

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

☒ New    ☐ OTR    ☐ Sole Source    ☐ Bid Waiver    ☐ Emergency

Contract

☐ Re-Bid    ☐ Other

Previous Contract/Project No.

**RFP-MDAD-09-06-AVB**

LIVING WAGE APPLIES: ☐ YES    ☒ NO

**Requisition**

**FB-01166 / RQID1900048**

TERM OF  
CONTRACT

**Four (4) Years**

**No./Project No.:**

**(9562-5/22-1)**

**Requisition /Project  
Title:**

**JANITORIAL SERVICES FOR MIAMI INT'L AIRPORT-ZONE 3**

**Description:**

The awarded bidder shall provide janitorial services exclusive to all non-terminal buildings and airport properties including public parking garages, employee parking areas and garages, the maintenance complex, Taxi Lot, Central Collection Plaza, Miami-Dade Police station, and other outlying buildings defined as Zone 3.

As set forth in this solicitation, the work areas are identified, inclusive of the parameters and facilities under this Contract. Service shall encompass all parameters and facilities from the floor to the ceiling to maintain an inclusive standard cleanliness; measured at approximately 5,613,531 square feet.

**Issuing Department:** **MDAD**

**Contact  
Person:**

**Ralph Cutie**

**Phone:**

**(305) 876-0830**

**Estimate Cost:** **\$4,000,000.00**

GENERAL    FEDERAL    OTHER

**Funding Source:** **PROPRIETARY**

**ANALYSIS**

**Commodity Codes:**

**910-39**

**958-63**

**485-65**

**485-83**

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

**EXISTING**

**2<sup>ND</sup> YEAR**

**3<sup>RD</sup> YEAR**

**Contractor:**

**N & K ENTERPRISES INC**

**Small Business Enterprise:**

**Contract Value:**

**\$7,107,215.00 for 10 years**

**Comments:**

Continued on another page (s): ☐ Yes    ☒ No

**RECOMMENDATIONS**

Set-aside

Sub-contractor goal

Bid preference

Selection factor

**SBE**

**Basis of  
recommendation:**

**Signed:** **SHEREECE GEORGE**

**Date sent to SBD:** **1/16/2019**

**Date returned to DPM:**

## **SECTION 2**

### **SPECIAL TERMS AND CONDITIONS**

#### **2.1 PURPOSE**

The purpose of this solicitation is to establish a contract for janitorial services for the Miami Dade County (County) Aviation Department (MDAD). The services will be exclusive to all non-terminal buildings, airport properties, and other outlying buildings defined as Zone 3.

#### **2.2 TERM OF CONTRACT**

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Blanket Purchase Order issued by the Internal Services Department, Strategic Procurement Division. The contract shall be effective for a four (4) year term.

#### **2.3 TERMINOLOGY FOR JANITORIAL SPECIFICATIONS**

**AOA** Aircraft Operations Area

##### **Carpet Cleaning:**

1. Deep Extraction - Carpet cleaning that involves that deep penetration of cleaning solution into the carpet fibers and removal through a vigorous suction method, usually measured by pounds of lift.
2. Surface Cleaning - The cleaning of the surface of the carpet fibers with very little cleaning solution penetrating into the carpet surface.
3. Non-residual Cleaner - Cleaning solution or cleaning method that is designed to dry in a state (or cleaning) that leaves little or no cleaning compound that will cause rapid re-soiling of the carpet surface.
4. Gum Residue - Refers to the sticky surface that can be left by gum even after the bulk material has been removed. This residue will cause rapid re-soiling of the carpet by capturing dirt into the sticky substance.

**Clean** The removal of loose, adhered and impregnated matter.

**Department** Miami Dade County Aviation Department (MDAD)

**Dirt -** Sand, soil, dust or other matter that is not adhered to a surface.

**Dressing/Finish** The generic name for any penetrating covering.

**Dust** The removal of all loose dirt, dust and soil particles from the ceiling to floor surfaces, inclusive of walls and partitions.

**Emergency** Services due to unforeseen, unanticipated issues that require immediate attention for the safety and operational use for the patrons and employees at Miami International Airport.

<b>Equipment</b>	Tools that may be electric, mechanical, or fixed that are used in the cleaning activities and are generally not consumed during their use.
<b>Facility</b>	The buildings, grounds and their components that comprise the Miami International Airport complex.
<b>Foreign Object Debris</b>	Substance, debris or article which may potentially cause damage.
<b>Frequency</b>	The number of times a task is accomplished in a defined time period.
<b>Furnishings</b>	Includes mobile or fixed items in an area; such as tables, chairs, planters, desks, ashtrays, cabinets, clocks, bookcases, couches, water fountains, telephones, trash cans, etc.
<b>Janitorial Supplies</b>	Supplies that are used up in the process of performing janitorial work. Examples included rags, dusters, cleaning chemicals, floor finish, pads, etc.
<b>Light Scrubbing</b>	The use of a rotary machine and a mild pad to remove the surface coat of floor finish, leaving some finish and all floor sealer. The intent is to remove surface abrasion and marks that cannot be removed with cleaning, spray buffing or burnishing, and preparing the floor for a light recoating of finish.
<b>Litter</b>	Items that have been discarded, but not deposited in a collection container.
<b>Location</b>	An area that has been identified with a name or unique reference.
<b>Mechanical Equipment</b>	Toilets, Urinals, sink fixtures, soap dispensers, hand blowers, water fountains, hand towel dispensers, auto flush sensors, light fixtures etc.
<b>Monitoring</b>	The on-going process of picking up paper and miscellaneous trash, cleaning and sanitizing surfaces, wiping down seating units, emptying of trash receptacles and recycling bins, damp wiping and sanitizing trash receptacles and lids, cleaning soiled areas, damp mopping terrazzo and resilient flooring, stairways and landings, handrails, guardrails and push plates. Removal of gum deposits and cleaning and dusting of fixtures including monitors, displays, information kiosks and counters.
<b>Pressure Washing</b>	The use of pressurized water dispensed through a special hose to remove deeply embedded dirt and soil from surfaces.
<b>Project Cleaning</b>	The periodic services that are intended to clean to a "like-new" condition. This service includes, but is not limited to, high dusting, wall washing, deep extraction of carpets, steam cleaning, complete stripping and refinishing of hard floor surfaces, and other detailed services not included in daily cleaning or policing.
<b>Routine / Project Cleaning Schedule</b>	The Awarded Bidder is responsible for the scheduling of all Cleaning in a manner which ensures that the required frequencies will be performed. Project Cleaning shall be performed during low traffic times, generally during the night shift. The Awarded Bidder shall submit a detailed schedule of Project Cleaning to be completed.
<b>Routine Cleaning</b>	Cleaning functions that keep the appearance and sanitation at an acceptable level, but may

	not be sufficient to keep areas at their optimal levels without the periodic application of more aggressive cleaning methods.
<b>Sanitizing</b>	The application of specific anti-microbial chemical formulas that cause the destruction of germs and bacteria to a level regarded as sanitized, according to industry standards.
<b>Services</b>	All parameters and facilities from the floor to the ceiling to maintain an inclusive standard cleanliness
<b>Scheduling</b>	The written, timed projection of all work to be accomplished in order to satisfy the cleaning and administrative requirements of this contract.
<b>Shift (Work Shift)</b>	Refers to an 8-hour time frame within a 24-hour period.
<b>Sidewalk</b>	A pedestrian walking area usually adjacent to a road.
<b>Spot Cleaning</b>	The selective cleaning of an obvious stain or soil condition in such a manner that the selective cleaning does not leave a noticeable difference in appearance between the selective area cleaned and the area that surrounds it.
<b>Staff</b>	Employees and Subcontractors of the Awarded Bidder who will provide services as outlined.
<b>Subcontractor</b>	A company hired by the Awarded Bidder to carry out services as outlined.
<b>Supplies</b>	Please refer to Section IX, Attachment B, titled Chemicals & Supplies for Routine and Project Cleaning.
<b>Trash</b>	Debris, litter and any item or matter left in any area.
<b>Trash removal/disposal</b>	The removal of trash in a manner that meets the Department's, the County's and any other government agency's requirements for such disposal.
<b>Travel</b>	The physical movement from the check-in area to the assigned area, and the return from the assigned work area to the check-out area.
<b>Vacuuming</b>	The use of equipment that creates suction to remove soil or liquid. Carpet (dry) vacuums typically include agitation to help dislodge soil which is then removed through suction. Liquid (wet) vacuums typically have specialized components that keep the liquid from entering into the electrical motor.

## 2.4 **METHOD OF AWARD**

Award of this solicitation will be made to the lowest priced responsive, responsible Bidder in the aggregate who meets the qualifications listed below and who has been prequalified in Group 3 of ITQ9562-5/22. If a Bidder fails to submit an offer for all items in Section 4 the overall offer may be rejected.

In the event the Awarded Bidder fails to perform in accordance with contract requirements, the Bidder may be terminated in accordance with terms and conditions, and charged re-procurement costs. The County may award the next responsive and responsible Bidder.

## **QUALIFICATIONS:**

- A. Bidder(s) shall employ key personnel that can make decisions and who can communicate with County representatives 24 hours per day, seven (7) days per week. Bidder shall provide representatives' name, email address and telephone number and fax number.
- B. Bidder(s)' supervisory personnel shall be sufficiently bi-lingual as to be able to properly control, supervise and communicate with its employees.
- C. Bidder(s) shall provide current references on company letterhead, signed from customers for whom the Bidder has provided janitorial services. The County shall be able to ascertain from these references to its satisfaction that the Bidder has sufficient expertise in providing the services defined throughout this solicitation. Bidder(s) experience shall be in similar commercial, high traffic facilities of similar square footage. Reference letters shall include the below information:
  - Facility type (i.e. stadium/arena, hospital, airport, etc)
  - Address of the facility
  - Size of facility (in square feet)
  - Number of employees servicing the facility
  - Frequency of services (daily, 24/7, shift, etc)

## **2.5 PERFORMANCE BOND<sub>(GS(1))</sub>**

The bidder to whom a contingent award is made shall duly execute and deliver to the County a Performance and Payment Bond each year in an amount that represents 100% of the bidder's offer. The Performance and Payment Bond Form supplied by the County shall be the only acceptable form for these bonds. No other form will be accepted. The completed form shall be delivered to the County within 15 calendar days after formal notice of award. If the bidder fails to deliver the payment and performance bond within this specified time, including granted extensions, the County shall declare the bidder in default of the contractual terms and conditions, and the bidder shall surrender its offer guaranty/bid bond.

The following specifications shall apply to any bond provided:

- A. All bonds shall be written through surety insurers authorized to do business in the State of Florida as surety, with the following qualifications as to management and financial strength according to the latest edition of Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey:

Bond Amount	Best Rating
500,001 to 1,500,000	B V
1,500,001 to 2,500,000	A VI
2,500,001 to 5,000,000	A VII
5,000,001 to 10,000,000	A VIII
Over 10,000,000	A IX

- B. On contract amounts of \$500,000 or less, the bond provisions of Section 287.0935, Florida Statutes (2007) shall be in effect and surety companies not otherwise qualifying with this paragraph may optionally qualify by:

1. Providing evidence that the surety has twice the minimum surplus and capital required by the Florida Insurance Code at the time the solicitation is issued;
2. Certifying that the surety is otherwise in compliance with the Florida Insurance Code; and
3. Providing a copy of the currently valid Certificate of Authority issued by the United States Department of the Treasury under SS. 31 USC 9304-9308.

Surety insurers shall be listed in the latest Circular 570 of the U.S. Department of the Treasury entitled "Surety Companies Acceptable on Federal Bonds", published annually. The bond amount shall not exceed the underwriting limitations as shown in this circular.

- C. For contracts in excess of 500,000 the provisions of Section B will be adhered to plus the company must have been listed for at least three consecutive years, or holding a valid Certificate of Authority of at least 1.5 million dollars and on the Treasury List.
- D. Surety Bonds guaranteed through U.S. Government Small Business Administration or Contractors Training and Development Inc. will also be acceptable.
- E. In lieu of a bond, an irrevocable letter of credit or a cash bond in the form of a certified cashier's check made out to the Board of County Commissioners will be acceptable. All interest will accrue to Miami-Dade County during the life of this contract and/or as long as the funds are being held by Miami-Dade County.
- F. The attorney-in-fact or other officer who signs a contract bond for a surety company must file with such bond a certified copy of power of attorney authorizing the officer to do so. The contract bond must be counter signed by the surety's resident Florida agent.

## **2.6 PRICING AND COMPENSATION**

Pricing submitted shall be per square foot of the designated work areas outlined in Section 3 of the solicitation. The square footage rates shall include all labor, materials, and supplies. Pricing shall be provided for all line items as listed in Section 4.

- A. Bidder(s) shall warrant that it has reviewed the County's requirements and expectations in order to determine the square footage rate proposed to complete the Services to be performed under this solicitation. Rates shall be priced per year, and shall remain firm and fixed for the term of the Contract, including any optional and extension.
- B. Additional Services approved in writing by the County as described in the Scope of Services will be reimbursed by the County separately from square footage rate. The County shall have no obligation to pay the Awarded Bidder any additional sum in excess of those stated herein, except for a change and/or modification to the Contract, which is approved and executed in writing by the County and the Awarded Bidder.
- C. All services completed by the Awarded Bidder outside of the Scope of Services outlined in Section 3 of this solicitation or prior to the County's approval, shall be at the Awarded Bidders' risk and expense.
- D. On the first (1<sup>st</sup>) day of each month, unless otherwise authorized by the County. The Awarded Bidder shall submit to the Department an invoice for the services performed during the previous month along with corroborating records, and shall be submitted to the County's Project Manager for review. The County will verify the accuracy of the invoice as submitted and subsequent to the verification shall issue a check to the Awarded Bidder in the verified amount.

If there are deductions or penalties, the County may agree to pay a reduced or prorated amount if the Awarded Bidder fails to provide the Services as specified throughout this solicitation, the amount paid to the Awarded Bidder shall be adjusted to reflect these items. **Verification and payment by the County shall not serve as a limit or bar on the ability of the County to recover from the Awarded Bidder any overpayments.**

## **2.7 MIAMI-DADE COUNTY LIVING WAGES SUPPLEMENTAL GENERAL CONDITIONS**

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 solicitation or issuance of a GASP/Permit or other Service Solicitation 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).

## **2.8 RESTRICTED AREAS, IDENTIFICATION BADGES AND AIRFIELD OPERATIONS AREA**

All of Awarded Bidders' employees requiring access to federally-regulated secure areas including, but not limited to, the Airfield Operations Area (AOA), the Federal Inspection Services (FIS) areas, and areas beyond security checkpoints, MUST undergo individual background screening (e.g., 10-year employment history verification, fingerprinting, etc.) completed by the County and comply with all security rules and regulations mandated by U.S. Customs and Border Protection (CBP), the U.S. Transportation Security Administration (TSA), and the Federal Aviation Administration (FAA).

The Awarded Bidder shall be responsible for requesting from MDAD identification badges for all employees and other personnel under its control who require access to restricted areas on the airport as part of their regularly assigned duties, and shall be responsible for the return of the identification badges of all personnel transferred or terminated from employment of the Awarded Bidder or airport assignment and upon termination of this Contract. The Department shall have the right to require the Awarded Bidder to conduct background investigations and to furnish certain data of such employees before the issuance of the identification badges, which shall include the fingerprinting of employee applicants for such badges.

Awarded Bidder shall:

1. Be responsible for any fine levied against the County caused by the Awarded Bidder(s)' employees' conduct.
2. Promptly report to the County the names of all persons who were employed by the Awarded Bidder from whom they were unable to obtain and return Department issued identification badges. In the event that an identification badge is not returned, the Awarded Bidder shall refund the County Department's established charge for lost or stolen identification badges.

## **2.9 SERVICE CHANGES**

The County will have the right to make changes to the Services specified herein and the character or quantity as may be considered necessary or desirable to complete the service in an acceptable manner.

Without invalidating the intent of the Contract, the County may order any changes to the Services, in writing, signed by the County's representative. If the changes result in deletions of square footage, the County will reduce the compensation to the Awarded Bidder by pro-rating the square footage. Any work that adds square footage beyond the initial amount as outlined in Section 3 and 4 of this solicitation, or is outside the Scope of Services defined shall be priced separately.

## **2.10 STAFFING REQUIREMENTS**

In order to fulfill the requirements of the Contract, the Awarded Bidder shall provide the required janitorial personnel and complete all janitorial duties as outlined in the Section 3. Assigned personnel shall be completely trained, properly supervised, and shall be technically qualified to safely and efficiently provide the Services as described in Section 3. The Awarded Bidder shall make every effort to retain the same janitorial personnel on daily job assignments to ensure familiarity with the areas and procedures for proper service accomplishment.

- A. The Awarded Bidder shall recruit, screen and employ such full time, part time personnel as required for the Awarded Bidder to competently fulfill its obligations under the terms of this Contract.

## **2.11 SUBCONTRACTOR USAGE**

Awarded Bidder shall be permitted to use subcontractors, with prior approval from the County. All subcontractors are required to obtain MDAD Security Clearance prior to commencement of work and will be the responsibility of the Awarded Bidder.

1. The Awarded Bidder's right to subcontract shall be governed by the provisions of the Contract as described herein.
2. The Awarded Bidder shall be fully responsible to the County for the acts and omissions of a subcontractor and of its personnel as the Awarded Bidder is responsible for acts and omissions of persons directly employed by it.

## **2.12 UNIFORM REQUIREMENTS**

The Awarded Bidder's employees shall present a clean, neat and professional appearance at all times and discharge their duties in a cooperative, safe, courteous and efficient manner. The Awarded Bidder shall provide uniforms for all employees.

1. The Awarded Bidder shall be specifically prohibited from utilizing any uniform style that resembles the approved uniform(s) for any other Awarded Bidder at Miami International Airport.
2. Uniforms that are permanently stained, torn, disheveled or unsightly, must be replaced by the Awarded Bidder.
3. The uniform shall have identification insignia and a name badge of a type and style that must be approved by the County. The Awarded Bidders' employees must wear only the approved uniform while on site performing the services. The shoes and socks shall be neat, clean, and in good condition. Management shall wear generally accepted business attire.
4. Failure of the employee to wear proper uniforms in a proper manner during work hours shall be cause for the Department to require removal of said employee from the site for that day.
5. Employees assigned to work at the curbside, along the street, and on the AOA shall wear a reflective vest issued by the Awarded Bidder. This vest shall be worn on the outside of any other clothing worn by the employee at all times while working in these areas.
6. The Awarded Bidder shall require all personnel, except non-public contact and managerial employees to wear visibly on their person, at all times while on duty, a distinctive name tag identifying the individual by name as



an employee of the Awarded Bidder and, if appropriate, displaying an employee number or title. The name tag must be approved by the County and be visible at all times.

7. Employees assigned to work outdoors shall be issued appropriate outerwear for winter weather, to be approved by the Department and conforming to the identification requirements of the uniform shirts. Such outerwear shall be at no additional cost to the Department.

## **2.13 PERSONNEL REQUIREMENTS AND EXPECTATIONS**

The Awarded Bidder shall abide by all County, State and Federal regulations on the wages and hours of its employees to include, but not be limited to the Florida Human Relations Act, the Federal National Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.

1. A valid Florida driver's license is required of all personnel operating motor vehicles on roadways in or around the airport. Each of the Awarded Bidders' vehicles used in the performance of the Services shall have the Awarded Bidders' business name and/or logo prominently displayed on its doors.
2. Awarded Bidder shall maintain a list, available to the County, showing the names, addresses and telephone number of all employees and the positions of said employees who perform the Services. The Awarded Bidder has a continuing obligation to advise the County of any changes, intended or otherwise, to the key personnel identified as part of the bid submittal.
3. Employees of the Awarded Bidder shall be able to communicate via radio equipment.
4. Awarded Bidder, Awarded Bidder personnel, and any Subcontractor to this contract shall not solicit or accept, for any reason whatsoever, any gratuity from passengers, tenants, customers, or any other persons using the premises. Further, all items of value found by Awarded Bidders' personnel or any Subcontractor during the performance of duties under this contract shall be immediately turned in to the Lost and Found office. Awarded Bidder shall be responsible for ensuring these policies are thoroughly understood by each employee and strictly enforced at all times.
5. English and Spanish must be spoken fluently by at least one (1) employee at all times at Awarded Bidder(s)' administrative offices. The Awarded Bidders' supervisors must be able to take instructions from the County. In the event of an emergency staff must be able to communicate effectively.

## **2.14 WORK HOURS AND SHIFTS**

Janitorial services are required 24 hours per day, seven days per week, including all holidays. Unless otherwise directed by the County, the Awarded Bidder shall work the following shift hours:

DAY SHIFT	6:00 A.M. to 2:30 P.M.
AFTERNOON SHIFT	2:00 P.M. to 10:30 P.M.
NIGHT SHIFT	10:00 P.M. to 6:30 A.M.

## **2.15 EMERGENCY SERVICES**

The Awarded Bidder shall provide the County with Emergency Services, upon request. Emergency response time shall be within thirty (30) minutes after verbal notification later confirmed in writing by the County's Project Manager. Timely response to emergency conditions, 24 hours a day, 7 days a week, which involves the coordination and deployment of

its staff and equipment in order to maintain facility operations and protect the safety of the public and airport personnel at all times and in specified areas within the Zone is required.

No additional cost shall be charged to the County for the diversion of personnel from their normal work to the emergency work; however, the Awarded Bidder will not be penalized if normal work has been impacted. Under emergency conditions, personnel normally assigned to one location can be temporarily assigned to another location. When the employees are no longer needed for the emergency work, they shall be directed by the Awarded Bidder to return to their normal work.

Water damage - In case of any emergency condition involving water leakage or flooding in a building or other occurrences requiring immediate correction, or what is of such magnitude that it cannot be addressed with its normal workforce, the County may use additional Awarded Bidder's staff to mitigate and/or resolve the issue effectively. If carpet requires shampooing, Awarded Bidder will coordinate with County's Project Manager to perform no later than two (2) hours after emergency has been corrected.

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 Services provided. MDAD will determine what products and/or equipment are necessary that fall outside of the standard required for normal Services.

## **2.16 KEYS**

The County will issue the Awarded Bidder keys needed to accomplish the Services exclusive of keys for access to federally restricted areas. Awarded Bidder shall be responsible for the security of such keys at all times and shall:

1. Not permit keys to be taken off airport property;
2. Keep keys not in use in a locked box;
3. Restrict access to keys and grant access to essential personnel only; and
4. Maintain a key inventory and perform audits of the issuance of keys as directed by County or Federal Agencies.

The Department shall have the right to determine which of the Awarded Bidder's employees shall service controlled sensitive areas within the Airport complex. Awarded Bidder shall promptly report any lost or missing keys to the Department and shall be responsible for all costs to install new locks or to replace keys.

## **2.16 DAILY REPORTING**

The Awarded Bidder shall keep on file and furnish to the County designated personnel each day a report which includes the following:

1. A list of items in need of repair including but not limited to; building fixtures and mechanical[GS(2)] equipment.
2. Any items of a critical, priority, or emergency nature in any area where Services were performed.

## **2.17 PROTECTION OF PHYSICAL PROPERTY**

All existing structures, utilities, services, roads, trees, shrubbery, etc., shall be protected against damage or interrupted services at all times by the Awarder Bidder during the term of any Services. The Awarded Bidder shall be responsible for the cost to replace or repair damage caused by the Awarded Bidder or Subcontractor's personnel through abuse, neglect, or misuse of equipment or supplies. The Awarded Bidder shall employ procedures that protect and enhance physical surfaces to achieve their expected or specified look.

## **2.18 ACCIDENT PREVENTION AND BARRICADES**

Precautions shall be exercised at all times for the protection of persons and property. The Awarder Bidder performing services under this contract shall conform to all relevant OSHA, State and County regulations during the course of such effort. Any fines levied by the above mentioned authorities for failure to comply with these requirements shall be borne solely by the Awarded Bidder. Barricades shall be provided by the Awarded Bidder when Services are performed in areas traversed by persons, or when deemed necessary by the County.

## **2.19 BIO-HAZARDOUS WASTE DISPOSAL**

The Awarded Bidder is required, as part of its routine daily work, to clean, disinfect, decontaminate, and dispose of potentially infectious blood borne pathogen materials.

## **2.20 FEDERAL RIGHTS TO CONSENT**

The Awarded Bidder shall understand and agree that all persons entering and working in or around arriving international aircraft and facilities used by various Federal Inspection Services agencies may be subject to the consent and approval of such agencies and any bonding that may be imposed by such agencies. Persons not approved or authorized by the Federal Inspection Services agencies may not be employed by the Awarded Bidder in areas under the jurisdiction or control of such Federal Inspection Agencies.

The Department has security rules and policies in place that the Awarded Bidder and their personnel must be in compliance with when performing duties at Miami International Airport (MIA). These policies include provisions of the Miami-Dade County Code for Aviation Department Rules and Regulations Chapter 25, MDAD Security Directives and Notices, and Transportation Security Administration (TSA) requirements under Title 49, CFR, Parts 1540, 1542, and 1544.

## **2.21 COMMUNICATION BETWEEN THE COUNTY AND THE AWARDED BIDDER**

- A. At the start of this Contract, the Department Director will designate the County Project Manager for this Contract. The County's Project Manager may designate a representative to be responsible for day-to-day communication with the Awarded Bidder.
- B. The County's Project Manager will monitor the quality of work performed, the manner of performance, rate of progress of the work and the acceptability of chemicals, supplies, tools and equipment furnished.
- C. The County's Project Manager will interpret Section 3 with regard to, but not limited to, the Scope of Services, cleanliness standards and the Department's satisfaction with the level of Awarded Bidder's performance of the Contract.

- D. Should the Awarded Bidder disagree with the County Project Manager's determination regarding any question or issue, the Awarded Bidder may request the matter be brought to the Department Director for final determination.

## 2.22 FEDERAL AVIATION ADMINISTRATION (FAA) SPECIAL PROVISIONS

### I. Compliance with Nondiscrimination Requirements

During the performance of this contract, the Awarded Bidder(s), for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") shall agree as follows:

1. Compliance with Regulations: The Contractor (hereinafter includes consultants) shall comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

2. Nondiscrimination: The Contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the Contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.

4. Information and Reports: The Contractor shall provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

5. Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the Nondiscrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

- a. Withholding payments to the Contractor under the contract until the Contractor complies; and/or
- b. Cancelling, terminating, or suspending a contract, in whole or in part.

6. Incorporation of Provisions: The Contractor shall include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, Required Contract Provisions Issued on January 29, 2016 Page 19 AIP Grants and Obligated Sponsors Airports (ARP) unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The Contractor shall take action with respect to any subcontract or procurement as the sponsor or the Federal.

Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

7. During the performance of this contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") shall agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Nondiscrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and Contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123 (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English

proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

ii) All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The Contractor shall have full responsibility to monitor compliance to the referenced statute or regulation. The [Contractor | consultant] must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division

iii) All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

## **SECTION 3**

### **SCOPE OF WORK/TECHNICAL SPECIFICATIONS**

#### **3.1 SCOPE OF WORK**

The Awarded Bidder shall provide an effective janitorial program through an on-site management team that supervises and supports competent staff that will provide high standards of cleanliness and infection/bacterial control through the development and execution of an approved and effective janitorial service program at Miami International Airport and its properties. These responsibilities shall be carried out by the Awarded Bidder through planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management required for optimizing services and support.

#### **3.2 DESIGNATED WORK AREAS**

The Awarded Bidder shall provide janitorial services to all non-terminal buildings and airport properties including public parking garages, employee parking areas and garages, the maintenance complex, Taxi Lot, Central Collection Plaza, Miami-Dade Police station, and other outlying buildings.

##### **A. Areas of Responsibility**

1. Cleaning of common-use areas such as lobbies, hallways, restrooms, stairwells, elevators, escalators, moving walkways, windows, excluding areas under exclusive lease to tenants.
2. As set forth in this solicitation, the work areas are identified, inclusive of the parameters and facilities under this Contract. Service shall encompass all parameters and facilities from the floor to the ceiling to maintain an inclusive standard cleanliness; measured at approximately 5,613,531 square feet.

<b>ZONE 3 – DAY SHIFT DESIGNATED AREAS</b>
Building 3033
Building 3050 – Black Box area (1030 -1900)
Building 3030 B Wing (1030 -1900)
Building 3030 C Wing (1030 -1900)
Building 3040
Taxi Lot & Restrooms
Ride Sharing (Uber/Lyft) Lot & Restrooms
Overflow Taxi Lot
Limo/Bus Lot
ATLV Operator
Dolphin Garage & Lower Short Term Parking
Central Collection Plaza & Park 7
Flamingo Garage, Upper Short Term Parking, Park 6 Main street

<b>ZONE 3 – AFTERNOON SHIFT DESIGNATED AREAS</b>
Building 3033
Building 3030
Taxi Lot & Restrooms
Ride Sharing (Uber/Lyft) Lot & Restrooms
Overflow Taxi Lot
Limo/Bus Lot
ATLV Operator
Dolphin/Flamingo Garage
Dolphin/Flamingo Plaza
Building 3050 & 3030
Park 8 & Park 3095

<b>ZONE 3 – NIGHT SHIFT DESIGNATED AREAS</b>
Dolphin/Flamingo Garage Elevators & Stairwell
Dolphin/Flamingo Garage Elevators & Stairwell Washing/Disinfecting
Pressure Washing - As assigned
Dolphin Garage & Lower Short Term Parking
Flamingo Garage, Upper Short Term Parking
Auto Scrubber Operator
ATLV Operator/Taxi Lot
Taxi Lot & Restrooms
Ride Sharing (Uber/Lyft) Lot & Restrooms
Overflow Taxi Lot
Limo/Bus Lot
Park 8

### 3.3 **RESTROOMS**

The following designated areas of work are exclusive to Zone 3. The outlined frequencies are minimum requirements according to the shift and work area. However, it is the responsibility of the Awarded Bidder to ensure order and cleanliness in accordance to Section 2 of this solicitation, and shall increase the frequencies as deemed necessary.

#### **RESTROOM CLEANING FREQUENCY – ZONE 3**

<b>Restroom</b>	<b>Cleaning Day Shift</b>	<b>Cleaning Afternoon Shift</b>	<b>Cleaning Night Shift</b>
Building 3010 Taxi Lot	HOURLY	HOURLY	HOURLY
Building 3030 1st Loading Dock	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 2nd Loading Dock	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT



Building 3030 A Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 A Wing 2 <sup>nd</sup>	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 A Wing 3rd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 B Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 B Wing 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 C/D Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 C/D Wing 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3033 Police 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3033 Police 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3038 Maintenance	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3040 Warehouse	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3042A Limo/Bus Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3042A Ride Sharing (Uber/Lyft) Lot	HOURLY	HOURLY	HOURLY
Overflow Taxi Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3050 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3064 South East Gate	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3091 Maintenance	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3099 Central Chiller	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3107 Dolphin Garage	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3108 Flamingo Garage	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3215 Terminal Mover Station Floor 1 - 3	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3215 Offices	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Employee Parking Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3240 MIA Mover station 4 <sup>th</sup> Floor	HOURLY	HOURLY	3 TIMES/SHIFT
Building 3241 Car Rental Center 4 <sup>th</sup> Floor	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT

### 3.4 **ROUTINE & PROJECT CLEANING PROCEDURES**

The Awarded Bidder shall adhere to the below schedule for both routine and project cleaning duties for all shifts and frequencies to ensure optimum care and attention to all areas within Zone 3. Routine Cleaning entails the thorough cleaning of the following areas:

- Public Areas (Interior & Exterior)
- Public Restrooms
- Sidewalks and Outside Areas
- Elevators
- Concrete Stairs
- Offices, Lounges, and Conference Rooms

ROUTINE CLEANING FREQUENCY TABLE		
JOB AREAS	SHIFT	FREQUENCY
INTERIOR PUBLIC AREAS	All Shifts	<i>Continuously Throughout Each Shift</i>

PUBLIC RESTROOMS	DAY AND AFTERNOON	Every 30 minutes
PUBLIC RESTROOMS	NIGHT SHIFT	<i>Continuously Throughout Each Shift</i>
SIDEWALKS AND OUTSIDE AREAS	All Shifts	<i>Continuously Throughout Each Shift</i>
ELEVATORS	All Shifts	<i>Once per shift</i>
ESCALATORS & MOVING SIDEWALKS	All Shifts	<i>Continuously Throughout Each Shift</i>
CONCRETE STAIRS	All Shifts	<i>Continuously Throughout Day/Afternoon Shifts</i>
OFFICES, LOUNGES AND CONFERENCE ROOMS	DAY AND AFTERNOON	<i>Continuously Throughout Day/Afternoon Shifts</i>
CARPET SPOT CLEANING	DAY AND AFTERNOON	<i>Continuously Throughout Day/Afternoon Shifts</i>
VINYL SEATING CLEANING	DAY AND AFTERNOON	<i>Continuously Throughout Day/Afternoon Shifts</i>
<b>PROJECT CLEANING FREQUENCY TABLE</b>		
<b>JOB AREAS</b>	<b>SHIFT</b>	<b>FREQUENCY</b>
CLEAN ELEVATOR INTERIORS	NIGHT SHIFT	<i>Weekly</i>
DEEP CLEAN RESTROOMS	NIGHT SHIFT	<i>Weekly</i>
CLEAN INTERIOR GRAPHICS	NIGHT SHIFT	<i>5 Times/year as designated by MDAD</i>
CLEAN AIR CONDITIONING VENTS	NIGHT SHIFT	<i>Monthly</i>
CARPET EXTRACTION	NIGHT SHIFT	<i>Weekly or more frequently if needed</i>
ROTARY SCRUB CARPET	NIGHT SHIFT	<i>As designated by MDAD</i>
RECYCLING CONTAINERS	NIGHT SHIFT	<i>Weekly or more frequently if needed</i>
SCRUB/BURNISH TERRAZZO	NIGHT SHIFT	<i>Daily</i>
STAIRWELL DUSTING	NIGHT SHIFT	<i>Weekly</i>
STRIP AND REFINISH TERRAZZO FLOORS	NIGHT SHIFT	<i>4 Times/Year</i>
SPRAY BUFFING	NIGHT SHIFT	<i>Daily</i>
CLEAN DOORS	DAY AND AFTERNOON	<i>Daily</i>
STRIP, OIL, POLISH ELEVATOR DOORS	NIGHT SHIFT	<i>Monthly</i>
STRIP, OIL, AND POLISH ESCALATORS	NIGHT SHIFT	<i>Monthly</i>
CLEAN AND RESTORE THE VINYL SEATING UNITS	NIGHT SHIFT	<i>Monthly</i>
CLEAN EXTERIOR PODIUMS AND KIOSKS	NIGHT SHIFT	<i>Monthly</i>
SCRUB PAVERS, CURBSIDE DRIVES & PARKING LOTS	NIGHT SHIFT	<i>Monthly</i>
CLEAN UPHOLSTERED FURNITURE	NIGHT SHIFT	<i>2 Times/Year and Spot Clean as needed</i>
CLEAN HOTEL/MOTEL INFORMATIONAL UNITS	NIGHT SHIFT	<i>Weekly</i>
SCRUB LONG TERM PARKING STAIRWELLS	NIGHT SHIFT	<i>Weekly or more frequently if needed</i>
PRESSURE WASHING	NIGHT SHIFT	<i>Weekly</i>

### 3.5 JANITORIAL SERVICES TO BE PROVIDED

The airport's buildings, facilities and outlying properties require cleaning and daily monitoring, with an emphasis on restroom service and sanitation. Services must be performed in a safe manner that protects airport employees and patrons and helps to provide for continuous operation of the facilities in the event of an emergency. It also requires the ability to analyze work requirements and develop procedures for cleaning and preserving the airport's surface areas. The Awarded Bidder must possess a thorough knowledge of cleaning equipment, chemicals and techniques.

The Awarded Bidder shall perform both Routine and Project Cleaning. The Awarded Bidder shall perform all services to the highest standard of performance recognized by custom and usage in the industry.

#### A. Carpets:

At the end of every night shift, upon completion of the required routine and project cleaning, the carpet condition shall be as follows:

- Free of all loose or embedded gum.
- Free of all spots, except for those that have been identified as "permanent."
- Thoroughly vacuumed in all areas.
- No dust build-up at, or around, carpet edges, corners, chair bases, or other objects that are placed on the carpet.

The Awarded Bidder shall develop and utilize a system for the removal of surface and embedded sand, soil, stains, spots, and bacteria on a regular and frequent schedule in order to ensure an acceptable appearance, and to remove soil that would shorten the useful life of the carpets.

Carpet spots shall be removed on a daily basis in accordance with the manufacturer's recommendation. Spot cleaning shall be attempted only after the carpet has been completely cleaned and vacuumed.

#### B. Curbside Areas (Adjacent to terminal):

Curbside areas will be kept litter free. Seating and floor surfaces kept free of embedded gum, debris, sand, soil, grime, spots, liquids. No build-up on edges, wall and column bases. Ashtrays are to be kept empty and clean, free of surface stains and embedded gum. Pressure washing will be done according to schedule (see Section 3.4) and in close coordination with the Landside Operations Division.

#### C. Custodial Rooms:

Custodial rooms must be kept clean and maintained free of odors at all times. Entrance doors must be kept closed at all times, except when actively working in the room. All materials must be kept out of passenger and/or public view. Non work-related materials as well as trash shall not be stored in these rooms.

#### D. Drinking Fountains - Cleaning and Disinfecting:

Drinking fountains shall be disinfected using germicidal detergent or crème cleanser. All obvious soil, streaks, smudges, etc. shall be removed from the drinking fountains and cabinets. All polished metal surfaces including the orifices and drain shall be clean and free of buildup. Staff shall report any leaks or malfunctions to their supervisors. After cleaning, the entire fountain shall be free of streaks, stains, spots, smudges, scale, and other removable soil. Germicidal detergent shall be used in drinking fountains.

#### E. Dusting and Furniture surfaces:

Use a lightly treated dust cloth, lightly treated hand-held dusting tool, lambs-wool dusting tool, tank vacuum with dusting attachments, or combination of these dusting tools to remove all dust, lint, litter, dry soil, etc., from the horizontal surfaces of desks, chairs, file cabinets, and other types of furniture and equipment, and from horizontal ledges, window sills, blinds, hand rails, etc. Items on desktops are not to be disturbed. After

regular dusting, all such surfaces shall have a uniform appearance, be free of any streaks, smudges, dust, lint, or litter. Dusting shall be accomplished by removal of soil from the area – not by displacing it from one surface to another. Desktops, laboratory counter tops, tile cabinets and the like, shall be completely cleared before dusting.

In stairwells, the tops and sides of any exposed, wall mounted lighting fixtures shall be dusted as well as the tops of suspended light fixtures in other areas of the buildings (see Section 3.4).

F. Elevators:

Elevators shall be cleaned using a cloth and neutral detergent solution, damp wiping the inside and outside of the elevator doors and elevator walls. A dry cloth shall be used to polish metal surfaces to a shine. The desired results are as follows:

- All stainless steel, formica, and elevator panels shall be clean, free of spots, smudges, stains and streaks.
- Floors are to be free of gum, sand, dirt, soil, liquids.
- No build-up in corners or edges.
- No odors.
- Door tracks shall be clean and free of debris.

Additionally, Awarded Bidder shall vacuum and damp wipe ceiling vents in the elevator. Vacuum the door tracks, clean with metal polish to a shine. Complete wash of all stainless steel surfaces, and polish to a shine.

G. Escalators and Moving Sidewalks:

Using a soft cloth and neutral detergent solution, spot clean the insides of the escalator or moving sidewalk to remove hand prints, smudges, stickers, gum and other visible soil. Stubborn soil may be removed with a stainless steel cleaner. Do not use green pads or abrasive cleansers. A dry cloth shall be used to polish metal surfaces to a shine. Using a push broom or wide deck brush, sweep treads to remove all foreign material. Damp mop the entry exit platforms to remove visible soil, gum, stickers, etc.

H. Furniture, Fixtures, Walls, Partitions, Doors, etc.:

Use a clean cloth and spray bottle of neutral detergent, germicidal detergent, or glass cleaner to remove fingerprints, smudges, marks, streaks, etc., from washable surfaces of walls, partitions, doors, desks, laboratory counter tops (must be completely cleared), furniture, fixtures, appliances, etc. Crème cleanser shall be used on hard-to-remove spots. After spot cleaning, there shall be no streaks, spots, or other evidence of removable soil. This includes both sides of glass in exterior doors and vestibules and in offices.

I. Hard Surfaces (Floors):

Monitoring of hard surfaces shall be done at all times to ensure that streaks, smudges, spills, gum and loose materials are removed. The floor will be kept in a clean and presentable manner at all times. Each day, by the end of the night shift, when routine and heavy cleaning is performed, the condition of hard surfaces will be as follows:

- Free of all loose or embedded gum, labels or sticky residue.
- Free of all deep surface scratches and abrasions that haze the floor's appearance.
- Floors will have a clear luster produced by floor finish that has been maintained to an "as new" condition.
- Free of spots and finish discoloration.
- No dust or grime build-up at, or around, floor surface edges, corners, chair bases, stations, or other objects that are placed on the floor.

J. Mop Cleaning and Disinfecting:

Prior to being damp mopped and disinfected, floor surfaces shall be swept or dust mopped. A wet mop, mop

bucket and wringer, and a germicidal detergent solution shall be used to remove soil and non-permanent stains from the entire area. The detergent solution shall be changed periodically and remain clear. All accessible areas shall be damp mopped. Chairs, trash receptacles, etc. shall be moved when necessary to mop underneath. After being damp mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area.

K. Office Cleaning:

Clean loose dirt and debris from resilient floors with dry mops. Clean offices to include, but not limited to desks, chairs, tables, file cabinets, lamps, telephones; vacuum rugs. Dust all surfaces which can be reached from floor level. Remove spots and smudges from doors, woodwork, wall partitions, and glass surfaces. Spot clean and damp mop floors. Vacuum carpeted areas and remove stains as necessary. Clean all metal and formica surfaces.

L. Parking Garages and Ramp Areas:

Parking areas shall be kept free of surface or embedded gum, debris, sand, soil, grime, spots, liquids, and free of oil. Pressure washing will be done according to schedule (see Section 3.4) and in close coordination with the Landside Operations Division.

Ramp areas (from the buildings to the "Fuchsia" aircraft containment line) will be kept free of all "Foreign Object Debris" (FOD), litter, embedded gum, debris, sand, soil, grime, spots.

M. Rearranging of Furniture as Required:

All furniture, desks, and the like moved by the staff during the performance of the services shall be returned to its appropriate location. Additionally, all other office furniture such as chairs and waste receptacles shall be returned to their appropriate locations. Furniture must be placed in specified locations and missing items be reported. All furniture such as desks, chairs, tables, and the like in classrooms must be returned to their original or specified configurations, as designated by the Department, after every cleaning.

N. Restrooms:

Restrooms are to be maintained clean, free of odors, and fully stocked with supplies at all times.

- Toilets seats and all porcelain surfaces shall be thoroughly cleaned, disinfected, and swabbed with sanitizer. Before leaving each stall, clean the partitions and the doors. Wipe both side of the door and door latch. Where stainless steel doors are present, clean with a dry cloth and polish to a shine.
- All sinks and fixtures shall be thoroughly cleaned and disinfected with sanitizer. No dust or grime build-up shall be present at any time.
- Clean and check all soap dispensers and refill if less than half full. Test each for proper operation. The soap used shall be resistant to bacterial growth, have no bacteria, or odor from bacteria.
- Walls, partitions and mirrors will be kept free of spots, stains, streaks, fingerprints and smudges at all times.
- Floors shall be thoroughly cleaned and mopped with sanitizer to ensure no build-up along edges, around toilets, partitions or urinals. Floor grout will be kept in like new condition and free of stains. Floors will be sealed as needed to prevent staining.
- Paper towel, toilet tissue and toilet liner dispensers will be kept fully stocked and completely cleaned with sanitizer, free of spots, stains, streaks, fingerprints and smudges.

- Germicidal detergent shall be used in restrooms and drinking fountains.

O. Stainless Steel:

All stainless steel surfaces will be cleaned and kept free of spots, smudges, stains and streaks at all times.

P. Stairways:

Stairways shall be kept litter free. Embedded gum, debris, sand, soil, grime, spots and liquids shall be removed daily or as soon as reported. Urine and urine odors shall be neutralized as soon as reported. Handrails shall be damp wiped using a neutral detergent solution. Other surfaces, including doors, kick plates, jams and thresholds shall be cleaned to remove hand prints, smudges and other visible soil.

Q. Trash Receptacles and Removal:

Trash receptacles will be kept free of debris, liquid or food on interior and exterior surfaces. Surfaces shall be thoroughly cleaned, disinfected and kept free of fingerprints, smudges and odors at all times. Receptacles shall be emptied when they are half full and trash transported to designated dumpsters. The Awarded Bidder will follow County recycling programs.

All waste receptacles and other trash containers within the area shall be emptied and returned to their designated locations. All waste from such trash receptacles shall be removed from the area and placed at a designated location in such a manner as to prevent the adjacent area from becoming littered by such trash. The exterior of waste receptacles shall be damp wiped with germicidal detergent solution from a spray bottle and a synthetic fiber cloth to remove evident soil. A lotion type cleanser and an abrasive pad shall be used to remove stubborn soils. All plastic liners that are torn or obviously soiled shall be removed from trash receptacles and replaced with new plastic liners. The liners shall be folded back over the rim of the receptacle and made secure.

Recycling containers shall be removed (see Section 3.4). All solid waste removal and collection of recycling materials shall conform to the Recycling Policies and Procedures.

R. Vacuuming:

Carpeted areas shall be completely vacuumed; collect surface soil and embedded grit from all areas accessible to a carpet vacuum cleaner. Chairs and trash receptacles should be tilted or moved as necessary to vacuum underneath. Additionally, as necessary, to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to an upright carpet vacuum cleaner, a crevice tool and brush attachment shall be used. After the carpeted floor has been completely vacuumed, it shall be free of all visible litter, soil, and embedded grit.

S. Walls:

Monitoring of the wall surfaces shall be done to ensure that streaks, smudges, spills, gum and loose materials are removed. The walls shall be kept in a clean and presentable manner at all times.

T. Windows (Glass cleaning):

Windows and glass surfaces are to be cleaned to a like new condition. Any unauthorized papers, notices, and the like taped or otherwise attached to glass surfaces are to be removed. Use a scraper or safety razor blade to remove these items. Use chewing gum remover to soften and remove tape and adhesive residues, if necessary. Use a brush, squeegee and bucket of glass cleaning solution to clean large

expanses or areas of glass. After cleaning, the glass shall present a clean, uniform appearance and be free of any streaks, smudges, stain, or soil.

The performance standards for routine custodial work are intended to describe the routine cleaning tasks and frequencies for the most common housekeeping tasks that will be performed on a frequent basis.

### **3.6 PERFORMANCE STANDARDS**

The Awarded Bidder shall perform all of its obligations with the highest quality standards and in a professional manner to ensure that the Services is performed in an efficient, effective, and uninterrupted fashion. Awarded Bidder shall use its best efforts to coordinate and adjust its activities to meet the needs and requirements of the Department and perform the services in a manner that does not impede, disturb, endanger, unreasonably interfere with, or delay airport operations and activities of airport operators.

- A. The services provided by the Awarded Bidder shall include, but is not limited to, the supplying of all labor, supervision, materials and supplies, equipment, tools, chemicals and all other items, necessary or proper for, or incidental to, such janitorial work as described throughout this solicitation. All material, workmanship, and equipment shall be subject to the inspection and approval by the County.
- B. Clean and safe physical environments that are free from loose, adhered or impregnated soil, gum or debris. Floors free from spots, spills, liquids, leaks, all substances, and stains; and proper sanitation of highly regulated service areas, such as in public restrooms.
- C. The County will have the right to require the Awarded Bidders' personnel to perform other cleaning duties on the premises as the County deems necessary or desirable and the Awarded Bidder shall promptly comply with those requirements. The County may authorize minor changes or alterations in the Services not involving additional cost and not inconsistent with the overall intent of the Contract.

### **3.7 GENERAL JANITORIAL CHEMICALS, EQUIPMENT & SUPPLIES**

Cleaning equipment, supplies and chemicals used to perform services under this Contract shall be subject to the approval of the County and will be in compliance with manufacturers' recommendations. Materials proposed for use shall comply with all applicable regulations for protection of the environment and the health and safety of employees and the public. Materials shall be appropriate, as recognized by the highest standard of custom and usage in the industry, for purposes utilized and shall be non-destructive of surfaces. No product used by the Contractor shall decrease the slip resistance of flooring or floor surface throughout the premises covered by this contract. Contractor shall provide to the County and shall update from time to time a list of all cleansers, chemicals, solvents, paper products and the like used by it in provision of cleaning services.

The Awarded Bidder shall store all supplies, materials and equipment in storage areas and custodial closets designated by the Department. The Selected Bidder shall keep these areas neat and clean at all times and in accordance with all applicable fire regulations.

#### **A. Chemicals for Routine and Project Cleaning**

The Awarded Bidder shall be responsible for providing and maintaining an adequate supply of cleaning chemicals necessary to complete the work. All cleaning products used in performance of the work under this contract shall meet the County's Technical Specifications (per Attachment A) and shall conform to and be used in strict compliance with all federal, state and local environmental and safety laws and regulations. The Selected Bidder shall be restricted from use of chemicals containing ammonia, chlorine, bleach or powdered abrasive cleaners without permission from the County.

All approved cleaning chemicals shall have:

- A label which contains instructions for use and antidotes for misuse.
- A Material Safety Data sheet on file and accessible to Successful Proposer(s)' employees.

Chemicals required:

- Carnauba Wax Lotion
- Degreaser Solution
- Food Grade Mineral Oil
- Glass Cleaner
- Non-ammoniated Floor Stripper
- Phosphoric/Citric Acid Descaler
- Quaternary Cleaner

**B. Equipment for Routine and Project Cleaning**

The Awarded Bidder shall furnish, at a minimum, the following equipment for use in performing the work required by this contract. All equipment is to be new at the beginning of the contract and shall be maintained in good, clean, totally functional operating condition at all times throughout the term of this Contract. An evaluation of all other equipment shall be periodically completed by the County. Any equipment judged as unsatisfactory, shall be replaced by the Awarded Bidder at their expense. All equipment shall be subject to the approval of MDAD.

**C. Supplies for Routine and Project Cleaning**

The Awarded Bidder shall provide suitable/necessary supplies to fulfill the work outlined. All materials and supplies are to be new at the beginning of the contract and shall be maintained in good, clean, totally functional operating condition at all times throughout the term of this Contract. These items shall be subject to the approval of MDAD.

**D. Standby Supply Inventory**

The Awarded Bidder shall maintain Standby Supply Inventory on site at all times. This inventory is in addition to any day to day inventories required to service the Contract and shall be subject to "no notice" audits and verification by the County at any time.

A minimum of the following items shall be "on-hand" at all times, unless otherwise authorized by the Department:

1. Paper Towels – 100 Cases
2. Toilet Tissue – 50 Cases
3. Toilet Seat Covers – 20 Cases
4. Lotion-Type Hand Soap – 30 Gallons

**3.8 INSPECTIONS**

The Department, either directly or through a third party, shall have the right to examine the Services, materials and equipment used by the Awarded Bidder and to observe the operations of the Awarded Bidder.

In the event the Department requests or conducts inspections or tests directly or through a third party, the Awarded Bidder shall immediately correct any life safety issues and correct or respond in writing to all comments or recommendations within thirty (30) days of receipt of the written inspection or test report. In the event that the Awarded Bidder does not agree with the findings of the Department or independent third party, the Awarded Bidder shall provide specific evidence to substantiate its disagreement.