INTERNAL SERVICES DEPARTMENT**

**SECTION 1**  
**GENERAL TERMS AND CONDITIONS**

**1.1. DEFINITIONS**

**Bid** – shall refer to any offer(s) submitted in response to this solicitation.

**Bidder** – shall refer to anyone submitting a Bid in response to this solicitation.

**Bid Solicitation** – shall mean this solicitation documentation, including any and all addenda.

**Bid Submittal Form** – defines the requirement of items to be purchased, and must be completed and submitted with Bid. The Bidder should indicate its name in the appropriate space on each page.

**County** – shall refer to Miami-Dade County, Florida

**DPM** – shall refer to Miami-Dade County's Department of Procurement Management.

**Enrolled Vendor** – shall refer to a firm that has completed the necessary documentation in order to receive Bid notifications from the County.

**Registered Vendor** – shall refer to a firm that has completed the Miami-Dade County Business Entity Registration Application and has satisfied all requirements to enter into business agreements with the County.

**The Vendor Registration Package** – shall refer to the Business Entity Registration Application.

For additional information about on-line vendor enrollment or vendor registration contact the Vendor Assistance Unit at 111 N.W. 1<sup>st</sup> Street, 13<sup>th</sup> Floor, Miami, FL 33128, Phone 305-375-5773. Vendors can enroll online and obtain forms to register by visiting our web site at [www.miamidade.gov/dpm](http://www.miamidade.gov/dpm)

**1.2. INSTRUCTIONS TO BIDDERS****A. Bidder Qualification**

It is the policy of the County to encourage full and open competition among all available qualified vendors. All vendors regularly engaged in the type of work specified in the Bid Solicitation are encouraged to submit Bids. Vendors may enroll with the County to be included on a notification list for selected categories of goods and services. To be eligible for award of a contract (including small purchase orders), Bidders must become a Registered Vendor. Only Registered Vendors can be awarded County contracts. Vendors are required to register with the County by contacting the Vendor Assistance Unit. The County endeavors to obtain the participation of all qualified small business enterprises. For information and to apply for certification, contact the Department of Small Business Development at 111 N.W. 1 Street, 19<sup>th</sup> Floor, Miami, FL 33128-1900, or telephone at 305-375-3111. County employees and board members wishing to do business with the County are referred to Section 2-11.1 of the Miami-Dade County Code relating to Conflict of Interest and Code of Ethics.

**B. Vendor Registration**

To be recommended for award the County requires that vendors complete a Miami-Dade County Vendor Registration Package. Effective June 1, 2008, a new Vendor Registration Package, including a Uniform Affidavit Packet (Affidavit form), must be completed by vendors and returned to the Department of Procurement Management (DPM), Vendor Assistance Unit, within fourteen (14) days of notification of the intent to recommend for award. In the event the Vendor Registration Package is not properly completed and returned within the specified time, the County may in its sole discretion, award to the next lowest responsive, responsible Bidder. The Bidder is responsible for obtaining the Vendor Registration Package, including all affidavits by downloading from the DPM website at [www.miamidade.gov](http://www.miamidade.gov) or from the Vendor Assistance Unit at 111 N.W. 1<sup>st</sup> Street, 13<sup>th</sup> Floor, Miami, FL 33128.

Bidders are required to affirm that all information submitted with the Vendor Registration Package is current, complete and accurate, at the time they submit a response to a Bid Solicitation, by completing the provided Affirmation of Vendor Affidavit form.

In becoming a Registered Vendor with Miami-Dade County, the vendor confirms its knowledge of and commitment to comply with the following:

1. **Miami-Dade County Ownership Disclosure Affidavit**  
(Sec. 2-8.1 of the County Code)

2. **Miami-Dade County Employment Disclosure Affidavit**  
(County Ordinance No. 90-133, amending Section 2-8-1(d)(2) of the County Code)

3. **Miami-Dade County Employment Drug-free Workplace Certification**  
(Section 2-8.1.2(b) of the County Code)

4. **Miami-Dade Disability and Nondiscrimination Affidavit**  
(Article 1, Section 2-8.1.5 Resolution R182-00 Amending R-385-95)

5. **Miami-Dade County Debarment Disclosure Affidavit**  
(Section 10.38 of the County Code)

6. **Miami-Dade County Vendor Obligation to County Affidavit**  
(Section 2-8.1 of the County Code)

7. **Miami-Dade County Code of Business Ethics Affidavit**  
(Article 1, Section 2-8.1(i) and 2-11(b)(1) of the County Code through (6) and (9) of the County Code and County Ordinance No 00-1 amending Section 2-11.1(c) of the County Code)

8. **Miami-Dade County Family Leave Affidavit**  
(Article V of Chapter 11 of the County Code)

9. **Miami-Dade County Living Wage Affidavit**  
(Section 2-8.9 of the County Code)

10. **Miami-Dade County Domestic Leave and Reporting Affidavit**  
(Article 8, Section 11A-60 11A-67 of the County Code)

11. **Subcontracting Practices**  
(Ordinance 97-35)

12. **Subcontractor /Supplier Listing**  
(Ordinance 97-104)

13. **Environmentally Acceptable Packaging**  
Resolution (R-738-92)

14. **W-9 and 8109 Forms**  
The vendor must furnish these forms as required by the Internal Revenue Service.

15. **Social Security Number**  
In order to establish a file for your firm, you must provide your firm's Federal Employer Identification Number (FEIN). If no FEIN exists, the Social Security Number of the owner or individual must be provided. This number becomes your "County Vendor Number". To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that DPM requests the Social Security Number for the following purposes:

- Identification of individual account records
- To make payments to individual/vendor for goods and services provided to Miami-Dade County
- Tax reporting purposes
- To provide a unique identifier in the vendor database that may be used for searching and sorting departmental records

16. **Office of the Inspector General**  
Pursuant to Section 2-1076 of the County Code.

17. **Small Business Enterprises**  
The County endeavors to obtain the participation of all small business enterprises pursuant to Sections 2-8.2, 2-8.2.3 and 2-8.2.4 of the County Code and Title 49 of the Code of Federal Regulations.

18. **Antitrust Laws**  
By acceptance of any contract, the vendor agrees to comply with all antitrust laws of the United States and the State of Florida.

- C. **PUBLIC ENTITY CRIMES**  
To be eligible for award of a contract, firms wishing to do business with the County must comply with the following:

**SECTION 1**  
**GENERAL TERMS AND CONDITIONS**

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

**D. Request for Additional Information**

1. Pursuant to Section 2-11.1(t) of the County Code, all Bid Solicitations, once advertised and until an award recommendation has been forwarded to the appropriate authority are under the "Cone of Silence". Any communication or inquiries, except for clarification of process or procedure already contained in the solicitation, are to be made in writing to the attention of the Procurement Agent identified on the front page of the solicitation. Such inquiries or request for information shall be submitted to the procurement agent in writing and shall contain the requester's name, address, and telephone number. If transmitted by facsimile, the request should also include a cover sheet with Bidder's facsimile number. The requestor must also file a copy of this written request with the Clerk of the Board, 111 NW 1<sup>st</sup> Street, 17<sup>th</sup> Floor, suite 202, Miami, Florida 33128-1983 or email [clerkbcc@miamidade.gov](mailto:clerkbcc@miamidade.gov).
2. The Department of Procurement Management may issue an addendum in response to any inquiry received, prior to Bid opening, which changes, adds to or clarifies the terms, provisions or requirements of the solicitation. The Bidder should not rely on any representation, statement or explanation whether written or verbal, other than those made in this Bid Solicitation document or in any addenda issued. Where there appears to be a conflict between this Bid Solicitation and any addenda, the last addendum issued shall prevail.
3. It is the Bidder's responsibility to ensure receipt of all addenda, and any accompanying documentation. The Bidder is required to submit with its Bid a signed "Acknowledgment of Addenda" form, when any addenda have been issued.

**E. Contents of Bid Solicitation and Bidders' Responsibilities**

1. It is the responsibility of the Bidder to become thoroughly familiar with the Bid requirements, terms and conditions of this solicitation. Pleas of ignorance by the Bidder of conditions that exist or that may exist will not be accepted as a basis for varying the requirements of the County, or the compensation to be paid to the Bidder.
2. In the event a Bidder wishes to protest any part of the General Conditions, Special Conditions and/or Technical Specifications contained in the Bid Solicitation it must file a notice of protest in writing with the issuing department no later than 48 hours prior to the Bid opening date and hour specified in the solicitation. Failure to file a timely notice of protest will constitute a waiver of proceedings.
3. This solicitation is subject to all legal requirements contained in the applicable County Ordinances, Administrative Orders, and Resolutions, as well as all applicable State and Federal Statutes. Where conflict exists between this Bid Solicitation and these legal requirements, the authority shall prevail in the following order: Federal, State and local.
4. It is the responsibility of the Bidder/Proposer, prior to conducting any lobbying regarding this solicitation to file the appropriate form with the Clerk of the Board stating that a particular lobbyist is authorized to represent the Bidder/Proposer. The Bidder/Proposer shall also file a form with the Clerk of the Board at the point in time at which a lobbyist is no longer authorized to represent said Bidder/ Proposer. Failure of a Bidder/Proposer to file the appropriate form required, in relation to each solicitation, may be considered as evidence that the Bidder/Proposer is not a responsible contractor.

**F. Change or Withdrawal of Bids**

1. Changes to Bid - Prior to the scheduled Bid opening a Bidder may change its Bid by submitting a new Bid, (as indicated on the cover page) with a letter in writing on the firms letterhead, signed by an

authorized agent stating that the new submittal replaces the original submittal. The new submittal shall contain the letter and all information as required for submitting the original Bid. No changes to a Bid will be accepted after the Bid has been opened.

2. **Withdrawal of Bid** – A Bid shall be irrevocable unless the Bid is withdrawn as provided herein. Only a written letter received by DPM prior to the Bid opening date may withdraw a bid. A bid may also be withdrawn ninety (90) days after the Bid has been opened and prior to award, by submitting a letter to the contact person identified on the front cover of this Bid Solicitation. The withdrawal letter must be on company letterhead and signed by an authorized agent of the Bidder.

**G. Conflicts Within The Bid Solicitation**

Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the Bid Submittal Section, or any addendum issued, the order of precedence shall be: the last addendum issued, the Bid Submittal Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions.

**H. Prompt Payment Terms**

1. It is the policy of Miami-Dade County that payment for all purchases by County agencies and the Public Health Trust shall be made in a timely manner and that interest payments be made on late payments. In accordance with Florida Statutes, Section 218.74 and Section 2-8.1.4 of the Miami-Dade County Code, the time at which payment shall be due from the County or the Public Health Trust shall be forty-five (45) days from receipt of a proper invoice. The time at which payment shall be due to small businesses shall be thirty (30) days from receipt of a proper invoice. All payments due from the County or the Public Health Trust, and not made within the time specified by this section, shall bear interest from thirty (30) days after the due date at the rate of one percent (1%) per month on the unpaid balance. Further, proceedings to resolve disputes for payment of obligations shall be concluded by final written decision of the County Mayor, or his or her designee(s), not later than sixty (60) days after the date on which the proper invoice was received by the County or the Public Health Trust.
2. The Bidder may offer cash discounts for prompt payments; however, such discounts will not be considered in determining the lowest price during bid evaluation. Bidders are requested to provide prompt payment terms in the space provided on the Bid submittal signature page of the solicitation.

**1.3. PREPARATION OF BIDS**

- A. The Bid submittal form defines requirements of items to be purchased, and must be completed and submitted with the Bid. Use of any other form will result in the rejection of the Bidder's offer.
- B. The Bid submittal form must be legible. Bidders shall use typewriter, computer or ink. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the Bid to be rejected.
- C. An authorized agent of the Bidder's firm must sign the Bid submittal form. **FAILURE TO SIGN THE BID SUBMITTAL FORM SHALL RENDER THE BID NON-RESPONSIVE.**
- D. The Bidder may be considered non-responsive if bids are conditioned to modifications, changes, or revisions to the terms and conditions of this solicitation.
- E. The Bidder may submit alternate Bid(s) for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate Bid must meet or exceed the minimum requirements and be submitted on a separate Bid submittal marked "Alternate Bid".
- F. When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail.
- G. An optional electronic submittal shall not be considered a part of the bid if it differs in any respect from the required manual submittal in the original hard copy.

**1.4. CANCELLATION OF BID SOLICITATION**

Miami-Dade County reserves the right to cancel, in whole or in part, any Invitation to Bid when it is in the best interest of the County.

**SECTION 1**  
**GENERAL TERMS AND CONDITIONS**

**1.5. AWARD OF BID SOLICITATION**

- A. This Bid may be awarded to the responsible Bidder meeting all requirements as set forth in the solicitation. The County reserves the right to reject any and all Bids, to waive irregularities or technicalities and to re-advertise for all or any part of this Bid Solicitation as deemed in its best interest. The County shall be the sole judge of its best interest.
- B. When there are multiple line items in a solicitation, the County reserves the right to award on an individual item basis, any combination of items, total low Bid or in whichever manner deemed in the best interest of the County.
- C. The County reserves the right to reject any and all Bids if it is determined that prices are excessive, best offers are determined to be unreasonable, or it is otherwise determined to be in the County's best interest to do so.
- D. The County reserves the right to negotiate prices with the low bidder, provided that the scope of work of this solicitation remains the same.
- E. Award of this Bid Solicitation will only be made to firms that have completed the Miami-Dade County Business Entity Registration Application and that satisfy all necessary legal requirements to do business with Miami-Dade County. Firms domiciled in Miami-Dade County must present a copy of their Miami-Dade County issued Local Business Tax Receipt.
- F. Pursuant to County Code Section 2-8.1(g), the Bidder's performance as a prime contractor or subcontractor on previous County contracts shall be taken into account in evaluating the Bid received for this Bid Solicitation.
- G. To obtain a copy of the Bid tabulation, Bidder(s) shall enclose an appropriately sized self-addressed stamped envelope or make a request by e-mail. Bid results will not be given by telephone or facsimile.
- H. The Bid Solicitation, any addenda and/or properly executed modifications, the purchase order, and any change order(s) shall constitute the contract.
- I. In accordance with Resolution R-1574-88, the Director of DPM will decide all tie Bids.
- J. Award of this Bid may be predicated on compliance with and submittal of all required documents as stipulated in the Bid Solicitation.
- K. The County reserves the right to request and evaluate additional information from any bidder after the submission deadline as the County deems necessary.

**1.6. CONTRACT EXTENSION**

- A. The County reserves the right to exercise its option to extend a contract for up to one hundred-eighty (180) calendar days beyond the current contract period and will notify the contractor in writing of the extension.
- B. This contract may be extended beyond the initial one hundred-eighty (180) day extension period upon mutual agreement between the County and the successful Bidder(s) upon approval by the Board of County Commissioners.

**1.7. WARRANTY**

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

**1.8. ESTIMATED QUANTITIES**

Estimated quantities or dollars are for Bidder's guidance only: (a) estimates are based on the County's anticipated needs and/or usage during a previous contract period and; (b) the County may use these estimates to determine the low Bidder. Estimated quantities do not contemplate or include possible additional quantities that may be ordered by other government, quasi-government or non-profit entities utilizing this contract under the Joint Purchase portion of the County User Access Program (UAP) described in Section 2.21 of this contract solicitation and the resulting contract, if that section is present in this solicitation document. No guarantee is expressed or implied as to quantities or dollars that will be used during the contract period. The

County is not obligated to place any order for the given amount subsequent to the award of this Bid Solicitation.

**1.9. NON-EXCLUSIVITY**

It is the intent of the County to enter into an agreement with the successful Bidder that will satisfy its needs as describe herein. However, the County reserves the right as deemed in its best interest to perform, or cause to be performed, the work and services, or any portion thereof, herein described in any manner it sees fit, including but not limited to: award of other contracts, use of any contractor, or perform the work with its own employees.

**1.10. LOCAL PREFERENCE**

The evaluation of competitive bids is subject to Section 2-8.5 of the Miami-Dade County Code, which, except where contrary to federal and state law, or any other funding source requirements, provides that preference be given to local businesses. A local business shall be defined as:

1. a business that has a valid Local Business Tax Receipt, issued by Miami-Dade County at least one year prior to bid or proposal submission, that is appropriate for the goods, services or construction to be purchased;
2. a business that has physical business address located within the limits of Miami-Dade County from which the vendor operates or performs business. Post Office Boxes are not verifiable and shall not be used for the purpose of establishing said physical address; and
3. a business that contributes to the economic development and well-being of Miami-Dade County in a verifiable and measurable way. This may include but not be limited to the retention and expansion of employment opportunities and the support and increase in the County's tax base. To satisfy this requirement, the vendor shall affirm in writing its compliance with either of the following objective criteria as of the bid or proposal submission date stated in the solicitation:
  - (a) vendor has at least ten (10) permanent full time employees, or part time employees equivalent to 10 FTE ("full-time equivalent" employees working 40 hours per week) that live in Miami-Dade County, or at least 25% of its employees that live in Miami-Dade County, or
  - (b) vendor contributes to the County's tax base by paying either real property taxes or tangible personal property taxes to Miami-Dade County, or
  - (c) some other verifiable and measurable contribution to the economic development and well-being of Miami-Dade County.

When there is a responsive bid from a Miami-Dade local business within 10% of the lowest price submitted by a responsive non-local business, the local business and the non-local low bidder shall have the opportunity to submit a best and final bid equal to or lower than the amount of the low bid previously submitted by the non-local business.

At this time, there is an interlocal agreement in effect between Miami-Dade and Broward Counties until September 2011. Therefore, a vendor which meets the requirements of (1), (2) and (3) above for Broward County shall be considered a local business pursuant to this Section.

**1.11. CONTINUATION OF WORK**

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

**1.12. BID PROTEST**

A recommendation for contract award or rejection of award may be protested by a Bidder in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the County Code, as amended, and as established in Administrative Order No.3-21.

**SECTION 1**  
**GENERAL TERMS AND CONDITIONS**

**1.13. LAWS AND REGULATIONS**

The successful Bidder shall comply with all laws and regulations applicable to provide the goods and/or services specified in this Bid Solicitation. The Bidder shall comply with all federal, state and local laws that may affect the goods and/or services offered.

**1.14. LICENSES, PERMITS AND FEES**

The awarded bidder(s) shall hold all licenses and/or certifications, obtain and pay for all permits and/or inspections, and comply with all laws, ordinances, regulations and building code requirements applicable to the work required herein. Damages, penalties, and/or fines imposed on the County or an awarded bidder for failure to obtain and maintain required licenses, certifications, permits and/or inspections shall be borne by said awarded bidder.

**1.15. SUBCONTRACTING**

Unless otherwise specified in this Bid Solicitation, the successful Bidder shall not subcontract any portion of the work without the prior written consent of the County. The ability to subcontract may be further limited by the Special Conditions. Subcontracting without the prior consent of the County may result in termination of the contract for default. When Subcontracting is allowed the Bidder shall comply with County Resolution No. 1634-93, Section 10-34 of the County Code and County Ordinance No. 97-35.

**1.16. ASSIGNMENT**

The successful Bidder shall not assign, transfer, hypothecate, or otherwise dispose of this contract, including any rights, title or interest therein, or its power to execute such contract to any person, company or corporation without the prior written consent of the County.

**1.17. DELIVERY**

Unless otherwise specified in the Bid Solicitation, prices quoted shall be F.O.B. Destination. Freight shall be included in the proposed price.

**1.18. RESPONSIBILITY AS EMPLOYER**

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

**1.19. INDEMNIFICATION**

The successful Bidder shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorney's fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the agreement by the successful Bidder or its employees, agents, servants, partners, principals or subcontractors. The successful Bidder shall pay all claims and losses in connection therewith, and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may be incurred thereon. The successful Bidder expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the successful Bidder 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.

**1.20. COLLUSION**

A contractor recommended for award as the result of a competitive solicitation for any County purchases of supplies, materials and services (including professional services, other than professional architectural, engineering and other services subject to Sec. 2-10.4 and Sec. 287.055 Fla Stats.), purchase, lease, permit, concession or management agreement shall, within five (5) business days of the filing of such recommendation, submit an affidavit under the penalty of perjury, on a form provided by the County: stating either that the contractor is not related to any of the other parties bidding in the

competitive solicitation or identifying all related parties, as defined in this Section, which bid in the solicitation; and attesting that the contractor's proposal is genuine and not sham or collusive or made in the interest or on behalf of any person not therein named, and that the contractor has not, directly or indirectly, induced or solicited any other proposer to put in a sham proposal, or any other person, firm, or corporation to refrain from proposing, and that the proposer has not in any manner sought by collusion to secure to the proposer an advantage over any other proposer. In the event a recommended contractor identifies related parties in the competitive solicitation its bid shall be presumed to be collusive and the recommended contractor shall be ineligible for award unless that presumption is rebutted in accordance with the provisions of Sec. 2-8.1.1. Any person or entity that fails to submit the required affidavit shall be ineligible for contract award.

- A. The Collusion Affidavit will be included in all solicitations and will be requested from bidders/proposers once bids/proposals are received and evaluated.
- B. Failure to provide a Collusion Affidavit within 5 business days after the recommendation to award has been filed with the Clerk of the Board shall be cause for the contractor to forfeit their bid bond.

**1.21. MODIFICATION OF CONTRACT**

The contract may be modified by mutual consent, in writing through the issuance of a modification to the contract, purchase order, change order or award sheet, as appropriate.

**1.22. TERMINATION FOR CONVENIENCE**

The County, at its sole discretion, reserves the right to terminate this contract without cause upon thirty (30) days written notice. Upon receipt of such notice, the successful Bidder shall not incur any additional costs under this contract. The County shall be liable only for reasonable costs incurred by the successful Bidder prior to notice of termination. The County shall be the sole judge of "reasonable costs."

**1.23. TERMINATION FOR DEFAULT**

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

**1.24. FRAUD AND MISREPRESENTATION**

Pursuant to Section 2-8.4.1 of the Miami-Dade County Code, any individual, corporation or other entity that attempts to meet its contractual obligations with the County through fraud, misrepresentation or material misstatement, may be debarred for up to five (5) years. The County as a further sanction may terminate or cancel any other contracts with such individual, corporation or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

**1.25. ACCESS TO RECORDS**

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

**SECTION 1**  
**GENERAL TERMS AND CONDITIONS**

**1.26 OFFICE OF THE INSPECTOR GENERAL**

Miami-Dade County has established the Office of the Inspector General, which is authorized and empowered to review past, present, and proposed County and Public Health Trust programs, contracts, transactions, accounts, records and programs. The Inspector General (IG) has the power to subpoena witnesses, administer oaths, require the production of records and monitor existing projects and programs. The Inspector General may, on a random basis, perform audits on all County contracts. The cost of random audits shall be incorporated into the contract price of all contracts and shall be one quarter (1/4) of one (1) percent of the contract price, except as otherwise provided in Section 2-1076 of the County Code.

**1.27 PRE-AWARD INSPECTION**

The County may conduct a pre-award inspection of the bidder's site or hold a pre-award qualification hearing to determine if the bidder is capable of performing the requirements of this bid solicitation.

**1.28 PROPRIETARY/CONFIDENTIAL INFORMATION**

Proposers are hereby notified that all information submitted as part of, or in support of bid submittals will be available for public inspection after opening of bids in compliance with Chapter 119 of the Florida Statutes; popularly known as the "Public Record Law." The proposer shall not submit any information in response to this solicitation, which the proposer considers to be a trade secret, proprietary or confidential. The submission of any information to the County in connection with this solicitation shall be deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to the proposer. In the event that the proposer submits information to the County in violation of this restriction, either inadvertently or intentionally and clearly identifies that information in the bid as protected or confidential, the County may, in its sole discretion, either (a) communicate with the Proposer in writing in an effort to obtain the Proposer's withdrawal of the confidentiality restriction or (b) endeavor to redact and return that information to the Proposer as quickly as possible, and if appropriate, evaluate the balance of the proposal. The redaction or return of information pursuant to this clause may render a proposal non-responsive.

**1.29. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)**

Any person or entity that performs or assists Miami-Dade County with a function or activity involving the use or disclosure of "individually identifiable health information (IIHI) and/or Protected Health Information (PHI) shall comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Miami-Dade County Privacy Standards Administrative Order. HIPAA mandates for privacy, security and electronic transfer standards that include but are not limited to:

1. Use of information only for performing services required by the contract or as required by law;
2. Use of appropriate safeguards to prevent non-permitted disclosures;
3. Reporting to Miami-Dade County of any non-permitted use or disclosure;
4. Assurances that any agents and subcontractors agree to the same restrictions and conditions that apply to the Bidder/Proposer and reasonable assurances that IIHI/PHI will be held confidential;
5. Making Protected Health Information (PHI) available to the customer;
6. Making PHI available to the customer for review and amendment; and incorporating any amendments requested by the customer;
7. Making PHI available to Miami-Dade County for an accounting of disclosures; and
8. Making internal practices, books and records related to PHI available to Miami-Dade County for compliance audits.

PHI shall maintain its protected status regardless of the form and method of transmission (paper records, and/or electronic transfer of data). The Bidder/ Proposer must give its customers written notice of its privacy information practices including specifically, a description of the types of uses and disclosures that would be made with protected health information.

**1.30. CHARTER COUNTY TRANSIT SYSTEM SALE SURTAX**

When proceeds from the Charter County Transit System Sales Surtax levied pursuant to Section 29.121 of the Code of Miami-Dade County are used to pay for all or some part of the cost of this contract, no award for those portions of a Blanket Purchase Order (BPO) utilizing Charter County Transit System Sales Surtax funds as part of a multi-department contract, nor a contract utilizing Charter County Transit System Surtax funds shall be effective and thereby give rise to a contractual relationship with the County for purchases unless and until both the following have occurred: 1) the County Commission awards the contract, and such award becomes final (either by expiration of 10 days after such award without veto by the Mayor, or by Commission override of a veto); and, 2) either, i) the Citizens' Independent Transportation Trust (CITT) has approved inclusion of the Surtax funding on the contract, or, ii) in response to the CITT's disapproval, the County Commission reaffirms award of the contract by two-thirds (2/3) vote of the Commission's membership and such reaffirmation becomes final. Notwithstanding the other provisions of Section 1.30, award of an allocation for services in support of the CITT's oversight which does not exceed \$1000 will not require Commission or CITT approval and may be awarded by the Executive Director of the OCITT

**1.31 LOBBYIST CONTINGENCY FEES**

A) In accordance with Section 2-11.1(s) of the Code of Miami-Dade County, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.

B) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependant on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

**1.32 COMMISSION AUDITOR – ACCESS TO RECORDS**

Pursuant to Ordinance No. 03-2, all vendors receiving an award of the contract resulting from this solicitation will grant access to the Commission Auditor to all financial and performance related records, property, and equipment purchased in whole or in part with government funds.

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**2.1 PURPOSE**

The purpose of this Invitation to Qualify (ITQ) is to pre-qualify vendors for future pricing competition to provide janitorial services to various facilities for Miami-Dade County. These facilities are designated by square footage in one of three groups as described in Section 2.6 of this ITQ. This ITQ requests the submission of documents and forms intended to verify that the vendor meets the minimum criteria set forth in Section 2.6 of this solicitation and other terms and conditions of this document. All vendors which meet the criteria established herein will be placed in a pre-qualification pool that will be accessed in order to obtain price quotations, as needed, for the provision of janitorial services. Entry into the pre-qualification pool is not a contract between Miami-Dade County and any vendor, but an opportunity for vendors who pre-qualify to participate in future competitions for County contracts.

2.1.1 Future spot market competition(s) may be conducted by the County through the following processes:

- a. Work Order Proposal Requests (WOPR): a quality or quality and price evaluation with award based on ranking/points
- b. Request for Quotations (RFQ): award based on the lowest price offered
- c. A streamlined selection process – Expedited Purchasing Program (EPP)

‘RFQ documents’, ‘competition documents’ and ‘spot market competition’ will be used interchangeably throughout this Invitation to Qualify and refer to any form of competition chosen by the County to procure the services.

2.1.2 In addition to methods stated in Section 2.1.1, Miami-Dade County reserves the right to conduct future competitions using whichever process it determines to be in its best interests. The procurement process to be followed will be defined in the competition documents at time of competition.

Unless otherwise stated in the competition documents, the most current terms and conditions adopted by the County shall apply to all future purchases. Additional requirements may be included at time of spot market competition.

2.1.3 If the vendor, during the awarded term suggests cost saving measures, such as through a change in cleaning product(s), equipment, personnel or any other measure related to the work awarded, the County may consider adopting the measure upon mutual agreement between the County and vendor, as long as it reduces the cost of the service to the County.

The County encourages continued proactive research of new efficiencies and may provide incentives to the primary awarded vendor for sharing information that leads to reduced cost for awarded work. Incentives may be in the form of extended terms to awarded contracts and/or shared savings.

**2.2 SMALL BUSINESS SOLICITATION MEASURES**

**2.2.1 The County reserves the right to apply measures, preferences or goals at time of competition. The application of measures may include, but not be limited to,**

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a set-aside goal, bid preference or other measures, and will be determined at the time the competition document is developed. The County may apply these measures to spot market competition by group, department, building or site, at the County's sole discretion and as permitted by funding source.

The County uses a variety of funding sources, including grants to pay for products and services that may prohibit the application of measures and other requirements. Therefore, some measures and requirements may not apply to all spot market competitions.

**2.3 PRE-BID CONFERENCES AND SITE INSPECTIONS**

Scheduled conferences and site inspections will be addressed in future competition documents.

**2.4 TERM OF INVITATION TO QUALIFY: Five (5) YEARS**

This ITQ shall commence on the first calendar day of the month succeeding approval by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter which is distributed by the County and contingent upon the completion and submittal of all required bid documents. The ITQ shall remain in effect for five (5) years and shall expire on the last day of the five-year term, upon completion of the expressed and/or implied warranty period and the last day of the term of any award under this ITQ, whichever is later.

The obligations as defined in the competition documents or subsequent contracts survive the expiration date of this ITQ. In those instances, all terms and conditions as detailed in the competition documents or contracts, including the stated contract duration, prevail and shall apply.

This ITQ is open for pre-qualification throughout its full term. Vendors can apply as new vendors or apply for additional groups throughout the term of the ITQ.

**2.5 OPTION TO RENEW FOR FIVE (5) ADDITIONAL YEAR(S)**

Prior to, or upon completion, of the initial five (5) year term, the County shall have the option to renew this ITQ for an additional five (5) year(s) on a year-to-year basis. Continuation of the ITQ beyond the initial period, and any option subsequently exercised, is a County prerogative, and not a right of the vendor. This prerogative will be exercised only when such continuation is clearly in the best interest of the County.

Should the vendor decline the County's right to exercise the option period, the County may consider the vendor in default which decision may affect that vendor's eligibility for future contracts.

**2.6 PRE-QUALIFICATION CRITERIA**

Responsive, responsible vendors, that meet the minimum qualifications by Group, shall be considered pre-qualified to participate in future competitions for that Group. Minimum qualifications are listed below.

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Note: See Section 4 of this ITQ for instructions on how to submit supporting documentation in response to this ITQ.

FOR ALL GROUPS

- 2.6.1 Vendor shall have an office from which it conducts business. This facility shall be equipped with current office equipment and business machines that facilitate communication with the County.
- 2.6.2 Vendor must provide a current business tax receipt (formerly Occupational License) to conduct business in Miami-Dade County.

**Additional minimum qualifications by Group:**

**GROUP 1 – Buildings less than 25,000 square feet of cleaning area and five (5) stories or less**

All vendors who apply and qualify for Group 1 will be included in the pool of vendors for this Group. Work under Group 1 shall be set-aside for County Certified Small Business Enterprises (SBE), unless availability of SBE's is limited or at full capacity; such determination shall be made solely by the County.

2.6.3.1 Vendor must provide with its pre-qualification submittal:

- a) A copy of its current Articles of Incorporation, federal income tax return or business tax receipts that demonstrates the vendor has been in business providing janitorial services for a minimum of one (1) year from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least one (1) year from the date of bid submission.

Vendor must provide the following information for the references provided above (See Section 4):

- i. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- ii. Facility type (i.e. office bldg., condominium, warehouse, etc.)
- iii. Address of the facility
- iv. Size of facility (in square feet)
- v. Number of stories (floors)
- vi. Date of contract commencement and full term of the contract
- vii. Number of vendor employees servicing the facility

**GROUP 2 – Buildings 25,001 to 75,000 square feet of cleaning area and five (5) stories or less**

2.6.3.2 Vendor must provide with its pre-qualification submittal:

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- a) A copy of its current Articles of Incorporation, federal income tax return or business tax receipts that demonstrate that the vendor has been in business providing janitorial services for a minimum of three (3) years from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least three (3) years from the date of bid submission. Vendor's references must also demonstrate that it has performed janitorial services during concurrent time periods within the past five (5) years, for facilities which singly (one building) or in the aggregate (various buildings), total 25,001 square feet or more and five stories or less.

Vendor must provide the following information for the references provided above (See Section 4):

- i. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- ii. Facility type (i.e. office bldg. condominium, warehouse, etc.)
- iii. Address of the facility
- iv. Size of facility (in square feet)
- v. Number of stories (floors)
- vi. Date of contract commencement and full term of the contract
- vii. Number of vendor employees servicing the facility

**GROUP 3 – Buildings 75,001 square feet of cleaning area or greater or building is greater than five (5) stories (High-Rise)**

2.6.3.3 Vendor must provide with its pre-qualification submittal:

- a) A copy of its current Articles of Incorporation, federal income tax or business tax receipts that demonstrate the vendor has been in business providing janitorial services for a minimum of five (5) years from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least five (5) years from the date of bid submission. Vendor's references must also demonstrate that it has performed janitorial services during concurrent time periods within the past five (5) years, for facilities which singly (one building) or in the aggregate (various buildings), total 75,001 square feet or more or building is greater than five stories.

Vendor must provide the following information for the references provided above (See Section 4):

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- i. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- ii. Facility type (i.e. office bldg. condominium, warehouse, etc.)
- iii. Address of the facility
- iv. Size of facility (in square feet)
- v. Number of stories (floors)
- vi. Date of contract commencement and full term of the contract
- vii. Number of vendor employees servicing the facility

- 2.6.4 A vendor may provide the same three references for multiple Groups as long as references meet the experience level of the Groups for which it wants to qualify.

Vendors meeting the above mentioned criteria shall then be deemed pre-qualified to participate in subsequent spot market competitions as required by the County on either an as-needed or on a periodic basis. The highest ranked vendor or the vendor offering the lowest fixed price shall be awarded for the specific period or specific purchase.

It shall be the sole prerogative of the County as to the number of vendors who will be initially included under this ITQ. During the term of this ITQ, the County reserves the right to add or delete vendors as it deems necessary in its best interests. If the County elects to add vendors, they must meet the same pre-qualification criteria established for the original ITQ.

Spot market pricing procedures may be initiated by the Internal Services Department or by individual County departments.

Vendors may pre-qualify for any group at any time during the initial pre-qualification period or during the term of this ITQ and can graduate to the next group(s) by submitting pre-qualification criteria meeting the group(s) requirements.

**2.7 PRICES**

Intentionally Omitted

**2.8 EXAMINATION OF COUNTY FACILITIES AND INSPECTION OF COUNTY EQUIPMENT**

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

**2.9 EQUAL PRODUCT**

Intentionally Omitted

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**2.10 LIQUIDATED DAMAGES FOR INCOMPLETE WORK AND/OR SUBSTANDARD PERFORMANCE**

2.10.1 Unless otherwise stated in the competition documents, failure to complete janitorial projects or to not perform the work in accordance with the specifications and to the satisfaction of the County within the time stated may cause the vendor to be subject to charges for liquidated damages. Liquidated damages (LDs) amounts shall be a percentage of the monthly maintenance fee for a facility/building as detailed in the audit form in Section 3.0, Sub-section 3.10. LDs apply for each item failed in the audit form, for all areas, and for every calendar day the County has not given the item a passing grade. As compensation due the County and for additional costs incurred by the County due to such non-completion of the work, the County shall have the right to deduct LDs from any amount due, or that may become due to the vendor under the contract award related to the work performed, or to invoice the vendor for such damages if the costs incurred exceed the amount due to the vendor.

2.10.2 Liquidated damages for any one vendor shall not exceed twenty-one (21) per cent of the vendor's monthly invoice amount, for the facility where the deficiency (ies) occurred. Building Manager or designee will meet with Vendor on a monthly basis to discuss work performance and other issues. Meetings may occur more frequently if necessary, to discuss audit findings with vendors with repeated failures. Vendors unable to correct deficiencies will be placed on notice and may be suspended or terminated for cause in accordance with the provisions of this ITQ and competition documents.

**2.11 INDEMNIFICATION AND INSURANCE: TYPE 1 – GENERAL SERVICE AND MAINTENANCE**

2.11.1 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 sub-vendors. 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.

2.11.2 The vendor shall furnish to the Vendor Assistance Section, Internal Services Department, 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.

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- 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.

2.11.3 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:

2.11.4 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

2.11.5 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.

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

NOTE: MIAMI-DADE COUNTY SOLICITATION NUMBER AND TITLE OF SOLICITATION MUST APPEAR ON EACH CERTIFICATE.

CERTIFICATE HOLDER MUST READ:

MIAMI-DADE COUNTY  
111 NW 1st STREET  
SUITE 1300  
MIAMI, FL 33128

2.11.7 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.

2.11.8 The vendor shall submit a certificate of insurance within ten (10) business days after notification of recommendation to award. If certificate does not include the coverage 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.

2.11.9 The vendor shall be responsible for assuring that the insurance certificate required in conjunction with this Section remain in force for the duration of the ITQ period; including any and all option years that may be granted to the vendor in accordance with Section 2, Paragraph 2.5 of this ITQ. If insurance certificates are scheduled to

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expire during the solicitation 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 solicitation period, the County shall suspend the ITQ until such time as the new or renewed certificates are received by the County in the manner prescribed in the ITQ; provided, however, that this suspended period does not exceed thirty (30) calendar days. If such suspension exceeds thirty (30) calendar days, the County may, at its sole discretion, terminate this ITQ for cause and seek re-procurement damages from the vendor in accordance with Section 1, Paragraph 1.23 of this ITQ.

2.11.10 Additional or revised insurance requirements may be necessary when performing work in certain County facilities, such as Miami Dade Aviation Department, Miami Dade Seaport Department or other County departments with limited or restricted access. Any change or addition in insurance requirements will be detailed in the competition documents.

**2.12 BID GUARANTY**

Intentionally Omitted

**2.13 PERFORMANCE BOND**

Intentionally Omitted

**2.14 CERTIFICATIONS**

Intentionally Omitted

**2.15 METHOD OF PAYMENT: Monthly Invoices**

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

2.15.2 All invoices shall contain the following information:

- a. Vendor Information:
  - The name of the business organization as specified on the ITQ between Miami-Dade County and vendor
  - Date of invoice
  - Invoice number
  - Vendor's Federal Identification Number on file with Miami-Dade County
- b. County Information:

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- Miami-Dade County Release Purchase Order or Small Purchase Order Number
- c. Pricing Information:
  - Unit price of the goods, services or property provided
  - Extended total price of the goods, services or property
  - Applicable discounts
- d. Goods or Services Provided in accordance with this ITQ and competition documents:
  - Description
  - Quantity
- e. Delivery Information:
  - Delivery terms set forth within the Miami-Dade County Release Purchase Order
  - Location and date of delivery of goods, services or property

2.15.3 Failure to Comply:

Failure to submit invoices in the prescribed manner may delay payment.

**2.16 SHIPPING TERMS**

Intentionally Omitted

**2.17 DELIVERY REQUIREMENTS**

Intentionally Omitted

**2.18 BACK ORDER ALLOWANCE**

Intentionally Omitted

**2.19 WARRANTY SHALL BE SUPPLIED IN WRITTEN FORM**

Intentionally Omitted

**2.20 CONTACT PERSON**

For any additional information regarding the terms and conditions of this ITQ and resultant spot market competitions, contact: Albert Falcon at (305) 375-5361 or by email address [afalcon@miamidade.gov](mailto:afalcon@miamidade.gov).

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**2.21 COUNTY USER ACCESS PROGRAM (UAP)**

2.21.1 User Access Fee

- a. Pursuant to Miami-Dade County Budget Ordinance No. 03-192, this ITQ is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this ITQ, or any competition resulting from this ITQ and the utilization of the County competition document price and the terms and conditions identified herein, are subject to the two percent (2%) UAP. This fee applies to all ITQ usage whether by County Departments or by any other governmental, quasi-governmental or not-for-profit entity.
- b. The vendor providing goods or services under this ITQ shall invoice the competition document price and shall accept as payment thereof the competition document price less the 2% UAP as full and complete payment for the goods and/or services specified on the invoice. The County shall retain the 2% UAP for use by the County to help defray the cost of the procurement program. Vendor participation in this invoice reduction portion of the UAP is mandatory.

2.21.2 Joint Purchase

- a. Only those entities that have been approved by the County for participation in the County's Joint Purchase and Entity Revenue Sharing Agreement are eligible to utilize or receive Miami-Dade County competition document pricing and terms and conditions. The County will provide to approved entities a UAP Participant Validation Number. The vendor must obtain the participation number from the entity prior to filling any order placed pursuant to this section. Vendor participation in this joint purchase portion of the UAP, however, is voluntary. The vendor shall notify the ordering entity, in writing, within three (3) work days of receipt of an order, of a decision to decline the order.
- b. For all ordering entities located outside the geographical boundaries of Miami-Dade County, the successful vendor shall be entitled to ship goods on an "FOB Destination, Prepaid and Charged Back" basis. This allowance shall only be made when expressly authorized by a representative of the ordering entity prior to shipping the goods.
- c. Miami-Dade County shall have no liability to the vendor for the cost of any purchase made by an ordering entity under the UAP and shall not be deemed to be a party thereto. All orders shall be placed directly by the ordering entity with the vendor and shall be paid by the ordering entity less the 2% UAP.

2.21.3 Vendor Compliance

If a vendor fails to comply with this section, that vendor may be considered in default by Miami-Dade County in accordance with Section 1, Paragraph 1.23 of this ITQ and the resultant contract.

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This requirement does not apply to federally funded purchases; clarification for applicability will be made at the time of spot market competition.

**2.22 LOCAL CERTIFIED SERVICE - DISABLED VETERAN'S BUSINESS PREFERENCE**

In accordance with Section 2-8.5.1 of the Miami-Dade County Code, a Local Certified Service-Disabled Veteran Business Enterprise (VBE) that submits a bid for a contract shall receive a bid preference of five percent of the price bid. A VBE is a firm that is a) a local business pursuant to Section 2.8.5 of the Code of Miami-Dade County and b) prior to proposal submittal is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. This preference will only be used for evaluating and awarding the bids and shall not affect the contract price. In procurements where Small Business Enterprises (SBE) measures are being applied, a VBE who is also an SBE shall not receive the veteran's preference provided in this section and shall be limited to any applicable SBE preferences. At the time of bid or proposal submission, the bidder must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the bid or proposal submission.

**2.23 AVAILABILITY OF ITQ TO OTHER COUNTY DEPARTMENTS AND OTHER GOVERNMENTAL AGENCIES**

It is hereby agreed and understood that any County department or other governmental agency may avail itself of this ITQ and solicit for any and all services from the pre-qualified vendor pool. Under these circumstances, a competition document shall be issued by the County or approved government agency, which identify specific requirements of the additional County department(s).

**2.24 COMPLIANCE WITH FEDERAL REGULATIONS DUE TO USE OF FEDERAL FUNDING**

Since the goods, services, and/or equipment that will be acquired under this ITQ 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.

**2.25 COMPLIANCE WITH FEDERAL STANDARDS**

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

**2.26 MATERIALS SHALL BE NEW AND WARRANTED AGAINST DEFECTS**

The vendor hereby acknowledges and agrees that all materials, except where recycled content is specifically requested, supplied by the vendor in conjunction with this ITQ and resultant spot market purchase shall be new, warranted for its merchantability, and fit for a particular purpose. In the event any of the materials supplied to the County by the vendor are found to be defective or do not conform to specification, the materials may be returned to the vendor at the vendor's expense and the RFQ or project cancelled and (1) the County

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may require the vendor to replace the materials at the vendor's expense or (2) the County may purchase replacement materials at the vendor's expense.

**2.27 ACCIDENT PREVENTION AND BARRICADES**

Precautions shall be exercised at all times for the protection of persons and property. All vendors performing services under this ITQ 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 vendor. Barricades shall be provided by the vendor when work is performed in areas traversed by persons, or when deemed necessary by the County.

**2.28 FACILITIES MAY BE ADDED/DELETED**

2.28.1 It is hereby agreed and understood that any County department or agency facility may be added to this ITQ at the option of the County. An incumbent vendor that has been awarded to an existing site, of which an adjacent or related site is to be added may be given the first opportunity to quote the additional site. The County has the option to invite all pre-qualified vendors to compete for the work. In the event of a competition, award will be made to the lowest priced vendor through an RFQ or highest ranked through a WOPR for the specific period or specific purchase. The award to one vendor for a specific period or individual action does not preclude the remaining pre-qualified vendors from submitting spot market offers for other specific purchases.

2.28.2 The County may determine to obtain competitive bids for additional facilities from other vendors in the event that fair and reasonable pricing is not obtained from a current vendor or the pre-qualified vendor pool, or for other reasons at the County's discretion.

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

2.28.4 Unless otherwise detailed in the competition documents, when a County department adds, deletes or reduces an area from service, the County may choose to use the formulas below, at its sole discretion, to calculate the addition or reduction in price of the service area.

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**EXAMPLE:**

<b>Delete Facility "XYZ"</b>						
Total monthly price for "XYZ" Location(A)	Total area square footage of "XYZ" (B)	Cost per square foot of "XYZ" ©		Square footage deleted from service @ "XYZ"	Reduction from monthly maintenance fee of "XYZ"	New monthly fee for "XYZ"
\$6,200	22,300	\$0.28		1,500	\$420	\$5,780

<b>Add Facility "XYZ"</b>						
Total monthly price for "XYZ" Location(A)	Total area square footage of "XYZ" (B)	Cost per square foot of "XYX" ©		Square footage deleted from service @ "XYZ"	Reduction from monthly maintenance fee of "XYZ"	New monthly fee for "XYZ"
\$6,200	22,300	\$0.28		1,500	\$420	\$6,620

Unusual or exceptional requirements for the janitorial work being added or deleted may affect the per square foot formula cost.

If appearance level requirements change for a particular area(s) during the term of awarded work, the County and awarded vendor may have the option of reducing or increasing the cost for the work. Under these circumstances, if fair and reasonable pricing adjustment is not obtained from the awarded vendor, the County may determine to obtain competitive bids for the affected facility(ies).

**2.29 PATENTS AND ROYALTIES**

2.29.1 The vendor, without exception, shall indemnify and save harmless the County and its employees from liability of any nature or kind, including cost and expenses for, or as a result of, any copyrighted, patented, or unpatented invention, process, or article manufactured by the vendor. The vendor has no liability when such claim is solely and exclusively due to the combination, operation, or use of any article supplied hereunder with equipment or data not supplied by vendor, or is based solely and exclusively upon the County's alteration of the article. The purchaser will provide prompt written notification of a claim of copyright or patent infringement.

2.29.2 Further, if such a claim is made or is pending, the vendor may, at its option and expense, procure for the purchaser the right to continue use of, replace or modify the article to render it non-infringing. (If none of the alternatives are reasonably available, the County agrees to return the article on request to the vendor and receive reimbursement, if any, as may be determined by a court of competent jurisdiction.) If the vendor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the

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solicitation prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

**2.30 LABOR, MATERIALS, AND EQUIPMENT SHALL BE SUPPLIED BY THE VENDOR**

Unless otherwise detailed in the competition documents, the vendor shall furnish all labor, materials, and equipment necessary for satisfactory performance. When not specifically identified in the technical specifications of the ITQ or competition documents, such materials and equipment shall be of a suitable type and grade for the purpose. All material, workmanship, and equipment shall be subject to the inspection and approval of the County.

**2.31 LEGAL REQUIREMENT FOR POLLUTION CONTROL**

It is the intent of these specifications to comply with the Miami-Dade County Pollution Control Ordinance as stated in Chapter 24 of the Miami-Dade Code. This ordinance is made a part of these specifications by reference and may be obtained, if necessary, by the vendor through (DERM), 701 NW 1 Court, Miami, Florida 33136, Telephone (305) 372-6789.

**2.32 LOCATION AND DESCRIPTION**

Unless otherwise specified in the competition documents, all square footage provided to vendor is approximate.

**2.33 WORK ACCEPTANCE**

All janitorial work performed as a result of an award related to this ITQ will be inspected by an authorized representative of the County. This inspection shall be performed to determine acceptance of work, performance and appropriate invoicing.

**2.34 PROTECTION OF PROPERTY**

All existing structures, utilities, services, roads, trees, shrubbery, etc., shall be protected against damage or interrupted services at all times by the vendor during the term of any awarded work. The vendor shall be held responsible for repairing or replacing property to the satisfaction of the County damaged by the vendor's operation and actions while performing work.

**2.35 GRATUITIES**

The vendor's employees shall not accept gratuities for any reason whatsoever from tenants or other persons, and the County may require removal from employment of any employee who accepts gratuities.

**2.36 LEGAL HOLIDAYS**

Unless otherwise stated in the competition documents, vendors will observe the same holidays as Miami-Dade County, with the exception of facilities that have State Agencies and where the State Agencies are working during County-only observed holidays.

Building Managers may authorize the vendor to work these holidays. A priced proposal for

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holiday work will be included in the competition documents. A separate invoice will be provided or a separate line item which identifies holiday work/price on the monthly invoice.

Legal Holidays, when most County buildings will be closed to the public, are as follows:

County Holidays:

New Year's Day	Martin Luther King's Birthday
Presidents Day	Memorial Day
Independence Day (Fourth of July)	Labor Day
Columbus Day	Veteran's Day
Thanksgiving Day	Friday after Thanksgiving Day
Christmas Day	

State Holidays:

New Year's Day	Martin Luther King's Birthday
Memorial Day	Independence Day (Fourth of July)
Labor Day	Veteran's Day
Columbus Day	Thanksgiving Day
Friday after Thanksgiving Day	Christmas Day

**2.37 AUTHORITY OF BUILDING MANAGER**

2.37.1 Auditing of the performance of work performed is vested wholly in the County Department's Building Manager who requested the service or as stipulated in the competition documents. The Building Manager shall have free access to the materials and the work at all times for monitoring and inspecting the work, and the vendor is to afford the Building Manager all necessary access to information and assistance for so doing.

2.37.2 The Building Manager will issue a decision on any and all questions which may arise as to the quality and acceptability of materials used, work performed, and as to the manner of performance and rate of progress of the work. The Building Manager will provide an interpretation of the specifications relating to the work and the fulfillment of the Invitation to Qualify on the part of both the vendor and the County.

**2.38 BUILDING MANAGER'S LOG**

Unless otherwise detailed in the competition documents, as soon as the vendor or his representative arrives at the building(s) to perform any and all work, he/she must sign the Building/Security or other log kept in a designated location. The same procedure shall be followed when work is completed, prior to leaving the building.

**2.39 BUILDING ACCESS**

2.39.1 Access to each building shall be as directed by the Building Manager. The vendor's employees are forbidden access to restricted areas, which are designated by the Building Manager.

2.39.2 Only authorized vendor's employees are allowed on the premises of Miami-Dade County buildings. The vendor's employees are not to be accompanied in the work

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area by acquaintances, family members, assistants, or any other person who is not an authorized vendor employee.

**2.40 BIO-HAZARDOUS WASTE**

The vendor is required, as part of its routine daily work, to clean, disinfect, decontaminate, and legally dispose of potentially infectious blood borne pathogen materials. Potentially infectious materials may include, but are not limited to, blood, urine, feces, semen, vomit, pleural fluid, saliva, needles, sharps, diapers, and other items and substances.

**2.41 COUNTY RIGHTS TO CORRECT DEFICIENCIES**

If any strike, boycott, picketing, work stoppage, slowdown, or other labor activity is directed against the vendor which results in the curtailment or discontinuation of services performed hereunder, the County shall have the right during said period to employ any means legally permissible to have the work performed. This shall include the use of the vendor's equipment.

**2.42 DISPUTES**

Appeals to decisions made by the Building Manager and/or the Building Services Administrator must be made in writing and directed to The Internal Services Department, Procurement Management Division for review and determination. The decision of the County as to the proper interpretation of the specifications shall be final and conclusive

**2.43 WORK SCHEDULE**

2.431.1 A complete work schedule by month for each service location shall be submitted to the Building Manager at the point of competition through the competition documents or upon notice of award for work.

2.43.2 A weekly work schedule containing name and floor assignments if applicable, of each employee shall be posted on a designated bulletin board on the date and time determined by the Building Manager in the facility to be serviced.

**2.44 DAILY REPORT**

The vendor shall keep on file and furnish to the Building Manager each day a report which includes the following:

- a. A list of names of all personnel present for work the previous day, showing shift-by-shift the positions filled by each person in the overall cleaning program and number of hours worked by each person, as certified by the vendor's time records.
- b. A list of projects completed the previous day, ready for inspection by the Building Manager.

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**2.45 UNAUTHORIZED WORK**

The vendor shall not be paid for any work performed outside the scope of the competition documents, or any work otherwise unauthorized.

**2.46 STORAGE/SPACE**

2.46.1 The vendor shall store supplies, materials and equipment in storage areas and custodial closets designated by the County. The vendor agrees to keep these areas neat and clean at all times and comply with applicable regulations. Space in the County's facility furnished to the vendor as storage space must be cleaned and maintained by the vendor to the satisfaction of the building management.

2.46.2 The vendor shall provide his own security for equipment, material and supplies kept in the storage area. The vendor shall not damage or misuse space. Space shall be kept locked when not in use.

2.46.3 The vendor may be provided an office space; the vendor must provide its own office equipment (including telephone and lines).

**2.47 EMPLOYEE FOOD SERVICE**

The vendor and its sub-vendors, if any, shall not be allowed to bring any food or beverage catering trucks, vending machines, or other serving equipment to County facilities.

**2.48 SOLICITING**

Soliciting of any kind is prohibited on County premises by vendor's employees. The vendor shall inform its employees of this policy prior to beginning any work awarded related to this ITQ and competition documents.

**2.49 KEY CHARGE (If applicable)**

2.49.1 The vendor shall sign for each key or electronic access control card issued to its employees. If the vendor loses a key/access card, it will be required to pay \$25.00 each for the cost of having duplicates made or changes in the security system.

2.49.2 If a breach of security results from the loss of keys, requiring that locks be re-keyed, a minimum additional charge of \$100.00 for each lock will be incurred by the vendor. If the loss requires that a lock be changed, the vendor shall reimburse the County for the cost of replacing the lock. These charges will be deducted from monthly payments made to the vendor.

2.49.3 Keys shall not be duplicated, except by the building staff or with explicit written consent from the Building Manager. Special markings are provided to monitor compliance.

**2.50 UNIFORMS**

2.50.1 All vendor employees, including supervisors, shall wear a distinctive, neat, and freshly laundered vendor uniform, which the vendor shall supply at no cost to the

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employee. The Building Manager may request removal of any employee not properly uniformed. Additional requirements may apply to some departments.

2.50.2 The vendor shall also ensure that such employees wear proper and neat-appearing footwear while working on premises. Uniform, including shoes, color and design, must be approved by the Building Managers of the facilities. Appropriate protective clothing, shoes and other safety equipment must be worn as required.

**2.51 BADGES (If applicable)**

2.51.1 The vendor's employees shall wear identification badges at all times. Vendors shall provide identification badges for each employee, showing the employee's picture, name, signature, company name/logo and expiration date. New or temporary employees may wear temporary badges.

2.51.2 Some buildings may require a County-issued badge in addition to the company badge. There will be a charge of approximately \$50.00 each for these badges (paid for by the vendor). In some cases, building security will not allow employees to pass without its County-issued badge.

**2.52 SECURITY**

The vendor and vendor personnel shall abide by all County security procedures, rules and regulations established at the premises, and shall cooperate with County security personnel. Vendor must disclose any knowledge of an arrest of a vendor's employee for any reason to the County within 24 hours.

Unless otherwise specified in the ITQ or competition documents, prior to beginning service, all janitorial personnel, including porters, must present a nationwide law enforcement/police background check. The vendor shall provide the building manager, at the vendor's expense, a nationwide law enforcement/police background check from a reputable company or Agency qualified to perform such background checks of each prospective vendor personnel prior to the personnel's start of service. Thereafter and upon the County's request, additional background checks may be requested by the Building Manager to maintain the integrity of the workforce assigned to a site. Based on the results of the background checks and at the sole discretion of the County, any vendor personnel may be barred from working in sensitive areas.

**2.53 SCAVENGING**

Scavenging by any of the vendor's personnel is prohibited, and the Building Manager may require removal from employment of any employee who scavenges.

**2.54 RESPONSIBILITY FOR SUB-CONTRACTORS**

A sub-contractor is a third party individual or company hired by a primary awarded County vendor under this ITQ and related competition documents to perform work or tasks assigned by the primary vendor.

2.55.1 Nothing contained in the specifications or solicitation documents shall be construed as creating any contractual relationship between any sub-contractor and the County.

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The vendor shall be fully responsible to the County for acts and omissions of the sub-contractor provided by the primary vendor.

2.54.2 Primary vendors are responsible for the performance of its selected sub-contractor.

2.54.3 In general, the primary vendor shall be held responsible for ensuring that sub-contractors comply with all terms and conditions and requirements of this Invitation to Qualify and competition documents.

**2.55 VENDOR'S SITE SUPERVISORS**

2.55.1 Vendor's Site Supervisors shall be literate and fluent in the English language for reading chemical labels, job instructions, signs and for conversing with management and County personnel, as necessary. Site Supervisors shall carry cell phones so that they can be contacted immediately by the Building Manager or his designee.

2.55.2 Site Supervisors shall be responsible for ensuring the competency of custodial personnel under his/her direct supervision. Site Supervisors shall be fully knowledgeable of the terms and specifications of the work to be conducted. The vendor and Site Supervisor are responsible for providing instruction, orientation and on-the-job training of new personnel, as well periodic in-service training. Site Supervisor shall be responsible for ensuring the work is carried out in accordance with specifications and County requirements.

2.55.3 Vendor must have supervision at the facilities where work is being performed at all times. If the Site Supervisor is absent, Building Manager must be notified at the start of the day and the vendor shall provide a replacement who is competent and has been given the authority to carry out the duties of the Site Supervisor.

**2.56 REPORTING BY VENDOR'S SUPERVISORS**

All Site Supervisors shall, on a daily basis, actively seek out and immediately report to the Building Manager, upon discovery, any needed repairs to the building fixtures, mechanical equipment, etc., or items of a critical, priority, or emergency nature in any area where janitorial work is performed.

**2.57 EQUIPMENT, MATERIALS AND SUPPLIES**

2.57.1 The vendor shall be responsible for furnishing all equipment, materials, including but not limited to, all janitorial supplies, such as toilet tissue, toilet seat liners (including dispenser), hand towels (c-fold or roll), soap, plastic bags, umbrella bags (including dispensers), chemicals, and all other products and equipment necessary to comply with the specifications and requirements of the ITQ and competition documents. All paper products and bag liners shall be made of recycled materials.

2.57.2 Samples of all materials and supplies with appropriate Material Safety Data Sheets (MSDS) shall be furnished to the Building Manager or designated staff, when requested during the evaluation for pre-qualification, as well as during the term of any awarded work.

2.57.3 Any item substituted during the term of the solicitation for any product previously approved shall be submitted to Building Manager for approval prior to use.

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**2.58 EMERGENCY SERVICES**

Unless otherwise detailed in the competition documents, regular working hours are Monday through Friday from 8:00 AM to 5:00 PM.

Emergency services or work is considered any unforeseen unanticipated work not listed in this ITQ or the competition documents. For the purpose of this clause, response time will mean “on-site and prepared to work”.

The successful vendor shall provide 24 hours, 7 days a week Emergency Service to the County under the ITQ or competition documents. During regular working hours, emergency response time shall be within one (1) hour after verbal notification later confirmed in writing by the Site Manager. During other than regular working hours, the emergency response time shall be within two (2) hours after notification by the County.

2.58.1 Water damage - In case of any emergency condition involving water leakage or flooding in a building or other occurrences requiring immediate correction, under regular working hours, the vendor shall divert its workforce or such part thereof as is necessary, from its original assigned duties to meet the condition. If rugs require shampooing, coordination will be done to have this action performed no later than 48 hours after emergency has been corrected.

Emergency work as described in this section includes, but is not limited to, cleaning to control, prevent, and or mitigate the spread of disease by utilization of best management practices and implementation of all Workplace Guidance from the Center for Disease Control. An example of the cleaning regimen required is the current Workplace Guidance for the prevention of Novel Influenza A (H1N1), available at:

<http://www.cdc.gov/h1n1flu/guidance/workplace.htm>

When the employees are no longer needed for the emergency work, they shall be directed by the vendor to return to their normal work. No additional cost shall be charged to the County for the diversion of the vendor’s personnel from their normal work to the emergency work; however, allowances will be made for the diversion and the vendor will not be penalized if normal work has been impacted.

Under emergency conditions, personnel normally assigned to one building can be temporarily assigned to another building, even a building not normally maintained under this ITQ or competition document.

Any future cleaning beyond the initial emergency condition will be the vendor’s responsibility, unless the Building Manager authorizes billable project work.

2.58.2 Emergency work costs

- Work performed during regular working hours requiring additional personnel (beyond the diversion of the vendor’s personnel from other County sites) will be charged at the vendor’s regular hourly personnel wage rates, plus equipment rental and specialized products used to mitigate the specific emergency.
- Work performed after regular working hours will be charged at vendor’s regular hourly personnel wage rates and allowed an incremental per hour increase to pay for

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the actual overtime supplement paid to the vendor’s employee. Overtime will NOT be billed or paid at time and one half of the vendor’s quoted billable hourly rate. Overtime rate will be paid at the straight time billing rate plus the actual overtime increment paid to vendor’s employee for overtime work. See **example** below:

RATE PAID TO VENDOR BY COUNTY FOR STRAIGHT TIME	RATE PAID TO VENDOR BY COUNTY FOR OVERTIME	RATE PAID BY VENDOR TO ITS EMPLOYEE FOR STRAIGHT TIME	RATE PAID BY VENDOR TO ITS EMPLOYEE FOR OVERTIME TIME
\$16.00	\$22.50	\$13.00	\$19.50
	(OT INCREMENT:\$6.50)		(OT INCREMENT: \$6.50)

If overtime is approved, payroll records detailing the vendor’s employee(s) hourly rate must accompany the invoice in order for the invoice to be paid.

- The County may pay for equipment rental and any specialized products used to mitigate the specific emergency that are not normally used during the day to day janitorial services provided by the vendor. Building Managers will determine what products and/or equipment are necessary and fall outside the standard required for normal janitorial services.
- Regular working hours per facility will be detailed in the competition documents.
- All personnel and position types (ie. porter, worker, etc.) that are requested and are invoiced per hour must be approved by the Building Manager prior to the assignment for emergency work.

**2.59 MIAMI-DADE COUNTY LIVING WAGES SUPPLEMENTAL GENERAL CONDITIONS  
(When permitted by funding source)**

2.59.1 Vendors providing a covered service are advised that the provisions of Section 2-8.9 of the Code of Miami-Dade County (Code) as amended by Ordinance [Governing Legislation], will apply to any solicitation(s) awarded pursuant to this ITQ or issuance of a GASP/Permit or other Service Solicitation agreement by Miami-Dade County. By submitting a bid pursuant to these specifications, a vendor is hereby agreeing to comply with the provisions of Section 2-8.9, and to acknowledge awareness of the penalties for non-compliance. A copy of this Code Section may be obtained online at [www.miamidade.gov](http://www.miamidade.gov).

2.59.2 This Supplemental General Condition is organized with the following sections:

- a. Definitions
- b. Minimum Wages and Posting of Information.
- c. Liability for Unpaid Wages; Liquidated Damages; Withholding
- d. Payrolls, Records and Reporting
- e. Sub solicitations
- f. Complaints and Hearings; Solicitation Termination and Debarment

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a. DEFINITIONS

- a. "Administrative hearing officer" means a qualified arbitrator appointed by the County Manager to resolve disputes arising from the enforcement of the Living Wage Ordinance.
- ii. "Applicable department" means the County department(s) using the service solicitation.
- iii. "Complaint" means any written charge/allegation presented to the Compliance Officer alleging a practice prohibited by the Ordinance.
- iv. "Compliance officer" means the County Manager or his/her designee to review compliance with the Governing Legislation or Living Wage Ordinance and the Administrative Order.
- v. "Competition documents, RFQ, RFQ documents or contract" means an agreement for specific services at a location or locations covered by the Living Wage Ordinance involving the County or Public Health Trust, or approved by the County, the Procurement Director or his/her designee, or the Public Health Trust or a Permit or Lease agreement with Miami-Dade County Aviation Department.
- vi. "Solicitation officer" means the Department of Procurement Management and Public Health Trust staff or any other County personnel responsible for issuing County service solicitations.
- vii. "County" means the government of Miami-Dade County or the Public Health Trust.
- viii. "Covered employee" means anyone employed by any service vendor, as further defined in County Code Section 2-8.9, either full or part time, as an employee with or without benefits that is providing covered services pursuant to the service vendor's solicitation with the County.
- ix. "Covered employer" means any and all service vendors and sub-vendors of service vendors providing covered services. Service vendor is any individual, business entity, corporation (whether for profit or not-for-profit), partnership, limited liability company, joint venture, or similar business that is conducting business in Miami-Dade County or any immediately adjoining county and meets the following criteria:
  - (1) the service vendor is paid in whole or in part from the County's general fund, capital projects funds, special revenue funds, or any other funds either directly or indirectly, for solicitation covered service whether by competitive bid process, informal bids, requests for proposals, some form of solicitation, negotiation, or agreement, or any other decision to enter into a contract; and

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- (2) the service vendor and any sub-vendor is engaged in the business to provide covered services either directly or indirectly for the benefit of the County; or
- the service vendor is a Permittee or otherwise provides any of the covered services defined herein at any Miami Dade County Department facility including Miami International pursuant to a permit, lease agreement or otherwise.
- x. Covered services are services purchased by the County that are subject to the requirements of the Living Wage Ordinance which is one of the following:
- (1) County Service Contracts awarded by the County that involve a total solicitation value of over \$100,000 per year for the following services:
- (i) food preparation and/or distribution;
  - (ii) security services;
  - (iii) routine maintenance services such as custodial, cleaning, refuse removal, repair, refinishing and recycling;
  - (iv) clerical or other non-supervisory office work, whether temporary or permanent;
  - (v) transportation and parking services including airport and seaport services;
  - (vi) printing and reproduction services; and,
  - (vii) landscaping, lawn and/or agricultural services.
- xi. “Debar” means to exclude a service vendor, its individual officers, its principal shareholders, its qualifying agent or its affiliated businesses from County solicitation and sub solicitation for a specific period of time, not to exceed five (5) years, pursuant to section 10-38 of the Code of Miami-Dade County.
- xii. “Living wage” means the minimum hourly pay rate with or without a health benefit plan as further described in Section 2-8.9 of the Code of Miami-Dade County and as indexed from year to year.
- xiii. “Living Wage Commission” means a fifteen person advisory board established by the County Commission for the purpose of reviewing the effectiveness of the Living Wage Ordinance, reviewing certifications submitted by covered employers, reviewing quarterly reports on complaints filed by employees and making recommendations to the County Mayor and Commission.
- xiv. “Project manager” means the person assigned under a solicitation, usually a department director of the using agency or his/her designee, who has primary responsibility to manage the solicitation and enforce solicitation requirements.

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b. MINIMUM WAGES AND POSTING OF INFORMATION

- i. All covered employees providing covered services shall be paid a living wage in accordance with the current rate for the given year in the manner provided for herein for the adjustment of the Living Wage rate. When the covered employer seeks to comply with the Code by choosing to pay the wage rate applicable when also providing a qualifying Health Benefit Plan, such health benefit plan shall consist of a per hour contribution towards the provision of a Health Benefit Plan for employees and, if applicable, its dependents in accordance with the current rate for the given year. Proof of the provision of such a health benefit plan must be submitted to the awarding authority to qualify for the wage rate for employees with a health benefit plan.
- ii. The minimum amount of payment by a Service Vendor for the provision of a Health Benefit Plan on a per-hour basis will be calculated based on a maximum of a 40-hour work week. Overtime hours will not require additional payments towards the provision of a health benefit plan. If the service vendor pays less than the required amount for provision a health benefit plan provided in this section, then the service vendor may comply with the Living Wage requirements by paying the difference between the premium it pays for the health benefit plan of the Covered Employee and the minimum amount required by this section for a qualifying health benefit plan. The service vendor may require that all employees enroll in a health benefit plan offered by the service vendor, provided that the employee is not required to pay a premium contribution for employee-only coverage. Health Benefit Plan for purposes of this section shall qualify if it includes the benefits contained in a standard health benefit plan meeting the requirements set forth in §627.6699(12) (a) Florida Statutes.
- iii. To the extent a Covered Employer seeks to pay the lower Living Wage rate for employers providing a qualifying Health Benefit Plan during the initial eligibility period applicable to new employees, the Living Wage requirement may be complied with as follows during the eligibility period:
- iv. A Covered Employer may only qualify to pay the Living Wage rate applicable to employees with a Health Benefit Plan for a term not to exceed the first ninety (90) days of the new initial employee's eligibility period, said term commencing on the employee's date of hire.
- v. If the Covered Employee is not provided with a qualifying Health Benefit Plan within ninety (90) days of initial hire, then the Covered Employer, commencing on the ninety-first (91) day of the new employee's initial eligibility period, must commence to pay the applicable Living Wage rate for Covered Employees without a Health Benefit Plan and must retroactively pay the Covered Employee the difference between the two Living Wage rates for the term of the eligibility period.
- vi. Pursuant to Section C of County Code Section 2-8.9, the Living Wage rate must be annually indexed based on the Consumer Price Index (CPI) calculated by the U.S. Department of Commerce as applied to the County of Miami-Dade.

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- vii. Covered employees shall be paid by company or cashier's check, not less than bi-weekly, and without subsequent deduction or rebate on any account. The covered employer shall pay wage rates in accordance with federal and all other applicable laws such as overtime and similar wage laws.
  - viii. Covered employers must post in a visible place on the site where such solicitation work is being performed, a notice specifying the (1) wages/benefits to be paid; (2) the amount of liquidated damages for any failure to pay such specified combined overall hourly wage rate and benefits; and (3) the name and address of the responsible official in Miami-Dade County to whom written complaints should be sent. Posting requirements will not be required where the employer prints the following statements on the front of the covered employee's paycheck and every six months thereafter: "You are required by Miami-Dade County law to be paid at least [insert applicable rate under this Chapter] dollars an hour. If you are not paid this hourly rate, contact your supervisor or a lawyer." All notices will be printed in English, Spanish and Creole. Any complaints of underpayment must be filed in writing with the Director of the Department of Small Business Development, 111 Northwest First Street, 19th Floor, Miami, FL, 33128, (305) 375-3134.
  - vix. Covered employers must refrain from terminating or otherwise retaliating against an employee performing work on the solicitation even though a complaint of practices has been filed by the employee or other investigative or enforcement action is being taken regarding such service vendor.
- c. **LIABILITY FOR UNPAID WAGES; PENALTIES; WITHHOLDING**
- i. In the event of any underpayment of required wage rates, the vendor may be liable to the underpaid employee for the amount of such underpayment within thirty (30) days of the findings of violation. Covered employers found to be in violation of the requirements of Section 2-8.9 may also be required to pay liquidated damages of up to \$500 to the County for each employee of the covered employer who performs any portion of the solicitation work for each week, or portion thereof, that is paid less than the specified applicable living wage rate. Request for appeals of violations must be filed in writing with the compliance officer within ten (10) days of receipt of the violation.
  - ii. Any wages not collected by underpaid employees shall be remitted, by the employer responsible for paying the wage debt, to the Department of Small Business Development (SBD) for depository into the SBD Trust Fund. Proceeds from the "Trust Fund" shall be held for one (1) year and if not claimed by the underpaid employee, shall be transferred to the State of Florida.
  - iii. The County may withhold from a service vendor any moneys payable on account of work performed under the solicitation, such sums as may be determined to be necessary to satisfy any liabilities for unpaid wages and penalties as provided herein. In order to preserve the rights of the affected workers under Section 2-8.9, the project manager may withhold or cause to

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be withheld from the service vendor under this agreement so much of the accrued payments or advances as may be considered necessary to pay employees of the covered employer the full amount of wages required by the solicitation. In the event of failure to pay any covered employee, employed or working on the project, all or part of the wages required by the solicitation, the project manager may, after written notice to the service vendor, take such action as may be necessary to cause the suspension of any further payment, until such violations have ceased. The withheld monies shall be remitted to the covered employee only in accordance with the provisions of Section 6, "Complaints and Hearings; Solicitation Termination and Debarment".

- iv. In addition to the payment of penalties and back wages, repeat offenders may be debarred from doing business with the County for a period of up to five years and/or have its contract(s) terminated.
- v. A covered employer who fails to respond to a notice of non-compliance, fails to attend a Compliance Meeting, or who does not timely request an administrative hearing from an adverse compliance determination made by DBD after a Compliance Meeting shall be deemed not to have complied with the requirements of this section as stated in the notice or determination of non-compliance. Once the determination is made by DBD, the notice or determination of non-compliance will stand. In the case of underpayment of the Living Wage required, an amount sufficient to pay any underpayment shall be withheld from contract proceeds and remitted to the employee and the covered employer may be fined the applicable penalty for such underpayment as follows. In the case of underpayment of the required Living Wage rate, the amount equal to the amount of such underpayment may be withheld from the covered employer and remitted to the employee and in addition, the covered employer may also be fined for such non-compliance as follows:
  - (1). For the first underpayment, a penalty in an amount equal to 10% of the amount;
  - (2). For the second underpayment, a penalty in an amount equal to 20% thereof;
  - (3). For the third and successive underpayments, a penalty in an amount equal to 30% thereof;
  - (4) A fourth violation shall constitute a default of the subject ITQ and may be cause for suspension or termination in accordance with the ITQ's terms and debarment in accordance with the debarment procedures of the County.
- vi. Monies received from payment of penalties imposed hereunder shall be deposited in a separate account and shall be utilized solely to defray DBD's costs of administering the Living Wage provisions. If the required payment is not made within a reasonable period of time, the non-complying Covered Employer and the principal owners thereof shall be prohibited from bidding on or otherwise participating in County Living Wage solicitations for a period of three (3) years.

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d. PAYROLL; RECORDS; REPORTING

- i. Each covered employer shall maintain payrolls for all covered employees and records relating thereto and shall preserve them for a period of three (3) years. The records shall contain: the name and address of each covered employee, the job title and classification, the number of hours worked each day, the gross wages earned and deductions made; annual wages paid; a copy of the social security returns and evidence of payment thereof; if applicable, a record of health benefit payments including contributions to approved plans; and any other data or information the Living Wage Commission or compliance officer should require from time to time.
- ii. The service vendor shall provide a certificate to the applicable department, with every invoice or requisition for payment, that includes the name, address, and phone number of the covered employer, a local contact person, and the specific project for which the service contract is sought; the amount of the contract and the applicable department the contract will serve; a brief description of the project or service provided; a statement of the wage levels for all employees; and a commitment to pay all employees a living wage as set forth in the ITQ and competition documents specifications; and the name and social security number of every employee that provided service for that requisition for payment.
- iii. The covered employer shall submit the information required hereunder every six (6) months, to the applicable department a complete payroll showing the employer's payroll records for each covered employee working on the contract for covered services for one payroll period.
- iv. The covered employer shall file with the applicable department, every six months, reports of employment activities to be made publicly available, including: race and gender of employees hired and terminated; zip codes of employees hired and terminated; and wage rates of employees hired and terminated.
- v. The covered employer shall make the records required to be kept hereunder available for inspection, copying or transcription by an authorized representative of the County, and shall permit such representative to interview employees during working hours on the job. Failure to submit the required reports upon request or to make records available may be grounds for debarment. The service vendor is responsible for the submission of the information required hereunder and for the maintenance of records and provision of access to same by all sub-vendors.

e. SUBSOLICITATIONS

The service vendor shall insert in any subcontracts the clauses set forth in paragraphs (a) through (f) of this provision and also a clause requiring the sub-vendors to include these clauses in any subcontracts. The service vendor shall be responsible for compliance by any sub-vendor with the clauses set forth in paragraphs (a) through (f) of this provision.

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- f. PROCEDURES FOR APPEAL THROUGH ADMINISTRATIVE HEARING OFFICER PROCESS; CONTRACT TERMINATION AND DEBARMENT
- i. Appeals of findings of violation and imposition of penalties by the compliance officer shall be heard by an administrative hearing officer. Upon the receipt of a written appeal, the compliance officer shall notify the County Manager in writing and the County Manager shall appoint an administrative hearing officer and set a time for an administrative hearing. Failure to appeal within the specified time shall be considered a waiver of the appeal process provided for in Section 3.A and an admission of the complaint/violation.
  - ii. Notification of hearing date shall be served by the compliance officer upon the covered employer against whom the complaint is made within ten (10) working days of the appointment of the administrative hearing officer. Such notice shall be by certified mail, return receipt requested. Such notice shall include:
    - 1) A copy of the written complaint, including reasons and causes for the proposed administrative hearing outlining alleged prohibited practices upon which it is based;
    - 2) The penalties assessed;
    - 3) That an administrative hearing shall be conducted before an administrative hearing officer on a date and time not to exceed thirty (30) business days after service of the notice. The notice shall also advise the covered employer that they may be represented by an attorney, may present documentary evidence and verbal testimony, and may cross-examine or rebut evidence and testimony presented against them; and,
    - 4) A description of the effect of the issuance of the notice of the proposed administrative hearing and the potential effect(s) of this administrative hearing.
  - iii. The compliance officer or his/her designee shall, with the assistance of the project manager, present evidence and arguments to the administrative hearing officer.
  - iv. No later than seven (7) days prior to the scheduled hearing date, the covered employer must furnish the compliance officer a list of the defenses the covered employer intends to present at the administrative hearing. If the covered employer fails to submit such list, in writing, at least seven (7) days prior to the administrative hearing, or fails to seek an extension of time within which to do so, the covered employer shall be deemed to have waived the opportunity to be heard at the administrative hearing. The administrative hearing officer shall have the right to grant or deny an extension of time, and the decision may only be reviewed upon an abuse of discretion.
  - v. Hearsay evidence shall be admissible at the administrative hearing, but shall not form the sole basis for finding a violation of Section 2-8.9. The administrative hearing shall be transcribed, taped or otherwise recorded by a court reporter, at the election of the administrative hearing officer and at the expense of the County. Copies of the hearing tape or transcript shall be

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furnished at the expense and request of the requesting party. The cost of such transcription may be assessed, by the hearing officer, against a service vendor that has been found to violate Section 2-8.9.

- vi. In addition to the payment of penalties and back wages, the County Manager may debar, for a period not to exceed three (3) years, a service vendor or sub-vendor and the principal owners and/or qualifying agents thereof found to have violated the requirements of Section 2-8.9 a second time. If the County Manager determines a covered employer failed to comply with these provisions a fourth time, the non-complying covered employer's service contract with the County may be terminated.
- vii. The County Manager may order the withheld amount equal to any underpayment remitted to the employee. In addition, the County Manager may order payment of a penalty to the County. If the required payment is not made within a reasonable period of time, the County Manager may order debarment as described above.
- viii. A breach of the clauses contained in this Supplemental General Condition shall be deemed a breach of this ITQ and spot market contract/Permit or Lease Agreement and may be grounds for termination of the contract, Permit or Lease Agreement and grounds for debarment, and any other remedies available to the County.

**2.60 MIAMI-DADE HOUSING EXEMPTION TO CERTAIN CLAUSES (Only applies to MDHA competition documents)**

The Invitation to Qualify may be accessed by the Miami Dade Housing Agency (MDHA). As a Federally-funded agency, certain clauses within this ITQ do not apply to that Department's allocation:

Section 1 Paragraph 1.10 (Local Preferences), Section 1 Paragraph 1.26 (Office of Inspector General), Section 2 Paragraph 2.2 (Small Business Solicitation Measures), and Section 2 Paragraph 2.21 (County User Access Program-UAP).

**2.61 MIAMI-DADE HOUSING MINIMUM WAGES BASED ON THE DAVIS BACON ACT (Applies to MDHA work only)**

Since this Invitation to Qualify is being processed in conjunction with federal funding, the wage rate paid to all classifications of employees of the vendor for the work under this ITQ shall not be less than the prevailing wage rates for similar classification of work in Dade County, Florida, as established in the Federal Area Wage Decision by the United States Department of Labor. Additionally, all federal regulations and statutes adopted by U.S. Department of Labor as a result of the Davis Bacon Act shall prevail during the term of this term of this ITQ.

Vendor(s) shall comply with the regulations of the Davis Bacon Act, pay wages in accordance with the act, submit to the County certify copies of its payroll whenever requested, allow the County to performs interviews to its work force and allow the County to inspect its payrolls as it may deem necessary.

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The above agreement shall be used only when federal funds are utilized for specific project not exceeding \$50,000.00 each.

**2.62 MIAMI-DADE HOUSING SECTION 3 REQUIREMENTS (Only applies to MDHA competition documents)**

This Invitation to Qualify is a Section 3 covered activity and may be accessed by Miami-Dade Housing Agency (MDHA). Section 3 requires that job training, employment and solicitation opportunities be directed toward low and very-low income persons and to businesses that provide economic opportunities to those persons.

Vendor(s) are required to execute and submit Document 00400, "Section 3 Economic Opportunity and Affirmative Marketing Plan (Plan)", with the bid (see Appendix "B" and Attachment 1). An executed Plan document is the vendor's certification that he or she will take all necessary affirmative marketing steps required, in connection with each MDHA project award, to (a) meet Section 3 training and employment goals, where feasible, when filling vacant or new positions resulting from MDHA awards, and also seek to recruit qualified minorities and women to fill vacant or new positions resulting from MDHA awards, and (b) meet Section 3 sub solicitation goals and ensure small, minority and women sub-vendors are used (where sub solicitation is permitted).

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**3.01 SCOPE**

It is the intent of this Invitation to Qualify (ITQ) to identify and make available to the County qualified service providers for the purpose of providing janitorial services through Requests for Quote (RFQ) or Work Orders (WOPR) or other competitive solicitation methods that may be issued by the County utilizing this ITQ.

The successful vendor(s) to spot market competitions shall furnish all supplies, materials, equipment, machinery, tools, supervision, labor and services necessary to perform the work specified in this ITQ and competition documents. These responsibilities shall be carried out by the successful vendor through planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management required for optimizing services and support.

Vendor must establish a High Performance Cleaning Program within the first 30 days after being awarded work in accordance with USGBC, LEED 2009 or latest edition for Existing Buildings Operations and Maintenance, IEQ Credit 3.1. Vendor must provide Miami-Dade County with its Green Cleaning Policy in accordance with USGBC, LEED 2009 or latest edition for Existing Building Operations and Maintenance, IEQ Prerequisite 3.

**3.02 DEFINITION OF AREA SPECIFICATIONS**

**3.02.1 AUTO-SCRUB FLOORS**

Using appropriate methods and properly sized auto-scrub machine and following the manufacturer's directions, auto-scrub the area thoroughly ensuring areas are cleaned. Areas that machines cannot reach shall be properly cleaned manually. The chemical being used for cleaning shall be adequate for the specific job.

**3.02.2 ASBESTOS COMPOSITION FLOOR TILE CLEANING AND CARE**

Vendors must be knowledgeable of all Occupation Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA) regulations and shall comply with such regulations regarding the cleaning, maintenance and care of any asbestos type flooring or materials found in County buildings. Vendors shall meet with the Building Manager prior to the start of work in any facility to identify these areas. It shall be the responsibility of the vendor to ensure that cleaning methods and products are appropriate and are in compliance with OSHA and EPA regulations.

Below are some examples of basic cleaning protocols for asbestos flooring:

- a. Wet mop with a solution of water and approved stripper or germicidal detergent according to label directions.
- b. Do not permit floor traffic on area cleaned by wet mopping, until a minimum of three (3) coats of wax finish has been applied, and the surface has completely dried.
- c. Under no circumstances will floor scrubbing machines be used on asbestos composition flooring.

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- d. No abrasive pads or doodle bugs, hand held or otherwise, are to be used on asbestos composition flooring.
- e. All work to be performed shall comply with all Federal, State, Local, and Department of Environmental Regulations Management (DERM) regulations.

**3.02.3 CARPET CLEANING AND SHAMPOOING**

Vacuums must be certified by the Carpet and Rug Institutes (CRI) Seal of Approval or older Green Label testing program. In addition, vacuums must operate at sound levels less than 70 decibels.

Carpet extractors used for deep cleaning must also achieve CRI's Seal of Approval certification. If equipment is battery operated, gel batteries are preferred. Machines must be "ergonomically designed to minimize vibration, noise and user fatigue."

To achieve Green Seals GS-37 certification, ingredients in carpet chemicals, as well as their fragrances, must be non-toxic and non-corrosive, must not contain carcinogens or reproductive toxins and cannot deplete the ozone layer. In addition, the product needs to have a pH between 3 and 10 and perform as well or better than a conventional carpet chemical.

For EcoLogo's standard, products must meet stringent standards for toxicity, toxic chemicals and biodegradability. Similar to Green Seal, products cannot be corrosive, or carcinogenic. They cannot be formulated with propellants, halogenated solvents, fluorescent dyes or microbicides and must also be readily biodegradable.

**3.02.4 CARPET EXTRACTION**

Carpet extractions must be performed in a manner to maintain carpets at appropriate levels of cleanliness. For proper job performance, it is recommended that an approved vacuum is used before a Carpet Extraction project is to be performed. Removing dirt and soils that are easily removed while the carpet is still dry can ensure that the carpet extraction project is more effective.

**3.02.5 CLEAN WHITEBOARDS & TRAYS**

Whiteboards and trays must be properly cleaned and all marks erased. Any solution that properly cleans and does not damage the material is acceptable.

**3.02.6 CLEAN/DISINFECT SHOWER ROOM WALLS, SHOWER FIXTURES, FLOORS**

All shower room walls, shower fixtures, shower curtains and doors, hand rails, and floors must be properly cleaned and disinfected so as to maintain proper levels of cleanliness. All areas must be mold and fungus free.

**3.02.7 CLEAN AND DISINFECT TOILET BOWLS AND URINALS**

Using appropriate methods, clean and disinfect all toilet seats and toilet bowls as well as all surrounding areas to achieve level of cleanliness. All areas must be mold and fungus free.

Cleaning method and products must kill germs, bacteria and viruses.

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A non-abrasive disinfectant must be used on the toilet seat, lid, pipes, valves, and outside of the bowl after cleaning is complete.

**3.02.8 CLEAN DRAINS and STRAINERS**

Using appropriate methods, thoroughly clean all drains and strainers. Following the manufacturer's dilution instructions, pour a prescribed quantity of disinfectant into the drain. For Trench drains, make sure that drain is draining freely and there is no standing water for mosquitos to breed. If standing water is found, immediately report it to the Building Manager.

**3.02.9 CLEAN ENTRANCE MATS**

Entrance mats are replaced weekly through a vendor on another contract. Cleaning of these mats between pickups is the responsibility of the janitorial vendor awarded any work under this ITQ. Using appropriate methods, thoroughly clean and dry all mats to maintain appropriate level of cleanliness.

**3.02.10 CLEAN LOCKERS and BENCHES**

All lockers and benches must be thoroughly cleaned to maintain appropriate level of cleanliness. There must not be damage to finishes or structures due to the use of harsh chemicals or scrubbers.

**3.02.11 CLEAN PUBLIC TELEPHONES AND INTERCOM STATIONS**

All public phones and intercom stations must be appropriately cleaned to achieve proper level of cleanliness. Telephone handsets and phone cradles must be clean with an appropriate disinfectant. Depress the cradle buttons so that the line is not busy while cleaning. Intercom stations should be dusted and dry cleaned.

**3.02.12 CLEAN SINKS (Laboratory)**

Employing all Personal Protective Measures (PPE) required by applicable regulations, remove any debris and flush sink thoroughly in accordance with laboratory practices and procedures. Clean and disinfect with proper chemicals to achieve proper level of cleanliness.

**3.02.13 CLEAN SPILLS**

Clean spills as they are found or reported. Care should be taken to ensure that all spills be cleaned off all surfaces.

**3.02.14 CLEAN WATER FOUNTAINS**

Using appropriate methods, thoroughly clean and disinfect all water fountains. Water fountain must be sprayed with descaler following recommended directions from the manufacturer. Wipe all surfaces of fixtures, clean, rinse and polish bright-work.

**3.02.15 DAMP MOP STAIRS AND LANDINGS**

Using appropriate methods, thoroughly clean all stairs and landing to achieve proper level of cleanliness.

**3.02.16 DEEP CLEAN**

Deep cleaning is required when a complaint comes from a tenant and an area requires a thorough cleaning from floor to ceiling. Tasks listed in the area type related to the area being deep cleaned will be followed as well as any other cleaning procedure that could

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effectively clean the area. Directions or special instructions from the Building Manager must be followed when this type of request is required.

**3.02.17 DUST BLINDS AND GENERAL DUSTING**

All dusting using appropriate methods must be done to achieve proper level of cleanliness. Dusting of interior areas should be accomplished in order to not raise dust into the air. When dusting in interior conditioned spaces, microfiber dusting systems are recommended.

**3.02.18 EMPTY TRASH AND RECYCLING CONTAINERS**

Carry trash or recycling container to cart and empty into proper container on cart. Liners need to be replaced in trash and commingled recycling containers that are being emptied. Commingled recycling material containers for cans, glass, and aluminum require a liner, where applicable. Waste containers require a liner. Paper recycling containers for mixed paper do not require a liner.

**3.02.19 ENTRANCES AND DOORWAYS**

All assignments which include entrances shall include thresholds and door frames and a distance of one (1) foot into the adjacent area.

**3.02.20 FLOOR CARE**

All floor stripping and refinishing shall be done at a time mutually agreed upon with the Building Manager (unless otherwise approved by the Building Manager, this type of work shall be done on nights and/or weekends). Floor refinish schedule shall be posted by the vendor in the Building Manager's office no less than ten (10) days prior to start of project.

**3.02.21 HORIZONTAL SURFACES**

Some tasks refer to Horizontal Surfaces and are meant to include all surfaces within a given area such as ashtrays, telephones, furniture, drinking fountains, fixtures, security equipment, etcetera.

**3.02.22 HOT ZONES**

Hot Zones are areas that are touched by people on a regular basis and therefore need to be cleaned and disinfected to reduce cross-contamination.

**3.02.23 MARBLE and STONE FLOOR CARE**

Marble and stone should be cleaned according to Green Seal GS-40 standards.

**3.02.24 POLICING OF AREA TO BE CLEANED**

Adequate vendor personnel must be provided to cover policing requirements. Policing of an area consists of supervisors or lead custodial staff walking an area identifying tasks that need to be completed before or during their next routine cleaning. Some tasks should be performed during the policing of the area. This consists of, but is not limited to:

- Removal of all visible litter such as paper, rubber bands, paper clips, chewing gum, etcetera
- Sweeping or vacuuming obvious soiled areas of floors
- Spot cleaning of unsightly soil from building surfaces (walls or floors), fixture and furniture surfaces
- Spot mop floor to remove liquids and unsightly soil

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- Empty trash and ash receptacles which may become filled prior to the next scheduled routine cleaning
- Refill paper towel, toilet tissue, and hand soap dispensers which may become depleted prior to the next scheduled routine cleaning.
- Remove carpet stains
- Empty, vacuum or exchange wet or ineffective entrance mats

**3.02.25 REARRANGE FURNITURE AS REQUIRED**

All furniture moved by the vendor's employees during the performance of the work shall be returned to its appropriate location. Additionally, all other furniture such as chairs and waste receptacles shall be returned to their appropriate location.

**3.02.26 REFILL PAPER DISPENSERS AND HAND SOAP DISPENSERS**

All dispensers shall be completely filled to the proper level. The paper supplies and hand soap shall be placed in the dispensers in accordance with the manufacturer's directions. Hand soap dispensers and adjacent surfaces shall be cleaned to remove spillage. All paper products shall be of recycled material. Paper and hand soap must be available in the required areas at all times.

**3.02.27 REMOVE CARPET STAINS**

Carpet stains need to be removed as quickly as possible to prevent them from getting ground into the carpet. Stains will be removed using appropriate methods to achieve proper level of cleanliness.

**3.02.28 REMOVE GRAFFITI**

Graffiti needs to be removed when seen. If graffiti cannot be removed by custodial staff then it must be immediately reported to Building Management.

**3.02.29 REPLACE OBVIOUSLY SOILED or TORN TRASH RECEPTACLE LINERS**

Any trash or recycle liner that is over half way full or shows signs of being soiled or torn should be replaced. Liners that have wet trash or are leaking in any way into their container or on the building surfaces need to be replaced and the container and/or area appropriately cleaned.

**3.02.30 SPOT CLEAN TRASH and RECYCLE CONTAINERS**

Spot cleaning of containers shall be completed when custodial staff empties the container and the container is noticeably dirty or grimy, or has an odor. Containers shall be clean at all times. Paper recycle containers under desks should not have liners of any kind.

**3.02.31 SPRAY BUFF/BURNISH FLOORS**

All spray buff and floor burnishing must be done using appropriate methods to achieve proper level of cleanliness.

**3.02.32 SWEEP or DUST MOP NON-CARPETED FLOORS**

All floors must be dust mopped using appropriate methods to achieve a proper level of cleanliness.

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**3.02.33 VACUUM CARPETED FLOORS**

Vacuum carpeted floors according to the area type and traffic. Large areas must be vacuumed on a set schedule to ensure they are maintained clean and dust free.

**3.02.34 VACUUM CARPET USING HEPA FILTERED VACUUM**

Carpets in areas where there are large amounts of paper or photocopying must be vacuumed using a HEPA filtered vacuum. Areas that have special functions involving dust particles of any kind or have received complaints from tenants on the Indoor Air Quality (IAQ) of an area should be vacuumed in an appropriate manner so as to not raise dust.

**3.02.35 VERTICAL SURFACES**

Some tasks refer to vertical surfaces; this is meant to include all surfaces within a given area such as walls (including baseboards), doors, windows, mirrors, vents, blinds, partitions, etcetera.

**3.02.36 WASTE REMOVAL**

All collected trash must be moved by the vendor to area(s) designated by the Building Manager. Recycled paper, cans, and bottles recovered from office areas may not be mixed with trash and should be placed in containers as directed.

**3.03 APPEARANCE LEVELS**

Miami-Dade County has identified five (5) levels of appearance utilizing the APPA, Custodial Staffing Guidelines for Educational Facilities. These levels follow the same standards, but, have been modified to meet the County's needs. Each "Area Type" has been assigned an Appearance Level. Liquidated Damages charges have been established to reflect damages that will be imposed on the vendor when an area falls below its assigned appearance level. Vendors are responsible for being proactive, and not reactive, when it comes to maintaining levels of cleanliness.

Unless otherwise specified in the competition documents, the following appearance levels are adopted to the detailed area types. It is the prerogative of any County department to assign a different appearance level to an area type of its choosing. If a department wishes to assign different levels of cleanliness to its respective area types, they will be detailed in the department's competition documents.

**Appearance Level 1 – High Profile Areas**

This level encompasses the highest profiled areas as well as the highest traffic portions of a facility. Restrooms, gyms, showers and locker rooms are included in this level because of its need of disinfectants and health concerns.

- All flooring shall be maintained so that no visible dirt and all surfaces are shiny and clean throughout the entire floor. Floor luster and protection shall be maintained according to the type of flooring and manufacturers recommendations.
- Carpet stains will be dealt with the same day that they occur.
- Baseboards will be clean and have no buildup of cleaning materials.
- Furniture will be cleaned according to the area type and shall at no time show dust, dirt, stains, or smudges. Furniture in these areas that are occupied must

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be cleaned at the request of the occupant in the area being cleaned. If an area cannot be cleaned because of ongoing work preventing the cleaning, building management must be notified to arrange for cleaning of the area.

- All vertical and horizontal surfaces will be cleaned and polished. There should be no accumulation of dust, dirt, streaks or smudges. Areas shall be cleaned in such a manner so as not to spread dust from one surface to another, or raise the dust into the air.
- Vendor shall provide products approved for the prevention of communicable diseases utilized to wipe down and disinfect commonly-touched surfaces.
- Restrooms, Locker Rooms, and Showers will be kept clean and disinfected at all times. There should be no buildup of dirt in and around the fixtures in these areas, and the fixtures themselves should be clean and polished.
- Trash and recycling containers shall be emptied and there should be no buildup of dirt or grime either on the inside or outside of the container. Wet trash will be emptied daily and shall not be left overnight. Paper recycling containers will not have any type of bag inside of them; and if wet trash has been thrown into this container, the container will be cleaned right away.
- Lights and air grills will be cleaned at regular intervals and shall never show a buildup of dust or dirt.
- Project work may be required to maintain these areas up to the standard of this level. Frequency of project work will depend on the area type, site conditions and traffic, floor material, proper maintenance, and proper application of finishes at the time Project work was performed. All project work must be scheduled and approved through the Building Manager.

**Appearance Level 2 - General Areas**

This level includes tenant traffic or limited public/visitor traffic areas. Also included are areas that need attention due to being susceptible to dust and dirt accumulation, or conditions that degrade the work environment's Indoor Air Quality (IAQ).

- All flooring shall be maintained so that no dirt is visible, and all surfaces are clean throughout the entire floor. Floor luster and protection shall be maintained according to the type of flooring and manufacturers' recommendations.
- Carpet stains that could result in permanent stains shall be cleaned when found or reported to the Building Manager. No stains will be allowed to be left so long as to become a permanent stain or to require the replacement of the carpet.
- Dirt, dust, spills, etc. that could result in an Indoor Air Quality (IAQ) problem or a pest problem will be dealt with the same day that they occur.
- Baseboards will be clean and have no buildup of dirt/dust or cleaning materials.
- All vertical and horizontal surfaces will be maintained so there is no visible accumulation of dust and dirt. Mild accumulation of dust, dirt will be acceptable over a two work day period, but never to the extent as to cause an IAQ problem. Streaks or smudges will be allowed unless in noticeable areas or until they become a problem to clean.
- Commonly-touched areas that are conducive to the spreading of germs and communicable diseases shall be wiped down with an approved disinfectant.

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- Areas shall be cleaned in such a manner so as not to spread dust from one surface to another, or raise the dust into the air.
- Furniture shall be cleaned on an as needed basis. Furniture in those areas that have work performed in them must be cleaned at the request of the occupant in the area being cleaned. If an area cannot be cleaned due to occupant(s) working in the area, Building Management must be notified so proper action can be taken to allow the cleaning of the area.
- Trash and recycle containers shall be emptied daily and there should be no buildup of dirt or grime either on the inside or the outside of the container. Wet trash will be emptied daily and shall not be left overnight. Paper recycling containers will not have any type of bag inside of them; and if wet trash has been thrown into this container, the container will be cleaned right away.
- Lights and air grills will be cleaned and shall never show a buildup of dust or dirt.
- Project work will be performed at the Building Manager's request or when the surfaces of the finish starts to show unusual wear. All project work must be scheduled and approved through the Building Manager.

**Appearance Level 3 – Low Traffic Areas**

Still within the conditioned space of the facility, but not visited by personnel on a regular basis. Frequencies of cleaning can be decreased due to the lack of personnel traffic and reduced occurrence of work being performed within these areas.

- All flooring shall be maintained, swept and kept so that there will be no IAQ or pest problems resulting from the dust and debris that may be left in the corners or hard to reach areas. Floor protection shall be maintained according to the type of flooring and manufacturers recommendations. Accumulation of dust and dirt will be allowable as long as they do not affect the IAQ of the area or the surrounding areas. Carpet stains that could result in an IAQ problem or a pest problem will be dealt with the same day that they occur. Other types of carpet stains will be dealt with within one week of the date of the occurrence or discovery. No stains will be allowed to be left so long as to become a permanent stain or require replacement of the carpet. Baseboards with dust or dirt will be allowed as long as they do not present an IAQ problem.
- All vertical and horizontal surfaces will be cleaned so as never to create an IAQ problem or a health problem in any way. Mild accumulation of dust, dirt may be acceptable over a couple of week day period, but never to the extent as to cause an IAQ problem. Streaks or smudges will be allowed unless they become a problem to clean or degrade the building surfaces in any way shape of form. Commonly touched areas that could assist in the spreading of communicable diseases should be cleaned with a disinfectant.
- Areas shall be cleaned in such a manner so as not to spread dust from one surface to another, or raise the dust into the air.
- Trash and recycle containers shall be regularly emptied and there should be no buildup of dirt or grime either on the inside or outside of the container. Wet trash will be emptied daily and shall not be left overnight. Paper recycling containers will not have any type of bag inside of them; and if wet trash has been thrown into this container, the container will be cleaned right away.

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- Lights and air grills will be cleaned so that they never show a buildup of dust or dirt. Special care should be taken to review the condition of these surfaces due to the reduced level of cleanliness on the other surfaces within these areas.
- Project work will be performed at the Building Manager's request or when the surfaces start to show unusual wear. All project work must be scheduled and approved through the Building Manager.

**Appearance Level 4 – Storage and Unconditioned Areas**

Rooms that are seldom used for its intended purpose, or areas used for storage of supplies that make it hard to clean around, and/or areas that fall inside the building envelope, but outside the conditioned portions of the building. Loading docks and garages, both within the building footprint and outside the building footprint fall under this appearance level.

- Flooring shall be maintained to an acceptable level of cleanliness so as not to affect the IAQ of the building or not violate any life/safety or health standards. Cleaning should be performed so that there is no excessive buildup of dust and dirt. Vacuuming of hard surfaces is recommended in these areas to allow custodial staff to get into cluttered areas or around stored materials. For garages, large vacuum sweepers are recommended and in some areas hosing down of the floor is permissible.
- All vertical and horizontal surfaces will be cleaned as to prevent infiltration into conditioned areas of the facility envelope. When inside conditioned space, mild accumulation of dust, dirt will be acceptable over a couple of week day period, but never to the extent as to cause an IAQ problem. Rooms with storage should be cleaned so that dust and/or debris do not fall on stored materials. Commonly touched areas that could assist in the spreading of communicable diseases should be wiped down with an approved disinfectant. If stored materials that fall outside the scope of this custodial solicitation require dusting vendor will inform the Building Manager so that arrangements can be made to have the stored materials cleaned.
- Trash and recycling containers shall be emptied regularly, and there should be no buildup of dirt or grime either on the inside or outside of the container. Wet trash will be emptied daily and shall not be left overnight. Paper recycling containers will not have any type of bag inside of them and if wet trash has been thrown into this container, the container will be cleaned right away.
- Lights and air grills will be cleaned at the intervals required in the area type and shall never show a buildup of dust or dirt.
- Project work will be performed at the Building Manager's request or when the surfaces start to show unusual wear. All project work must be scheduled and approved through the Building Manager.

**Appearance Level 5 – Hardscape Areas**

This appearance level falls outside the building envelope and covers the sidewalks, plazas, walkways, etc. Grounds that require maintenance and that fall outside the scope of work of the landscaping vendor.

- Most flooring in this level is concrete or exterior tiles. Most floors require pressure washing or auto scrubbing on riding scrubbers. Gum needs to be removed on a regular basis.

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- Pressure washing will be performed in such a manner as to not wash cleaning chemicals or any other substances that could adversely affect the local ecosystem by leaching into the underground, and/or down the storm water system. All codes and standards that relate to the stormwater or other drainage systems must be followed.
- Cleaning of surfaces that affect the health and safety of the public and personnel will be performed outside of operating hours of the facilities, so that the flow of traffic of employees and public into the facilities are not impaired in any way.
- Chemicals should be used that greatly reduce the exposure of building occupants and maintenance personnel to potentially hazardous biological and particle contaminants.
- Chemicals used for hardscape maintenance shall be minimal and, when necessary, should be based on products or practices that conserve water and utilize biodegradable, low-impact cleaning products
- All vertical and horizontal surfaces will be cleaned so that dust and/or dirt cannot be tracked or transferred airborne into the conditioned areas of the facility. Areas will be cleaned to a height of 72". All windows or windows that can be reached from a level surface will be cleaned all the way from top to bottom. Exterior windows that cannot be reached from a level surface shall be cleaned using proper equipment and considered project work.
- Trash and recycle containers shall be emptied regularly and there should be no buildup of dirt or grime either on the inside or outside of the container. Wet trash will be emptied daily and shall not be left overnight.
- Project work will be performed at the Building Manager's request or when the surfaces start to show unusual wear. All project work must be scheduled and approved through the Building Manager.

**3.04 ROUTINE WORK – TASKS PER AREA TYPE AND MAJOR CLEANING ACTIVITIES**

Tasks listed are indicative of each area type, but shall not be limited to the area type. Area types vary in characteristics and design. If the vendor deems additional tasks not listed below are needed to be performed in an area type to maintain an appearance, then they will be performed at no additional cost to Miami-Dade County.

Routine tasks do not represent all tasks that may be necessary to keep an area type clean. It shall be the vendor's responsibility to ensure that each area type is properly maintained.

After vendor's last shift completes work, all doors shall be locked and alarm systems restored. Any false alarm for which the County is fined directly due to vendor negligence shall be charged to the vendor.

Unless otherwise approved by the Building Manager, major cleaning activities shall be done on a weekend or some other extended time period when occupants will not be in the facility.

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**AREA TYPE: ATTENDANT BOOTHS (Appearance Level 3)**

Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Spot clean furniture, fixtures, walls, partitions and doors, etc.
Sweep or dust mop non-carpeted floors
Empty trash and recycling receptacles
Damp mop non-carpeted floors
Dust horizontal furniture surfaces
Remove gum and gum spots from all desks, chairs, finishes and floors
Dust building and furniture surfaces
Vacuum or brush all upholstered chairs
Deep clean entire area using proper methods
Wash all light fixtures lenses, air diffusers, and grilles
Wash trash and recycling containers

**AREA TYPE: AUDITORIUMS & ASSEMBLY AREAS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Spot clean furniture, fixtures, walls, partitions and doors, etc.
Remove carpet stains
Clean and disinfect Hot Zones
Clean Whiteboards and trays
Sweep or dust mop non-carpeted floors
Empty trash and recycling containers
Damp mop non-carpeted floors
Wipe clean all vertical surfaces
Dust horizontal furniture surfaces
Police, and clean all isles of debris
Remove gum and gum stains from all desks, chairs, finishes and floors
Clean public telephones and intercom stations
Completely vacuum carpet using a pile-lifter vacuum
Buff in appropriate areas using proper methods
Vacuum or brush all upholstered chairs
Wash all light fixtures lenses, air diffusers, and grilles
Wash trash and recycling containers
Strip and refinish floors in appropriate areas
Wash and scrub all washable wall coverings

**AREA TYPE: BUILDING AMENITY AREA (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Rearrange furniture as required
Spot clean all washable wall coverings
Clean and disinfect Hot Zones

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Empty trash, recycling receptacles
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter especially in planters
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Clean public telephones and intercom stations
Clean interior and exterior of all glass fronts
Dust horizontal and vertical surfaces
Maintain marble/granite/quarry tile floors
Damp wipe and polish finished wall surfaces
Wash all interior glass, including windows
Spray buff in appropriate areas using proper methods
Clean all baseboards
Clean polish metal surfaces
Wash and scrub all washable wall coverings
Strip and refinish floors

**AREA TYPE: COMPUTER MAINTENANCE WORK AREA (Appearance Level 3)**

Spot clean trash and recycling containers
Remove carpet stains
Spot clean furniture, fixtures, walls, partitions and doors, etc.
Empty trash and recycling containers
Damp mop non-carpeted floors
Replace obviously soiled or torn trash receptacle liners
Vacuum carpeted floors
Wipe clean all vertical surfaces
Dust horizontal furniture surfaces
Remove gum from all desks, chairs, finishes and floors
Completely vacuum carpet
Spray Buff in appropriate areas using proper methods
Wash all light fixtures lenses, air diffusers, and grilles
Wash trash and recycling receptacles
Strip and refinish floors in appropriate areas

**AREA TYPE: CONFERENCE ROOMS & MEETING ROOMS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Rearrange furniture as required
Remove carpet stains
Spot clean furniture, fixtures, walls, partitions and doors, etc.
Clean and disinfect Hot Zones
Clean Whiteboards and trays
Empty trash and recycling containers
Damp mop non-carpeted floors
Replace obviously soiled or torn trash receptacle liners
Wipe clean all vertical surfaces
Dust horizontal furniture surfaces

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Remove gum and gum stains from all desks, chairs, finishes and floors
Clean public telephones and intercom stations
Completely vacuum carpet
Vacuum or brush all upholstered chairs
Spray buff in appropriate areas using proper methods
Wash all light fixtures lenses, air diffusers, and grilles
Wash trash and recycling containers
Strip and refinish floors in appropriate areas
Wash and scrub all washable wall coverings

**AREA TYPE: CONTROL ROOMS & SECURITY ROOMS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean carpeted floors using appropriate method
Clean spills
Empty trash, and recycling containers
Remove carpet stains.
Vacuum carpet using heap filtered vacuum
Police area
Clean whiteboards and trays
Spot clean vertical and horizontal surfaces
Spot mop non-carpeted floors
Damp mop non-carpeted floors
Wash all interior glass
Dust horizontal and vertical surfaces
Spray buff in appropriate areas using proper methods
Wash all light fixture lenses, air diffusers and exhaust grilles.

**AREA TYPE: COPY AREAS & ROOMS (Appearance Level 3)**

Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean carpeted floors using appropriate method
Clean spills
Empty trash, and recycling containers
Vacuum carpet using hepa filtered vacuum
Police area
Spot mop non-carpeted floors
Damp mop non-carpeted floors
Dust horizontal surfaces
Dust vertical building surfaces
Spray buff in appropriate areas using proper methods

**AREA TYPE: CORRIDORS, ENTRIES, & FOYERS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Rearrange furniture as required

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Spot clean all washable wall coverings
Empty trash, recycling receptacles
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter especially in planters
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Clean public telephones and intercom stations
Replace obviously soiled or torn trash receptacle liners
Clean interior and exterior of all glass fronts
Dust horizontal and vertical surfaces
Completely vacuum carpet using a pile-lifter vacuum
Maintain marble/granite floors
Damp wipe and polish marble wall surfaces
Wash all interior glass, including windows
Spray Buff in appropriate areas using proper methods
Clean all vinyl baseboards
Clean polish metal door thresholds
Dust Blinds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip and refinish floors

**AREA TYPE: CORRIDORS (SECURE) (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling containers
Clean drinking fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter especially in planters
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Replace obviously soiled or torn trash receptacle liners
Dust horizontal and vertical surfaces
Completely vacuum carpet using a pile-lifter vacuum
Wash all interior glass, including windows
Spray buff in appropriate areas using proper methods
Clean all vinyl baseboards
Clean polish metal door thresholds
Dust Blinds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip and refinish floors

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**AREA TYPE: CORRIDOR (SERVICE) (Appearance Level 3)**

Spot clean trash and recycling containers
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling containers
Replace obviously soiled or torn trash receptacle liners
Clean public telephones and intercom stations
Dust horizontal and vertical surfaces
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean all vinyl baseboards
Clean polish metal door thresholds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings

**AREA TYPE: COURTROOMS & HEARING ROOMS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Dust horizontal building surfaces
Restock paper towel dispensers where provided
Empty trash and recycling containers
Clean and disinfect Hot Zones
Replace obviously soiled, torn and full trash receptacle liners
Clean Whiteboards and trays
Rearrange furniture as required
Spot clean horizontal and vertical surfaces
Police area - remove litter especially in seating areas
Damp mop non-carpeted floors
Sweep or dust mop non-carpeted floors
Clean and disinfect courtroom foyer
Clean and disinfect public seating area benches and railing
Clean and disinfect jury boxes and witness stands
Completely vacuum carpeted floors
Polish all built-in wood surfaces with appropriate furniture polish
Spray Buff in appropriate areas using proper methods
Wash trash and recycling containers
Vacuum all sound attenuation panels
Clean air diffusers and exhaust grilles using appropriate method
Wash and scrub all washable wall coverings
Wash all light fixture lenses

**AREA TYPE: DATA ROOMS/COMPUTER ROOMS (Appearance Level 3)**

Notes: These rooms are to be cleaned under County supervision only.
These rooms are to be locked at all times and are reserved for specific equipment, parts, and materials only. There are restrictions against storing any other items therein. Custodial personnel observing violations of this practice are to notify their supervisor or Building Manager's Office as soon as possible.

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Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Clean spills
Empty trash, recycling
Police area - remove litter especially empty boxes
Vacuum entire area using floor setting on vacuum
Carefully Damp mop area
Vacuum under raised floors

**AREA TYPE: DESIGNATED SMOKING AREAS (Appearance Level 5)**

<b>Hot zone 3.02.22</b>
Empty ashtrays and damp wipe, replace sand as required
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Hose-off floors
Remove graffiti
Clean up around designated smoking areas
Police area- before 7:30 AM & between 2:00 and 2:30 PM
Remove all gum and gum stains
Remove all stains caused from landscaping and pedestrian traffic
Empty all smoking urns
Power scrub all walkways and sidewalks using proper methods
Empty trash receptacles
Leaves must be removed from tree trunks
Clean exterior of all glass fronts
Police all solid debris using "Billy Goat" or compatible equipment
Dust vertical building surfaces and furniture, surfaces to a height of 72"

**AREA TYPE: ELEVATORS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Notes: INCLUDING THOSE IN THE GARAGES
Spot clean fixtures, walls, and doors, etc.
Police area and mop-up spills as required
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floor
Clean and disinfect Hot Zones
Clean all horizontal and vertical surfaces
Damp clean all elevator door frames and doors on each floor
Remove graffiti, labels, stickers, etc.
Remove all gum and gum stains
Vacuum clean elevator door tracks
Dust horizontal and vertical building surfaces
Polish metal surfaces
Polish wood surfaces with a spray polish
Clean elevator door tracks
Maintain elevators with marble/granite floors

**AREA TYPE: ELEVATORS (FREIGHT) (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot clean fixtures, walls, and doors, etc.

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Police and mop-up spills as required
Police area
Sweep or dust mop non-carpeted floors
Damp mop with a germicidal detergent
Vacuum clean elevator door tracks
Dust horizontal and vertical building surfaces
Damp clean all elevator door frames and doors on each floor
Remove graffiti, labels, stickers, etc.
Remove all gum and gum stains
Polish metal surfaces
Polish wood surfaces with a spray polish
Clean elevator door tracks
Maintain elevators with marble/granite floors

**AREA TYPE: ESCALATORS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Police and mop-up spills as required
Police area
Clean and disinfect Hot Zones
Clean exposed surfaces of escalator treads, risers and landings
Dust horizontal and vertical building surfaces
Remove graffiti, labels, stickers, etc.
Remove all gum and gum stains
Polish metal surfaces
Clean all adjoining wall surfaces
Sweep all stairs and risers using a power sweeper

**AREA TYPE: EXERCISE ROOMS & GYMS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Clean and apply a germicidal detergent to all common surfaces
Spot clean trash and recycling containers
Spot clean vertical and horizontal surfaces
Police area
Clean and disinfect Hot Zones
Clean water fountains
Clean washbasins and mirrors
Damp mop non—carpeted floors with a germicidal detergent
Clean all exercise equipment with recommended disinfectant.
Refill paper dispensers and soap dispensers, etc.
Spray buff.
Dust horizontal and vertical surfaces
Machine scrub and disinfect with a germicidal detergent
Clean drains and strainers
Wash all light fixture lenses
Clean all air diffusers and grilles using appropriate method

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**AREA TYPE: HARDSCAPE AREAS (Appearance Level 5)**

Notes: INCLUDES ALL PLANTERS, SIDEWALKS, CURBS, RAMPS, PATIOS, DECKS, STAIR LANDINGS, COURT YARDS, and PARKS
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Hose-off floors
Remove graffiti
Clean water fountains
Police area before 7:30 a.m. and between 2:00 and 2:30 PM
Remove all gum and gum stains
Remove all stains caused from landscaping and pedestrian traffic
Power scrub all walkways and sidewalks using proper methods
Empty trash receptacles
Clean drains and strainers
Using a powered leaf blower, blow leaves away from tree trunks
Clean exterior of all glass fronts on all entrances
Police all solid debris using "Billy Goat" or compatible equipment
Dust vertical building surfaces and furniture, surfaces to a height of 72"

**AREA TYPES: EXTERIOR SURFACES OF BUILDING (Appearance Level 5)**

Remove graffiti
Clean water fountains
Police area before 7:30 a.m. and between 2:00 and 2:30 PM
Remove all gum and gum stains
Using a powered leaf blower, blow leaves away from tree trunks
Dust vertical building and furniture, surfaces to a height of 72"

**AREA TYPE: FILE ROOMS (Appearance Level 3)**

Notes: Some file rooms are secure and access into them for cleaning needs to be coordinated with the tenant that occupies the file room. Sometimes the tenants' requests additional recycle bins for file purges.
Spot clean trash and recycling containers
Remove carpet stains
Dust horizontal surfaces
Empty trash and recycling containers
Replace obviously soiled, torn and full trash receptacle liners
Rearrange furniture as required
Spot clean horizontal and vertical surfaces
Police area - remove litter
Damp mop non-carpeted floors
Sweep or dust mop non-carpeted floors
Dust vertical surfaces
Completely vacuum carpeted floors
Spray buff in appropriate areas using proper methods
Wash trash and recycling receptacles
Wash all light fixture lenses

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**AREA TYPE: HOLDING CELLS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Clean and apply a germicidal detergent in fixtures
Spot clean horizontal and vertical surfaces.
Police area
Clean washbasins and mirrors
Clean and disinfect Hot Zones
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors with a germicidal detergent
Refill paper dispensers, hand soap dispensers, etc.
Dust horizontal and vertical surfaces
Descale toilet bowls and urinals
Clean restroom walls and partitions
Wet clean non-carpeted floors
Clean drains and strainers
Wash all light fixture lenses
Clean all air diffusers and grilles using appropriate method

**AREA TYPE: INFORMATION BOOTHS & GUARD BOOTHS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Sweep or dust mop non-carpeted floors
Dust horizontal and vertical surfaces
Empty trash and recycling containers
Replace obviously soiled, torn and full trash receptacle liners
Spot clean horizontal and vertical surfaces
Damp mop non-carpeted floors
Completely vacuum carpeted floors
Wipe down HARDSCAPE AREAS of guard or information booths
Dust Blinds

**AREA TYPE: INTERVIEW ROOMS & TESTING ROOMS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Sweep or dust mop non-carpeted floors
Police area - remove litter
Dust horizontal and vertical surfaces
Empty trash and recycling containers
Replace obviously soiled, torn and full trash receptacle liners
Spot clean horizontal and vertical surfaces
Damp mop non-carpeted floors
Clean Whiteboards and trays

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Completely vacuum carpeted floors
Dust horizontal and vertical surfaces.
Wash all interior glass inside and out, top to bottom
Wash all light fixture lenses, air diffusers and exhaust grilles

**AREA TYPE: JANITOR CLOSETS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Notes: These rooms are the sole responsibility of the Janitorial staff, but will be checked routinely by Building Management. It is the responsibility of the Custodial supervisor to ensure that these rooms are kept clean, in full repair, and with the proper storage of materials and supplies. These rooms are to be kept locked at all times. Any damage to these rooms that is not reported right away to Building Management will be repaired and related charges will be deducted from the awarded Vendor's monthly invoice.
Organize equipment and supplies in room
Dispose of all discarded supplies and tools
Properly store all tools and supplies
Clean drains and strainers
Clean and scrub slop sink
Sweep; wet mop floor

**AREA TYPE: KITCHENS & LOUNGES (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Spot clean carpeted floors using appropriate method
Rearrange furniture as required
Clean and disinfect Hot Zones
Clean spills
Empty trash, and recycling containers
Clean water fountains
Spot clean horizontal and vertical surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Wipe clean all appliances and counters
Damp mop non-carpeted floors with a germicidal detergent
Replace obviously soiled or torn trash receptacle liners
Clean interior and exterior of all glass
Dust building and furniture surfaces
Clean interior of kitchen cabinets and drawers
Clean interior and exterior of microwaves
Remove all perishable foods from refrigerators
Wash all interior glass, including windows
Clean polish metal door thresholds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Spray Buff in appropriate areas using proper methods
Strip and refinish floors using proper methods
Clean all vinyl baseboards
Dust Blinds
Coordinate with tenant to remove all perishable foods from refrigerators

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**AREA TYPE: LABORATORY & RESEARCH ROOMS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Notes: At no time will the approved vendor’s personnel clean laboratory equipment, research equipment, or inside hoods, and cabinets. Proper PPE is required for all work related in these areas. All cleaning must be coordinated with Laboratory Director or Supervisor.
Spot clean trash and recycling containers
Empty trash, and recycling containers
Spot clean horizontal and vertical surfaces
Police area - remove litter
Clean and disinfect Hot Zones
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Wipe clean all appliances and counters
Clean Whiteboards and trays
Clean Sinks (Laboratory)
Clean drains and strainers
Damp mop non-carpeted floors with a germicidal detergent
Replace obviously soiled or torn trash receptacle liners
Clean interior and exterior of all glass fronts
Dust building and furniture surfaces
Machine scrubs floors
Machine scrubs floors (ceramic, vinyl, etc.) and clean carpet using approved method and using germicidal detergent

**AREA TYPE: LIBRARY ROOMS and AREAS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Dust horizontal building surfaces
Empty trash, and recycling containers
Clean and disinfect Hot Zones
Spot clean horizontal and vertical surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Wipe clean all appliances and counters
Damp mop non-carpeted floors with a germicidal detergent
Replace obviously soiled or torn trash receptacle liners
Restock paper towel dispensers where provided
Rearrange furniture as required
Clean and disinfect all horizontal surfaces
Clean and disinfect public seating area tables and chairs
Clean Whiteboards and trays
Completely vacuum carpeted floors
Clean interior and exterior of all glass fronts on all entrances
Machine scrubs floors (ceramic, vinyl, etc.) and clean carpet
Polish all built-in wood surfaces with appropriate furniture polish
Spray buff in appropriate areas using proper methods
Wash trash and recycling receptacles
Vacuum all sound attenuation panels

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Clean air diffusers and exhaust grilles using appropriate method
Wash and scrub all washable wall coverings
Wash all light fixture lenses

**AREA TYPE: LOADING AREAS (Appearance Level 4)**

<b>Notes: INCLUDING PLATFORMS AND DOCKS</b>
Police and mop-up spills as required
Remove all grease and oil spills from loading dock floors
Police area - remove litter
Sweep floors
Dust horizontal and vertical building surfaces
Clean public telephones and intercom stations
Police area around compactors, trash containers & recycle areas
Hose down and scrub compactor area, trash containers
Clean all compactor areas to drain with high pressure sprayer
Clean drains and strainers
Clean loading dock floor and platforms with high pressure sprayer

**AREA TYPE: LOBBIES - INTERIOR (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling containers
Clean and disinfect Hot Zones
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter especially in planters
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Clean public telephones and intercom stations
Wipe down and clean surrounding areas of Security Equipment using proper methods
Clean interior and exterior of all glass fronts
Dust horizontal and vertical surfaces
Completely vacuum carpet using a pile-lifter vacuum
Maintain marble/granite floors
Damp wipe and polish finished wall surfaces
Wash all interior glass, including windows
Spray Buff in appropriate areas using proper methods
Clean all baseboards
Clean polish metal surfaces
Dust Blinds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip and refinish floors

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

**AREA TYPE: LOBBIES – EXTERIOR/GARAGES (Appearance Level 4)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Spot clean all washable wall coverings
Empty trash, recycling containers
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter especially in planters
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean public telephones and intercom stations
Clean interior and exterior of all glass fronts
Dust horizontal and vertical surfaces
Completely vacuum carpet
Maintain concrete floors
Remove carpet stains
Damp wipe finished wall surfaces
Wash all interior glass, including windows
Clean polish/protect metal surfaces and elevator doors
Wash all light fixtures lenses, air diffusers, and grilles
Remove any standing water and stains/debris
Insure floor drains are clean, unclogged and free of debris

**AREA TYPE: LOCKER ROOMS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Clean washbasins and mirrors
Spot clean trash and recycling containers
Disinfect lockers, furniture, fixtures, walls, partitions, doors, etc.
Clean and disinfect Hot Zones
Clean and apply a germicidal detergent in all fixtures
Restock paper towel dispensers where provided
Police area - remove litter
Machine scrub and disinfect with a germicidal detergent locker room floor
Clean drains and strainers
Wet clean non-carpeted floors
Dust vertical furniture and building surfaces
Wash all light fixture lenses
Clean all air diffusers and grilles using appropriate method
Wash trash and recycling containers

**AREA TYPE: MAIL ROOMS AND MAIL SORTING ROOMS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean carpeted floors using appropriate method
Clean spills
Empty trash, and recycling containers
Vacuum carpet using heap filtered vacuum

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Police area - remove litter
Spot mop non-carpeted floors
Damp mop & apply disinfectant solution to non-carpeted floors.
Dust horizontal and vertical surfaces
Dust vertical building surfaces
Spray buff in appropriate areas using proper methods
Wash all light fixtures, air diffusers and grilles

**AREA TYPE: MUSEUM EXHIBIT AREAS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling and ash receptacles
Clean water fountains
Clean and disinfect Hot Zones
Spot clean horizontal and vertical surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Clean public telephones and intercom stations
Replace obviously soiled or torn trash receptacle liners
Clean interior and exterior of all glass fronts on all entrances
Dust building and furniture surfaces
Completely vacuum carpet using a pile-lifter vacuum
Maintain marble/granite floors
Buff in appropriate areas using proper methods
Damp wipe and polish marble wall surfaces
Wash all interior glass, including windows
Spray Buff in appropriate areas using proper methods
Clean all vinyl baseboards
Clean polish metal door thresholds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip & refinish floors in appropriate areas using proper methods
Special care and coordination must be taken in these areas to protect items on display.

**AREA TYPE: NURSERIES & FAMILY VISITATION ROOMS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Rearrange furniture
Empty trash receptacles
Vacuum carpeted floors in play rooms
Clean and disinfect Hot Zones
Sweep & damp mop non-carpeted floors
Spot clean all horizontal and vertical surfaces
Wipe clean all appliances and counters

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Clean water fountains
Clean Whiteboards and trays
Clean and disinfect all toys.
Shampoo all carpeted floors
Spot clean all washable wall coverings
Wash all light fixture lenses, air diffusers and grilles
Wash and scrub all washable wall coverings
Sweep & damp mop non-carpeted floors with germicidal detergent
Use a non-toxic, germicidal solution and a freshly laundered rag when cleaning and disinfecting toys.

**AREA TYPE: OFFICES (PRIVATE and CHAMBERS) (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Dust horizontal building surfaces
Clean and disinfect Hot Zones
Restock paper towel dispensers where provided
Empty trash and recycling containers
Replace obviously soiled, torn and full trash receptacle liners
Rearrange furniture as required
Spot clean horizontal and vertical surfaces
Police litter including planters
Damp mop non-carpeted floors
Sweep or dust mop non-carpeted floors
Clean public telephones and intercom stations
Clean Whiteboards and trays
Dust horizontal surfaces
Completely vacuum carpeted floors
Polish all built-in wood surfaces with appropriate furniture polish
Spray buff in appropriate areas using proper methods
Wash trash and recycling receptacles
Vacuum all sound attenuation panels
Clean air diffusers and exhaust grilles using appropriate method
Wash and scrub all washable wall coverings
Wash all light fixture lenses

**AREA TYPE: OPEN OFFICES (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Remove carpet stains
Clean and disinfect Hot Zones
Empty trash and recycling containers
Replace obviously soiled, torn and full trash receptacle liners
Rearrange furniture as required
Spot clean horizontal and vertical surfaces
Police area - remove litter
Damp mop non-carpeted floors
Sweep or dust mop non-carpeted floors
Clean public telephones and intercom stations
Clean Whiteboards and trays

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Dust horizontal surfaces
Completely vacuum carpeted floors
Polish all built-in wood surfaces with appropriate furniture polish
Spray buff in appropriate areas using proper methods
Vacuum all sound attenuation panels
Clean air diffusers and exhaust grilles using appropriate method
Wash and scrub all washable wall coverings
Wash all light fixture lenses

**AREA TYPE: PARKING GARAGES (INTERIOR) (Appearance Level 4)**

Clean food and other spills as they occur
Spot clean trash and recycling containers
Wet mop soiled areas as necessary
Empty trash receptacles and replace liner
Wipe down and clean all parking equipment
Sweep all garage entrance/Exit lanes of dirt and debris
Remove all debris/trash throughout garage
Police area - remove litter
Power sweep garage ramps with a power vacuum
Sweep edges behind wheel stops by hand
Clean all walkways and elevator lobbies
Spot clean fixtures, walls and doors, etc.
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean oil spots/stains with oil absorbent product
Dust and clean all fixtures horizontal and vertical surfaces
Clean drains and strainers
Power sweep garage floors, ramps and behind wheel stops
Pressure clean stairwells stairs and handrails.
Degrease garage floors completely
Remove all grease buildup using a power scrubber sweeper.
Machine scrub and recoat the floors of the parking office
All parking garages must be maintained using power equipment, specifically a Tennant Power Sweeper or approved equal.
All absorbent cleaning materials used must be properly/legally disposed
If Stairwells cannot be pressure cleaned due to possible water leaks, they must be wet moped and cleaned properly by hand.
All parking equipment in parking entrances and exits shall be hand cleaned to including all Pay-On-Foot machines. The parking equipment cannot be cleaned with any abrasive cleaners and under no circumstances should the equipment be exposed to running water and/or poured/sprayed liquids. A damp moist cloth/chamois may be used.

**AREA TYPE: PLAZA & OTHER EXTERIOR GATHERING AREAS (Appearance Level 5)**

<b>Hot zone 3.02.22</b>
Notes: Includes ramp, all stairways, Art in Public Places, outside furniture, planters, walkways, and sidewalks.
Empty ashtrays and damp wipe, replace sand as required
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Hose-off floors

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Remove graffiti
Empty trash receptacles
Clean water fountains
Police area before 7:30 a.m. and between 2:00 and 2:30 PM
Remove all gum and gum stains
Remove all stains caused from landscaping and pedestrian traffic
Clean exterior of all glass fronts on all entrances to include glass above doors
Empty all smoking urns
Clean up around designated smoking areas
Power scrub all walkways and sidewalks using proper methods
Clean all iron work
Polish brass handrails
Clean drains and strainers
Using a gas powered leaf blower, blow leaves away from tree trunks
Police all solid debris using "Billy Goat" or compatible equipment
Machine scrub HARDSCAPE AREAS to include ceramic tile concrete areas, ramp and Stairwells
Clean interior and exterior of glass front above doors
Wash furniture
Dust vertical building and furniture, surfaces to a height of 72"
Dust and clean all fixtures
Power sweep loading dock area to include parking area
Clean oil spots/stains from loading dock area including parking area
Pressure clean plaza area
NOTE: Successful vendor must provide additional task lighting for evening cleaning of the Plaza.
Service restrooms every half hour, insure they are stocked and clean

**AREA TYPE: POOLS AND FOUNTAINS (Appearance Level 5)**

<b>Notes: POOL UNDER COMMISSION CHAMBER, TWO (2) WATER FOUNTAINS IN THE PARK AND THE CULTURAL CENTER</b>
Scoop trash from water
Spot vacuum pool
Check Ph of water
Vacuum pool
Drain fountain! Scrub sides to remove calcium deposits
Apply chemical treatment to water

**AREA TYPE: PUBLIC SERVICE AREAS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling receptacles
Clean and disinfect Hot Zones
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean public telephones and intercom stations

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Clean Whiteboards and trays
Replace obviously soiled or torn trash receptacle liners
Completely vacuum carpeted floors
Clean interior and exterior of all glass
Dust horizontal and vertical surfaces
Spray buff in appropriate areas using proper methods
Clean all vinyl baseboards
Clean polish metal door thresholds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip and refinish floors

**AREA TYPE: PUBLIC WAITING AREAS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Remove carpet stains
Spot clean trash and recycling containers
Rearrange furniture as required
Spot clean all washable wall coverings
Empty trash, recycling receptacles
Clean and disinfect Hot Zones
Clean water fountains
Spot clean vertical and horizontal surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors
Damp mop non-carpeted floors
Clean entrance mats
Clean public telephones and intercom stations
Replace obviously soiled or torn trash receptacle liners
Completely vacuum carpeted floors
Clean interior and exterior of all glass fronts
Dust building and furniture surfaces
Maintain marble/granite floors
Damp wipe and polish marble wall surfaces
Spray buff in appropriate areas using proper methods
Clean all vinyl baseboards
Clean polish metal door thresholds
Wash all light fixtures lenses, air diffusers, and grilles
Wash and scrub all washable wall coverings
Strip and refinish floors

**AREA TYPE: RESTROOMS (PUBLIC) (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Clean and apply a germicidal detergent in all restroom fixtures
Spot clean horizontal and vertical surfaces
Police area - remove litter
Clean washbasins and mirrors
Empty trash and recycling containers
Spot clean trash and recycling containers
Replace trash and sanitary waste receptacle liners

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

Sweep or dust mop non-carpeted floors in restrooms.
Damp mop non—carpeted floors with a germicidal detergent
Clean paper dispensers outside
Clean paper dispensers inside
Refill paper dispensers, hand soap dispensers, etc.
Clean feminine hygiene dispensers
Dust horizontal furniture and building surfaces
Clean and Disinfect Toilet Bowls
Clean and Disinfect Urinals
Machine scrub and disinfect with a germicidal detergent
Clean and disinfect Hot Zones
Clean restroom walls and partitions
Wash trash and recycling receptacles
Wet clean non-carpeted floors
Clean drains and strainers
Dust vertical furniture and building surfaces
Wash all light fixture lenses
Clean all air diffusers and grilles using appropriate method
All restroom surfaces must be cleaned using a germicidal detergent.

**AREA TYPE: RESTROOMS (TENANT & PRIVATE) (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Clean washbasins and mirrors
Empty trash and recycling containers
Spot clean trash and recycling containers
Replace trash and sanitary waste receptacle liners
Spot clean horizontal and vertical surfaces
Police area - remove litter
Sweep or dust mop non-carpeted floors in restrooms.
Damp mop non—carpeted floors with a germicidal detergent
Clean and disinfect Hot Zones
Clean paper dispensers outside
Clean paper dispensers inside
Refill paper dispensers, hand soap dispensers, etc.
Clean and apply a germicidal detergent all restroom fixtures
Dust horizontal furniture and building surfaces
Clean and Disinfect Toilet Bowls
Clean and Disinfect Urinals
Wash trash and recycling containers
Machine scrub and disinfect with a germicidal detergent
Clean drains and strainers
Wet clean non-carpeted floors
Dust vertical furniture and building surfaces
Wash all light fixture lenses
Clean all air diffusers and grilles using appropriate method
For all restrooms: Report all broken fixtures and leaks when first seen so further damage to the facility can be prevented and to protect the health/safety of tenants and visitors.

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TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

**AREA TYPE: SHOPS (Appearance Level 3)**

Notes: Cleaning in these areas needs to be coordinated with the tenant occupying the space. Only areas that tenant specify should be cleaned, however arrangements should be made to clean the entire area in stages.
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean floors using appropriate method
Clean spills
Empty trash, and recycling containers
Police area - remove litter
Clean water fountains
Openings in and out of these areas need to be cleaned so that the dust/debris from the work being performed in these areas does not migrate into surrounding areas.
Refill paper towel and hand soap dispensers
Sweep or dust mop non-carpeted floors
Clean drains and strainers
Spot mop non-carpeted floors
Damp mop non-carpeted floors
Dust horizontal building surfaces
Dust vertical building surfaces
All air vents cleaned so that possible air contamination from these areas does not migrate into surrounding areas.

**AREA TYPE: SHOWERS (Appearance Level 1)**

<b>Hot zone 3.02.22</b>
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean floors using appropriate method
Clean drains and strainers
Empty trash, and recycling containers
Police area - remove litter
<b>Clean and disinfect shower room walls, shower fixtures &amp; floors</b>
<b>Clean and disinfect Hot Zones</b>
Refill paper towel and hand soap dispensers
Dust horizontal building surfaces
Dust vertical building surfaces
Spray buff in appropriate areas using proper methods

**AREA TYPE: STAIRWAYS BETWEEN FLOORS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot-mop spills and heavy soil on non-carpeted floors
Remove stains from carpeted floors
Spot-clean doors
Police area - remove litter
Remove gum and gum stains
Clean and disinfect Hot Zones
Sweep non-carpeted stair landings and steps
Vacuum carpeted stair landings and steps
Dust railings, ledges, grills, stair frame, and doors inside and out.
Clean glass surfaces and polish bright metal and woodwork

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**JANITORIAL SERVICES**

Mop non-carpeted stair treads – Damp Mop Stairs & Landings
Clean handrails using appropriate method
Clean carpeted stairways and landings using appropriate method
Deep -clean walls and risers

**AREA TYPE: STAIRWELLS (EGRESS STAIRWELLS) (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Spot-mop spills and heavy soil on non-carpeted floors
Spot-clean doors
Police area - remove litter
Remove gum and gum stains
Clean and disinfect Hot Zones
Sweep non-carpeted stair landings and steps
Clean handrails using appropriate method
Spot-clean walls and risers
Mop non-carpeted stair treads – Damp Mop Stairs & Landings
Dust all horizontal and vertical surfaces
Dust of horizontal and vertical surfaces should include railings, ledges, grills, stair metal frame, fire apparatus, fire cabinets out and doors inside and out

**AREA TYPE: STORAGE (Appearance Level 3)**

Notes: Most storage rooms require the coordination of the janitorial crew ant the tenant that the storage room belongs. Janitorial supervisor needs to coordinate this work with the tenant supervisor and perform work in these areas when allowed.
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean carpeted floors using appropriate method
Clean spills
Empty trash, and recycling containers
Police area - remove litter
Spot mop non-carpeted floors
Damp mop non-carpeted floors
Dust horizontal building surfaces
Dust vertical building surfaces
Spray buff in appropriate areas using proper methods

**AREA TYPE: SURFACE PARKING LOTS (Appearance Level 5)**

Remove graffiti
Police area - remove litter
Hose-off asphalt surfaces
Remove all gum and gum stains
Remove all stains caused from landscaping and pedestrian traffic
Power scrub all walkways and sidewalks using proper methods
Empty trash receptacles
Using a powered leaf blower, blow leaves
Police all solid debris using “Billy Goat” or compatible equipment
Dust vertical building and furniture, surfaces to a height of 72”
Machine sweep parking lot

**SECTION 3  
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**AREA TYPE: STUDIOS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Notes: Studios include Photography studios and Television production studios and cleaning needs to be coordinated with the Department/ tenants managing the area.
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean floors using appropriate method
Clean spills
Empty trash, and recycling containers
Clean and disinfect Hot Zones
Police area - remove litter
Refill paper towel and hand soap dispensers
Sweep or dust mop non-carpeted floors
Spot mop non-carpeted floors
Damp mop non-carpeted floors
Dust horizontal building surfaces
Dust vertical building surfaces
Spray buff in appropriate areas using proper methods

**AREA TYPES: TRAINING ROOMS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Replace obviously soiled or torn trash receptacle liners
Rearrange furniture as required
Remove carpet stains
Clean Whiteboards and trays
Spot clean horizontal and vertical surfaces
Empty trash and recycling containers
Clean and disinfect Hot Zones
Damp mop non-carpeted floors
Wipe clean all conference room tables
Dust horizontal furniture surfaces
Police area - remove litter
Remove gum and gum stains from all desks, chairs, finishes and floors
Clean public telephones and intercom stations
Completely vacuum carpeted floors
Vacuum or brush all upholstered chairs
Spray buff in appropriate areas using proper methods
Wash all light fixtures lenses, air diffusers, and grilles
Wash trash and recycling receptacles
Strip and refinish floors using proper methods
Wash and scrub all washable wall coverings

**AREA TYPE: TRASH AND RECYCLE AREAS (Appearance Level 3)**

<b>Hot zone 3.02.22</b>
Spot clean trash and recycling containers
Rearrange receptacles and furniture as required
Spot clean fixtures, walls, partitions, and doors, etc
Police area - remove litter

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**JANITORIAL SERVICES**

Sweep or dust mop non-carpeted floors
Areas will be hosed down
Clean drains and strainers
Clean all recycle containers
Damp mop non-carpeted floors
Pressure wash areas using appropriate methods and pressures
Areas will be hosed down to remove any and all debris that may have fallen out of the trash containers and recycle containers
All trench drains or floor drains will be checked to insure there is no debris blocking them and cleaned when blocked.

**AREA TYPE: VACANT AREAS (Appearance Level 3)**

Notes: Areas that become vacant will be deep cleaned upon authorization of the Building Manager. All cabinets and drawers will be emptied and contents disposed of properly. Any items found to be of value will be brought to the Building Manager' attention and dealt with accordingly. Any paperwork found in drawers and cabinets will be brought to the Building Manager' attention and determinations made as to recycling it properly or have it stored according to the vacating department's recommendations.
Vacant areas will be cleaning tasks will be performed annually according to its area type. Additional cleaning may be requested as needed by site Building Manager.
Spot clean fixtures, walls, partitions, and doors, etc
Police area - remove litter
Trash and recycle containers will be cleaned, picked up and stored.
Rearrange furniture as required (Chairs and movable furniture will be picked up and stored)

**AREA TYPE: VAULTS (Appearance Level 3)**

Notes: Cleaning of vaults must be closely supervised by both the department managing the vault and the Janitorial supervisor.
Spot clean fixtures, walls, partitions, and doors, etc
Police area - remove litter
Clean vault floor using appropriate methods

**AREA TYPE: SLEEPING QUARTERS or BARRACKS (Appearance Level 2)**

<b>Hot zone 3.02.22</b>
Replace obviously soiled or torn trash receptacle liners
Spot clean trash and recycling containers
Spot clean floors using appropriate method
Clean spills
Empty trash, and recycling containers
Spot-mop spills and heavy soil on non-carpeted floors
Remove stains from carpeted floors
Spot-clean doors
Police area - remove litter
Remove chewing gum
Clean and disinfect Hot Zones
Laundering of bed gear
Cleaning floors
Dusting of horizontal surfaces
Clean glass surfaces and polish bright metal and woodwork

**SECTION 3**  
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**3.05 TRAINING**

The vendor is required to provide necessary and on-going customer service training to its employees. The training shall stress the importance of conflict avoidance and problem resolution, with emphasis placed on grooming, proper attire and the importance of professionalism and courtesy in day-to-day contact with building occupants and visitors.

The vendor is required to provide necessary, on-going, employee training in order to meet the performance standards of this solicitation. Specific performance-based work training may be necessary in order to perform efficiently and effectively under this solicitation.

**3.06 MISCELLANEOUS VENDOR REQUIREMENTS**

Turn off all unnecessary lights at the end of each evening or as janitorial personnel leave an area.
Report hazardous conditions, life/safety conditions, items needing repairs, etc. to Building Management.
Secure all areas after completion of tasks performed in a given area. Failure to secure an area could result in a Liquidated Damage fine.
Turn in all lost and found to Building Management.
Assign enough staff to respond to complaints from tenants related to cleaning. Document all complaints through Miami-Dade County's Service Request system.
Notify Building Management and Building Security when unauthorized or suspicious person(s) are seen on the premises or in secure areas of a facility.
During daily tours or tasks, ensure that there are no potential fire hazards such as smoldering, smoking, or burning materials in ashtrays or urns, trash containers, or trash/recycle areas.
Turning off of task lights in tenant workstations each evening.
Mitigating an unsafe cleaning condition that is seen or reported to its crew or to Building Management.
Set up, police and breakdown of events as specified in Section 2.21.
Servicing a floor or area that is being vacated by an occupants/tenant, or where occupants/tenants are performing internal moves.

**3.07 AIR FRESHENERS**

The successful vendor shall provide and maintain odor-counteracting air fresheners in restrooms and other areas if requested by the Building Manager for a facility. Product and dispensing units used must be approved by the Building Manager before being installed.

When requested by the Building Manager of a facility, the Vendor shall have the air fresheners installed within fourteen (14) days of assuming the solicitation or within fourteen (14) days after the Building Manager has requested an air freshener to be installed. Upon completion of this ITQ or competition documents, the Vendor has seven (7) days to remove its dispensers and mitigate any damages made to walls or fixtures. Miami-Dade will not provide electrical connections to the dispensers. Dispensers shall have a timing feature to be programmed to activate at certain hours of the day and an alarm for both low battery and low refill warning.

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**3.08 PROJECT WORK or ADDITIONAL SERVICES**

Project Work or additional services will be detailed under individual competition documents. Frequency of services can be increased or decreased depending on the needs of the facility. Invoices must detail all project work tasks that are completed and must be itemized per month.

Unless otherwise detailed in the competition documents, Project Work shall be performed for all applicable area types. The Vendor shall provide trained and qualified personnel for all work. All floor stripping and refinishing shall be done at a time mutually agreed upon with the Building Managers of each site (typically done at night or weekends). A floor refinish schedule shall be posted by the Vendor in the Building Manager's office no less than ten (10) days prior to start of work.

**3.09 AUDIT FORMS and PROCEDURES**

Audits will be performed by designated building management staff or any tenant that wishes to participate after receiving training from building management as to what is expected during the audit process. Audits will be performed by teams of two and at different times of the same work day. The audit can be performed at the same time by each team member, but they must not walk the area together or share information. Their findings will be submitted to the Building Manager. Vendors will be assessed Liquidated Damages if any inspected area fails inspection. **(See Section 2.0, Para. 2.10 and audit form under Section 3.0, Para. 3.10)**

**SECTION 3  
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**JANITORIAL SERVICES**

**3.10 AUDIT FORM WITH PERCENTAGE OF LIQUIDATED DAMAGE**

**AUDIT FORM FOR ALL AREAS**

P=Pass F=Fail N/A=Not Applicable					Liquidated damages %
All trash and recycling containers are clean	P	F	N/A		3%
Clean furniture, fixtures, walls, partitions and doors, etc.	P	F	N/A		3%
All trash and recycling containers are emptied	P	F	N/A		3%
All paper and soap products are stocked appropriately	P	F	N/A		3%
All restrooms, lockers, and shower fixtures are clean and disinfected	P	F	N/A		3%
All stalls, toilets and urinals are clean and disinfected	P	F	N/A		3%
All exposed surfaces of escalator treads, risers and landings are clean	P	F	N/A		3%
All garage strainers and drains clean and free of debris	P	F	N/A		3%
All parking and security equipment cleaned	P	F	N/A		3%
All ashtrays and urns are clean	P	F	N/A		3%
All spills of toner, inks, paper clips, staples are removed	P	F	N/A		3%
All non-carpeted floors are swept or dust moped	P	F	N/A		3%
All horizontal furniture surfaces are dusted	P	F	N/A		3%
All upholstered chairs are clean, vacuumed, and brushed	P	F	N/A		3%
All gum removed on or around desks, chairs, finishes and floors	P	F	N/A		3%
All building and furniture surfaces are dusted	P	F	N/A		3%
All light fixtures lenses, air diffusers, and grilles are clean	P	F	N/A		3%
All vertical surfaces are clean and dusted	P	F	N/A		3%
All non-carpeted floors have an acceptable shine/luster	P	F	N/A		3%
All carpet stains removed	P	F	N/A		3%
Isles are free from debris	P	F	N/A		3%
Carpets are completely vacuumed	P	F	N/A		3%
All common surfaces, public phones, etc. are clean and disinfected	P	F	N/A		3%
All building finishes properly cleaned and/or polished where required	P	F	N/A		3%
All windows, storefront doors, mirrors and glass partitions clean	P	F	N/A		3%
All entry mats are clean and dry	P	F	N/A		3%
Clean all drinking fountains	P	F	N/A		3%
All empty boxes are removed	P	F	N/A		3%
All track doors are clean and free of debris	P	F	N/A		3%
All metal surfaces polished	P	F	N/A		3%
No gum or gum stains found	P	F	N/A		3%
Previously noted graffiti removed	P	F	N/A		3%
All exterior areas free from hazardous body fluids	P	F	N/A		3%
All walkways and elevator landings clean and free of debris	P	F	N/A		3%
All stairwells are clean and free of debris	P	F	N/A		3%
All exercise mats are clean and disinfected	P	F	N/A		3%

**SECTION 3  
TECHNICAL SPECIFICATIONS**

**JANITORIAL SERVICES**

All paper on floor removed	P	F	N/A	3%
All handrails and door hardware clean and free from dust	P	F	N/A	3%
All building surfaces are cleaned up to a height of 72"	P	F	N/A	3%
All surface parking areas/lots are free from grease and oil stains	P	F	N/A	3%
Clean all around kitchen appliances and vending machines	P	F	N/A	3%
Clean inside of cabinets and book shelves	P	F	N/A	3%
All areas around trash compactors and loading docks policed and no odors or pests.	P	F	N/A	3%
All debris removed from pools or fountains	P	F	N/A	3%
PH level in pools and fountains are within acceptable limits	P	F	N/A	3%
All equipments and supplies are stored properly	P	F	N/A	3%
All air vents clean	P	F	N/A	3%
All spills are removed	P	F	N/A	3%
Other:	P	F	N/A	3%
	P	F	N/A	3%
	P	F	N/A	3%
<b>AREA SCORE:</b>				
Building:				
Floor or Location:		Room Number		
Employee performing Audit:				
Building Manager:				
Audit Date		Audit Completion Time		
COMMENTS:				

**SECTION 4  
BID SUBMITTAL FORM**

**Submit Bid To:**  
**CLERK OF THE BOARD**  
**Stephen P. Clark Center**  
**111 NW 1<sup>st</sup> Street**  
**17<sup>th</sup> Floor, Suite 202**  
**Miami, Florida 33128-1983**

**OPENING: 2:00 P.M.**  
**Wednesday**  
**November 9 , 2011**



**PLEASE QUOTE PRICES F.O.B. DESTINATION, FREIGHT ALLOWED, LESS TAXES, DELIVERED IN MIAMI-DADE COUNTY, FLORIDA.**

NOTE: Miami-Dade County is exempt from all taxes (Federal, State, Local). Bid price should be less all taxes. Tax Exemption Certificate furnished upon request.

Issued by: **ISD** Procurement Officer **A. Falcon** Date Issued: **10/14/11** This Bid Submittal Consists of Pages **68** through **78**

Sealed bids subject to the Terms and Conditions of this Invitation to Bid and the accompanying Bid Submittal. Such other contract provisions, specifications, drawings or other data as are attached or incorporated by reference in the Bid Submittal, will be received at the office of the Clerk of the Board at the address shown above until the above stated time and date, and at that time, publicly opened for furnishing the supplies or services described in the accompanying Bid Submittal Requirement.

**Title:  
JANITORIAL SERVICES**

A Bid Deposit in the amount of **N/A** of the total amount of the bid shall accompany all bids.

A Performance Bond in the amount of **N/A** of the total amount of the bid will be required upon execution of the contract by the successful bidder and Miami-Dade County.

<b>DO NOT WRITE IN THIS SPACE</b>		
ACCEPTED _____	HIGHER THAN LOW _____	
NON-RESPONSIVE _____	NON-RESPONSIBLE _____	
DATE B.C.C. _____	NO BID _____	FIRM NAME _____
ITEM NOS. ACCEPTED _____		
COMMODITY CODE: <b>910-39</b>		
Procurement Contracting Officer I <b>A. Falcon</b>		

**RETURN ONE ORIGINAL AND TWO COPIES OF BID SUBMITTAL PAGES AND AFFIDAVITS.**

**FAILURE TO COMPLETE THE CERTIFICATION REGARDING LOCAL PREFERENCE ON THE BID SUBMITTAL FORM IN SECTION 4 WILL RENDER THE BIDDER INELIGIBLE FOR LOCAL PREFERENCE.**

**FAILURE TO SIGN THE BID SUBMITTAL FORM IN SECTION 4 WILL RENDER YOUR BID NON-RESPONSIVE.**

**SECTION 4  
 BID SUBMITTAL FOR:  
 JANITORIAL SERVICES**

**FIRM NAME:** \_\_\_\_\_

Reference:	Summarized Requirement:	Check As Completed:
<p><b><u>Pre-Qualification Criteria For All Groups</u></b></p> <p>Responsive, responsible vendors, that meet the minimum qualifications by Group, shall be considered pre-qualified to participate in future competitions for that Group. Minimum qualifications are listed below.</p> <p><b><i>All vendors wishing to pre-qualify for any group must provide this information sheet.</i></b></p>		
<p>2.6.1</p>	<p>Vendor shall have an office from which it conducts business. This facility shall be equipped with current office equipment and business machines that facilitate communication with the County.</p> <p>Business Office Address: _____                      _____                      _____                      _____</p> <p>Business Telephone: _____</p> <p>Business Cell Phone: _____</p> <p>Business Facsimile: _____</p> <p>Business E-mail Address: _____</p>	<p><input type="checkbox"/></p>
<p>2.6.2</p>	<p>Vendor must provide a current business tax receipt (formerly Occupational License) to conduct business in Miami-Dade County.</p> <p>Business License No.: _____</p> <p><b>Attach Copy of Business License.</b></p>	<p><input type="checkbox"/></p>

**SECTION 4  
 BID SUBMITTAL FOR:  
 JANITORIAL SERVICES**

**FIRM NAME:** \_\_\_\_\_

**Buildings less than 25,000 square feet of cleaning area and five (5) stories or less**

All vendors who apply and qualify for Group 1 will be included in the pool of vendors for this Group. Work under Group 1 shall be set-aside for County Certified Small Business Enterprises (SBE), unless availability of SBE's is limited or at full capacity; such determination shall be made solely by the County.

Vendor must provide with its pre-qualification submittal:

- a) A copy of its current Articles of Incorporation, federal income tax return or business tax receipts that demonstrates the vendor has been in business providing janitorial services for a minimum of one (1) year from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least one (1) year from the date of bid submission.

Vendor must provide the following information for the references provided above:

- i. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- ii. Facility type (i.e. office bldg., condominium, warehouse, etc.)
- iii. Address of the facility
- iv. Size of facility (in square feet)
- v. Number of stories (floors)
- vi. Date of contract commencement and full term of the contract
- vii. Number of vendor employees servicing the facility



2.6.3.1

**Group 1:**

**Group 1 - Reference #1**

COMPANY NAME \_\_\_\_\_  
 CONTACT PERSON \_\_\_\_\_  
 TITLE OF PERSON \_\_\_\_\_  
 TELEPHONE NUMBER \_\_\_\_\_  
 FACILITY TYPE BEING SERVICED \_\_\_\_\_

SECTION 4  
BID SUBMITTAL FOR:  
JANITORIAL SERVICES

FIRM NAME: \_\_\_\_\_

ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____
<b>Group 1 - Reference #2</b>	
COMPANY NAME	_____
CONTACT PERSON	_____
TITLE OF PERSON	_____
TELEPHONE NUMBER	_____
FACILITY TYPE BEING SERVICED	_____
ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____
<b>Group 1 - Reference #3</b>	
COMPANY NAME	_____
CONTACT PERSON	_____
TITLE OF PERSON	_____
TELEPHONE NUMBER	_____
FACILITY TYPE BEING SERVICED	_____
ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____

**SECTION 4  
 BID SUBMITTAL FOR:  
 JANITORIAL SERVICES**

**FIRM NAME:** \_\_\_\_\_

**Buildings 25,001 to 75,000 square feet of cleaning area and five (5) stories or less**

Vendor must provide with its pre-qualification submittal:

- a) A copy of its current Articles of Incorporation, federal income tax return or business tax receipts that demonstrate that the vendor has been in business providing janitorial services for a minimum of three (3) years from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least three (3) years from the date of bid submission. Vendor's references must also demonstrate that it has performed janitorial services during concurrent time periods within the past five (5) years, for facilities which singly (one building) or in the aggregate (various buildings), total 25,001 square feet or more and five stories or less.

2.6.3.2

**Group 2:**

Vendor must provide the following information for the references provided above :

- viii. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- ix. Facility type (i.e. office bldg. condominium, warehouse, etc.)
- x. Address of the facility
- xi. Size of facility (in square feet)
- xii. Number of stories (floors)
- xiii. Date of contract commencement and full term of the contract
- xiv. Number of vendor employees servicing the facility



**Group 2 - Reference #1**

COMPANY NAME \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

TITLE OF PERSON \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

FACILITY TYPE BEING SERVICED \_\_\_\_\_

ADDRESS OF THE FACILITY \_\_\_\_\_

SECTION 4  
BID SUBMITTAL FOR:  
JANITORIAL SERVICES

FIRM NAME: \_\_\_\_\_

<p>SIZE OF FACILITY (SQUARE FEET) _____</p> <p>NUMBER OF STORIES OR FLOORS OF FACILITY _____</p> <p>DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT _____</p> <p>NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY _____</p>
<b>Group 2 - Reference #2</b>
<p>COMPANY NAME _____</p> <p>CONTACT PERSON _____</p> <p>TITLE OF PERSON _____</p> <p>TELEPHONE NUMBER _____</p> <p>FACILITY TYPE BEING SERVICED _____</p> <p>ADDRESS OF THE FACILITY _____</p> <p>SIZE OF FACILITY (SQUARE FEET) _____</p> <p>NUMBER OF STORIES OR FLOORS OF FACILITY _____</p> <p>DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT _____</p> <p>NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY _____</p>
<b>Group 2 - Reference #3</b>
<p>COMPANY NAME _____</p> <p>CONTACT PERSON _____</p> <p>TITLE OF PERSON _____</p> <p>TELEPHONE NUMBER _____</p> <p>FACILITY TYPE BEING SERVICED _____</p> <p>ADDRESS OF THE FACILITY _____</p> <p>SIZE OF FACILITY (SQUARE FEET) _____</p> <p>NUMBER OF STORIES OR FLOORS OF FACILITY _____</p> <p>DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT _____</p> <p>NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY _____</p>

**SECTION 4  
 BID SUBMITTAL FOR:  
 JANITORIAL SERVICES**

**FIRM NAME:** \_\_\_\_\_

**Buildings 75,001 square feet of cleaning area or greater or building is greater than five (5) stories (High-Rise)**

Vendor must provide with its pre-qualification submittal:

- a) A copy of its current Articles of Incorporation, federal income tax or business tax receipts that demonstrate the vendor has been in business providing janitorial services for a minimum of five (5) years from the date of bid submission.
- b) Evidence that vendor has the required experience providing janitorial services by submitting individual reference letters from at least three (3) customers where the vendor has or is providing janitorial services for at least five (5) years from the date of bid submission. Vendor's references must also demonstrate that it has performed janitorial services during concurrent time periods within the past five (5) years, for facilities which singly (one building) or in the aggregate (various buildings), total 75,001 square feet or more or building is greater than five stories.

2.6.3.3

**Group 3:**

Vendor must provide the following information for the references provided above:



- ix. Company name, contact person, title, and telephone number of the person who can verify that the vendor has successfully provided the service that the vendor is pre-qualifying for under this ITQ.
- x. Facility type (i.e. office bldg. condominium, warehouse, etc.)
- xi. Address of the facility
- xii. Size of facility (in square feet)
- xiii. Number of stories (floors)
- xiv. Date of contract commencement and full term of the contract
- xv. Number of vendor employees servicing the facility

**Group 3 - Reference #1**

COMPANY NAME	_____
CONTACT PERSON	_____
TITLE OF PERSON	_____
TELEPHONE NUMBER	_____
FACILITY TYPE BEING SERVICED	_____

SECTION 4  
BID SUBMITTAL FOR:  
JANITORIAL SERVICES

FIRM NAME: \_\_\_\_\_

ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____
<b>Group 3 - Reference #2</b>	
COMPANY NAME	_____
CONTACT PERSON	_____
TITLE OF PERSON	_____
TELEPHONE NUMBER	_____
FACILITY TYPE BEING SERVICED	_____
ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____
<b>Group 3 - Reference #3</b>	
COMPANY NAME	_____
CONTACT PERSON	_____
TITLE OF PERSON	_____
TELEPHONE NUMBER	_____
FACILITY TYPE BEING SERVICED	_____
ADDRESS OF THE FACILITY	_____
SIZE OF FACILITY (SQUARE FEET)	_____
NUMBER OF STORIES OR FLOORS OF FACILITY	_____
DATE OF CONTRACT COMMENCEMENT AND TERM OF CONTRACT	_____
NUMBER OF VENDOR EMPLOYEES SERVICING THE FACILITY	_____

SECTION 4  
BID SUBMITTAL FOR:  
JANITORIAL SERVICES

ACKNOWLEDGEMENT OF ADDENDA

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**INSTRUCTIONS:** COMPLETE PART I OR PART II, WHICHEVER APPLIES

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**PART I:**

LIST BELOW ARE THE DATES OF ISSUE FOR EACH ADDENDUM RECEIVED IN CONNECTION WITH THIS BID

Addendum #1, Dated \_\_\_\_\_

Addendum #2, Dated \_\_\_\_\_

Addendum #3, Dated \_\_\_\_\_

Addendum #4, Dated \_\_\_\_\_

Addendum #5, Dated \_\_\_\_\_

Addendum #6, Dated \_\_\_\_\_

Addendum #7, Dated \_\_\_\_\_

Addendum #8, Dated \_\_\_\_\_

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**PART II:**

NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS BID

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**FIRM NAME:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**TITLE OF OFFICER:** \_\_\_\_\_



**Bid Title: JANITORIAL SERVICES**

By signing this Bid Submittal Form the Bidder certifies that it satisfies all legal requirements (as an entity) to do business with the County, including all Conflict of Interest and Code of Ethics provisions in Section 2-11 of the Miami-Dade County Code. Any County employee or member of his or her immediate family seeking to contract with the County shall seek a conflict of interest opinion from the Miami-Dade County Ethics Commission prior to submittal of a Bid response or application of any type to contract with the County by the employee or his or her immediate family and file a copy of that request for opinion and any opinion or waiver from the Board of County Commissioners with the Clerk of the Board. The affected employee shall file with the Clerk of the Board a statement in a form satisfactory to the Clerk disclosing the employee's interest or the interest of his or her immediate family in the proposed contract and the nature of the intended contract at the same time as or before submitting a Bid, response, or application of any type to contract with the County. Also a copy of the request for a conflict of interest opinion from the Ethics Commission and any corresponding opinion, or any waiver issued by the Board of County Commissioners, must be submitted with the response to the solicitation.

In accordance with Sec. 2-11.1(s) of the County Code as amended, prior to conducting any lobbying **regarding this solicitation, the Bidder must file the appropriate form with the Clerk of the Board stating that a particular lobbyist is authorized to represent the Bidder.** Failure to file the appropriate form in relation to each solicitation may be considered as evidence that the Bidder is not a responsible contractor. The Bidder confirms that this Bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a Bid for the same goods and/or services and in all respects is without collusion, and that the Bidder will accept any resultant award. Further, the undersigned acknowledges that award of a contract is contingent upon vendor registration. Failure to register as a vendor within the specified time may result in your firm not being considered for award.

Pursuant to Miami-Dade County Ordinance 94-34, any individual, corporation, partnership, joint venture or other legal entity having an officer, director, or executive who has been convicted of a felony during the past ten (10) years shall disclose this information prior to entering into a contract with or receiving funding from the County.

Place a check mark here only if bidder has such conviction to disclose to comply with this requirement.

By executing this proposal through a duly authorized representative, the proposer certifies that the proposer is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, as those terms are used and defined in sections 287.135 and 215.473 of the Florida Statutes. In the event that the proposer is unable to provide such certification but still seeks to be considered for award of this solicitation, the proposer shall execute the proposal through a duly authorized representative and shall also initial this space: \_\_\_\_\_. In such event, the proposer shall furnish together with its proposal a duly executed written explanation of the facts supporting any exception to the requirement for certification that it claims under Section 287.135 of the Florida Statutes. The proposer agrees to cooperate fully with the County in any investigation undertaken by the County to determine whether the claimed exception would be applicable. The County shall have the right to terminate any contract resulting from this solicitation for default if the proposer is found to have submitted a false certification or to have been placed on the Scrutinized Companies for Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

**LOCAL PREFERENCE CERTIFICATION:** For the purpose of this certification, a "local business" is a business located within the limits of Miami-Dade County (or Broward County in accordance with the Interlocal Agreement between the two counties) that conforms with the provisions of Section 1.10 of the General Terms and Conditions of this solicitation and contributes to the economic development of the community in a verifiable and measurable way. This may include, but not be limited to, the retention and expansion of employment opportunities and the support and increase to the County's tax base.

Place a check mark here only if affirming bidder meets requirements for Local Preference. Failure to complete this certification at this time (by checking the box above) shall render the vendor ineligible for Local Preference.

**LOCAL CERTIFIED SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE CERTIFICATION:** A Local Certified Service-Disabled Veteran Business Enterprise is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and (b) prior to bid submission is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.187 of the Florida Statutes.

Place a check mark here only if affirming bidder is a Local Certified Service-Disabled Veteran Business Enterprise. A copy of the certification must be submitted with this proposal.

**COUNTY USER ACCESS PROGRAM (UAP): Joint purchase and entity revenue sharing program**

For the County's information, the bidder is requested to indicate, at 'A' and 'B' below, its general interest in participating in the Joint Purchase Program of the County User Access Program (UAP) described in Section 2.21 of this contract solicitation, if that section is present in this solicitation document. Bidder participation in the Joint Purchase portion of the UAP is **voluntary**, and the bidder's expression of general interest at 'A' and 'B' below is for the County's information only and **shall not be binding** on the bidder.

A. If awarded this County contract, would you be interest in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental or not-for-profit entities located **within** the geographical boundaries of Miami-Dade County?

Yes \_\_\_\_\_ No \_\_\_\_\_

B. If awarded this County contract, would you be interested in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental or not-for-profit entities located **outside** the geographical boundaries of Miami-Dade County?

Yes \_\_\_\_\_ No \_\_\_\_\_



Firm Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

FEIN No. \_\_/\_\_/ - \_\_/\_\_/ / / / / / /

Prompt Payment Terms: \_\_\_\_% \_\_\_\_ days net \_\_\_\_ days (Please see paragraph 1.2 H of General Terms and Conditions)

Signature: \_\_\_\_\_ (Signature of authorized agent)

\*"By signing this document the bidder agrees to all Terms and Conditions of this Solicitation and the resulting Contract."

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE COUNTY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS OFFER.



# **APPENDIX**

## **AFFIDAVITS FORMAL BIDS**





