

MIAMI BEACH
Request for Proposals (RFP)
2024-032-WG
JANITORIAL SERVICES

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SECTION 0100 **INSTRUCTIONS TO PROPOSERS**

1. GENERAL. This Request for Proposals (RFP) is issued by the City of Miami Beach, Florida (the "City"), as the means for prospective Bidders to submit their qualifications, proposed scopes of work, and cost proposals (the "proposal") to the City for the City's consideration as an option in achieving the required scope of services and requirements as noted herein. All documents released in connection with this solicitation, including all appendixes and addenda, whether included herein or released under separate cover, comprise the solicitation, and are complementary to one another and together establish the complete terms, conditions, and obligations of the Bidders and, subsequently, the successful Bidder(s) (the "contractor[s]") if this RFP results in an award.

The City utilizes Periscope S2G (formally known as BidSync) (www.periscopeholdings.com or www.bidsync.com) for automatic notification of competitive solicitation opportunities and document fulfillment, including the issuance of any addendum to this RFP. Any prospective Bidder who has received this RFP by any means other than through Periscope S2G must register immediately with Periscope S2G to ensure it receives any addendum issued to this RFP. Failure to receive an addendum may result in disqualification of the proposal submitted.

2. BACKGROUND

On October 17, 2018, the Mayor and City Commission accepted the recommendation of the City Manager, to negotiate with Able Business Services and SFM Services, Inc., pursuant to RFP 2017-070-JC for Janitorial Services. Initially, contracts were executed with Able Business Services, Inc. Zones 4 and 6, and SFM Services, Inc., for Zones 2 and 3. However, on April 22, 2020, all zones were awarded to SFM Services, Inc.

The existing agreement with SFM Services, Inc. is scheduled to expire on May 27, 2024.

3. PURPOSE. In light of the expiring agreement, proposals are sought from qualified Bidders(s) to provide citywide janitorial cleaning services for City facilities and City public spaces, identified as follows: Public Safety Zone, Recreation / Community Zone, Parking Zone, City Center Zone, and Auxiliary Zone, (collectively referred to as the "Zone(s)"). A complete listing of each facility within the named zones is included in Appendix D.

The City reserves the right to award one Contractor per zone, one Contractor for all zones, or any award combination deemed by the City to be in its best interest. Interested parties are not required to bid on all zones; however, in the event that the City intends to make an award to a single contractor for all zones, responses that do not include proposals for all zones will not be considered.

The selected contractor(s) shall provide all supervision, administrative and technical support, labor, materials, supplies, and equipment and shall plan, schedule, coordinate, and ensure the effective completion of all cleaning services as described herein. The contractor(s) shall provide services to all facilities or areas requiring services within each Zone including, but not limited to, cleaning all offices, conference rooms, common areas, lobbies, hallways, waiting areas, kitchens, break rooms, entrances, perimeter sidewalks, entryways, janitorial closets, elevators (passenger and freight, if applicable), stairwells, landings (if applicable), restrooms, restroom lobby areas, and any applicable beach facilities. Appendix A includes detailed specifications and requirements for all work.

4. ANTICIPATED RFP TIMETABLE. The tentative schedule for this solicitation is as follows:

RFP Issued	October 19, 2023
Pre-Proposal Meeting	November 2, 2023, at 10:00 am ET Join on your computer or mobile app Click here to join the meeting Or call in (audio only) +1 786-636-1480 United States, Miami

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	Phone Conference ID: 916 525 649#
Deadline for Receipt of Questions	November 13, 2023, at 5:00 pm ET
Responses Due	November 22, 2023, at 3:00 pm ET Join on your computer or mobile app Click here to join the meeting Or call in (audio only) +1 786-636-1480 United States, Miami Phone Conference ID: 316 934 347#
Evaluation Committee Review	TBD
Tentative Commission Approval	TBD
Contract Negotiations	Following Commission Approval

5. PROCUREMENT CONTACT. Any questions or clarifications concerning this solicitation shall be submitted to the Procurement Contact noted below:

Procurement Contact:
William Garviso

Telephone:
305 673-7490

Email:
williamgarviso@miamibeachfl.gov

Additionally, the City Clerk is to be copied on all communications via e-mail at: RafaelGranado@miamibeachfl.gov, or via facsimile: 786-394-4188.

The Bid title/number shall be referenced on all correspondence. All questions or requests for clarification must be received no later than ten (10) calendar days prior to the date proposals are due as scheduled in Section 0200-3. All responses to questions/clarifications will be sent to all prospective Bidders in the form of an addendum.

6. PRE-PROPOSAL MEETING OR SITE VISIT(S). A pre-proposal meeting or site visit(s) may be scheduled. Attendance for the pre-proposal meeting shall be via web conference and recommended as a source of information but is not mandatory. Bidders interested in participating in the Pre-Proposal Meeting must follow these steps:

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 786-636-1480 United States, Miami

Phone Conference ID: 916 525 649#

Bidders who are participating should send an e-mail to the contact person listed in this RFP expressing their intent to participate.

7. PRE-PROPOSAL INTERPRETATIONS. Oral information or responses to questions received by prospective Bidders are not binding on the City and will be without legal effect, including any information received at pre-submittal meeting or site visit(s). The City by means of Addenda will issue interpretations or written addenda clarifications considered necessary by the City in response to questions. Only questions answered by written addenda will be binding and may supersede terms noted in this solicitation. Addendum will be released through *Periscope S2G*. Any prospective bidder who has received this RFP by any means other than through *Periscope S2G* must register immediately with *Periscope S2G* to assure it receives any addendum issued to this RFP. Failure to receive an addendum may result in disqualification of proposal. Written questions should be received no later than the date outlined in the **Anticipated RFP Timetable** section.

8. CONE OF SILENCE. This RFP is subject to, and all bidders are expected to be or become familiar with, the City's Cone of Silence Requirements, as codified in Section 2-486 of the City Code. Bidders shall be solely responsible for ensuring that all applicable provisions of the City's Cone of Silence are complied with, and shall be subject to any and all sanctions, as prescribed therein, including rendering their response voidable, in the event of such non-

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compliance. Communications regarding this solicitation are to be submitted in writing to the Procurement Contact named herein with a copy to the City Clerk at rafaelgranado@miamibeachfl.gov

9. ADDITIONAL INFORMATION OR CLARIFICATION. After proposal submittal, the City reserves the right to require additional information from Bidders (or Bidder team members or sub-consultants) to determine: qualifications (including, but not limited to, litigation history, regulatory action, or additional references); and financial capability (including, but not limited to, annual reviewed/audited financial statements with the auditors notes for each of their last two complete fiscal years).

10. BIDDER'S RESPONSIBILITY. Before submitting a response, each Bidder shall be solely responsible for making any and all investigations, evaluations, and examinations, as it deems necessary, to ascertain all conditions and requirements affecting the full performance of the contract. Ignorance of such conditions and requirements, and/or failure to make such evaluations, investigations, and examinations, will not relieve the Bidder from any obligation to comply with every detail and with all provisions and requirements of the contract, and will not be accepted as a basis for any subsequent claim whatsoever for any monetary consideration on the part of the Bidder.

11. DETERMINATION OF AWARD. The City Manager may appoint an evaluation committee to assist in the evaluation of proposals received. The evaluation committee is advisory only to the city manager. The city manager may consider the information provided by the evaluation committee process and/or may utilize other information deemed relevant. The City Manager's recommendation need not be consistent with the information provided by the evaluation committee process and takes into consideration Miami Beach City Code Section 2-369, including the following considerations:

- (1) The ability, capacity and skill of the Bidder to perform the contract.
- (2) Whether the Bidder can perform the contract within the time specified, without delay or interference.
- (3) The character, integrity, reputation, judgment, experience and efficiency of the Bidder.
- (4) The quality of performance of previous contracts.
- (5) The previous and existing compliance by the Bidder with laws and ordinances relating to the contract.

The City Manager may recommend to the City Commission the Bidder(s) s/he deems to be in the best interest of the City or may recommend rejection of all proposals. The City Commission shall consider the City Manager's recommendation and may approve such recommendation. The City Commission may also, at its option, reject the City Manager's recommendation and select another Proposal or Proposals which it deems to be in the best interest of the City, or it may also reject all Proposals.

12. NEGOTIATIONS. Following selection, the City reserves the right to enter into further negotiations with the selected Bidder. Notwithstanding the preceding, the City is in no way obligated to enter into a contract with the selected Bidder in the event the parties are unable to negotiate a contract. It is also understood and acknowledged by Bidders that no property, contract or legal rights of any kind shall be created at any time until and unless an Agreement has been agreed to; approved by the City; and executed by the parties.

13. E-VERIFY. As a contractor you are obligated to comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility." Therefore, you shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Contract and shall expressly require any subcontractors performing work or providing services pursuant to the Contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term.

14. PERISCOPE S2G (FORMERLY BIDS SYNC). The Procurement Department utilizes Periscope S2G, Supplier-to-Government electronic bidding (e-Bid) platform. If you would like to be notified of available competitive solicitations released by the City you must register and complete your vendor qualifications through Periscope S2G, Supplier-to-

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Government www.bidsync.com/Miami-Beach. Registration is easy and will only take a few minutes. For detailed instructions on how to register, complete vendor qualifications and submit electronic bids visit <https://www.miamibeachfl.gov/city-hall/procurement/for-approval-how-to-become-a-vendor/>.

Should you have any questions regarding this system or registration, please visit the above link or contact Periscope S2G, Supplier-to-Government at support@bidsync.com or 800.990.9339, option 1, option 1.

15. HOW TO MANAGE OR CREATE A VENDOR PROFILE ON VENDOR SELF SERVICE (VSS). In addition to registering with Periscope S2G, the City encourages vendors to register with our online Vendor Self-Service web page, allowing City vendors to easily update contacts, attachments (W-9), and commodity information. The Vendor Self-Service (VSS) webpage (<https://selfservice.miamibeachfl.gov/vss/Vendors/default.aspx>) will also provide you with purchase orders and payment information.

Should you have any questions and/or comments, do not hesitate to submit them to vendorsupport@miamibeachfl.gov.

16. SUPPLIER DIVERSITY. In an effort to increase the number and diversity of supplier options in the procurement of goods and services, the City has established a registry of LGBT-owned businesses, as certified by the National LGBT Chamber of Commerce (NGLCC) and small and disadvantaged businesses, as certified by Miami-Dade County. See authorizing resolutions [here](#).

If your company is certified as an LGBT-owned business by NGLCC, or as a small or disadvantaged business by Miami-Dade County, click on the link below to be added to the City's supplier registry (Vendor Self-Service) and bid system (Periscope S2G, Supplier-to-Government). These are two different systems and it is important that you register for both.

Click to see acceptable certification and to register: <https://www.miamibeachfl.gov/city-hall/procurement/how-to-become-a-vendor/>.

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SECTION 0200

GENERAL CONDITIONS

FORMAL SOLICITATIONS TERMS & CONDITIONS – GOODS AND SERVICES. By virtue of submitting a proposal in response to this solicitation, bidder agrees to be bound by and in compliance with the Terms and Conditions for Services (dated 10.27.2022), incorporated herein, which may be found at the following link:

<https://www.miamibeachfl.gov/city-hall/procurement/standard-terms-and-conditions/>

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SECTION 0300 PROPOSAL SUBMITTAL INSTRUCTIONS AND FORMAT

1. ELECTRONIC RESPONSES (ONLY). Proposals must be submitted electronically through Periscope S2G (formerly BidSync) on or before the date and time indicated. Hard copy proposals or proposals received through email or facsimile are not acceptable and will be rejected.

A bidder may submit a modified proposal to replace all or any portion of a previously submitted proposal until the deadline for proposal submittals. The City will only consider the latest version of the bid.

Electronic proposal submissions may require the uploading of attachments. All documents should be attached as separate files in accordance with the instructions included in Section 4, below. Attachments containing embedded documents or proprietary file extensions are prohibited. It is the Bidder's responsibility to assure that its bid, including all attachments, is uploaded successfully.

Only proposal submittals received, and time stamped by Periscope S2G (formerly BidSync) prior to the proposal submittal deadline shall be accepted as timely submitted. Late bids cannot be submitted and will not be accepted. Bidders are cautioned to allow sufficient time for the submittal of bids and uploading of attachments. Any technical issues must be submitted to Periscope S2G (formerly BidSync) by contacting (800) 990-9339 (toll free) or S2G@periscopeholdings.com. The City cannot assist with technical issues regarding submittals and will in no way be responsible for delays caused by any technical or other issue.

It is the sole responsibility of each Bidder to ensure its proposal is successfully submitted in BidSync prior to the deadline for proposal submittals.

2. NON-RESPONSIVENESS. Failure to submit the following requirements shall result in a determination of non-responsiveness. Non-responsive proposals will not be considered.

- 1. Bid Submittal Questionnaire
- 2. Failure to comply with Minimum Eligibility Requirement (See Appendix A, Section A1).
- 3. Cost Proposal (Tab 5).

3. OMITTED OR ADDITIONAL INFORMATION. Failure to complete and submit the Bid Submittal Questionnaire (submitted electronically) and the Cost Proposal with the bid and by the deadline for submittals shall render a proposal non-responsive. Non-responsive proposals will not be considered. With the exception of the Bid Submittal Questionnaire (completed and submitted electronically) and the Cost Proposal, the City reserves the right to seek any omitted information/documentation or any additional information from Bidder or other sources, including but not limited to any firm or principal information, applicable licensure, resumes of relevant individuals, client information, financial information, or any information the City deems necessary to evaluate the capacity of the Bidder to perform in accordance with contract requirements. Failure to submit any omitted or additional information in accordance with the City's request shall result in the proposal being deemed non-responsive.

4. ELECTRONIC PROPOSAL FORMAT. In order to maintain comparability, facilitate the review process, and assist the Evaluation Committee in the review of proposals, it is strongly recommended that proposals be organized and tabbed in accordance with the tabs, and sections as specified below. The electronic submittal should be tabbed as enumerated below and contain a table of contents with page references. The electronic proposal shall be submitted through the "Line Item" attachment tab in Periscope S2G.

TAB 1	Cover Letter & Minimum Qualifications Requirements
1.1 Cover Letter and Table of Contents. The cover letter must indicate Bidder and Bidder's Primary Contact for the purposes of this solicitation.	
1.2 Minimum Qualifications Requirements. Submit verifiable information documenting compliance with the minimum qualifications requirements established in Appendix A, Minimum Requirements and Specifications.	

TAB 2 Experience & Qualifications

2.1 Qualifications of Proposing Firm. Submit detailed information regarding the relevant experience and proven track record of the firm and/or its principals in providing the scope of services similar as identified in this solicitation, including experience in providing similar scope of services to public sector agencies. For each project that the Bidder submits as evidence of similar experience for the firm and/or any principal, the following is required: project description, agency name, agency contact, contact telephone & email, and year(s) and term of engagement, square footage (not gross square footage) cleaned under previous engagements. For each project, identify whether the experience is for the firm or for a principal (include name of principal).

2.2 Qualifications of Bidder's Team. Provide an organizational chart of all personnel and subcontractors to be used for this project if awarded, the role that each team member will play in providing the services detailed herein, and each team member's qualifications. A resume of each individual, including education, experience, and any other pertinent information, shall be included for each Proposal team member to be assigned to this contract.

2.3 Evidence of Prior Working Experience: If sub-contractor(s) are included in the proposal, submit evidence that the proposed team has successfully collaborated on prior projects. For each project, submit the project description, agency name, agency contract, contact telephone & email, year(s), and term of engagement.

2.4 Certifications. Provide copies of any current cleaning industry certification(s). Examples of such certifications may include ISSA Cleaning Industry Management Standard (CIMS), and/or ISSA Cleaning Industry Management Standard (CIMS-GB) Green Building Certified among other industry certifications.

2.5 Hazardous Materials Training. Provide verifiable documentation that supervisors have completed a minimum of eight (8) hours of Hazardous Materials Emergency Response "Operations Level" training, and non-supervisory employees have completed a minimum of four (4) hours of Hazardous Materials "Awareness Level" training.

TAB 3 Approach and Methodology

3.1 Cleaning Plan & Standards. Submit a Comprehensive Cleaning Plan & Standards, in accordance with the standards referenced herein, that addresses how the proposer will complete the requirements of the RFP, including hours of service, staffing allocation by Zone, supervision approach by Zone, management methods, daily, monthly and periodic services, additional services, mitigation plans, supplies, tools, equipment, and quality control methodology.

3.2 Chemicals & Products. Submit the full list of chemicals and products, including paper products, that the Proposer intends to utilize to carry out the requirements of the RFP. Demonstrate compliance with the standards and requirements of the RFP. After award, any change to the chemicals or products submitted shall be approved in writing by the city prior to the change being enacted.

3.3 Equipment List. Include a list of all tools and equipment in the direct inventory of the Proposer, including new and used equipment, but not to include rental equipment. Include brooms, mops (wet and dry/dry dust mops dust pans, mop buckets, cleaning carts, dusters, window squeegees, floor pads, brushes, floor machines (e.g., scrubbers, burnishers, extractors, auto scrubbers, air blowers, vehicle and equipment trailers, pressure washers, vacuum cleaners, required to perform the services under the RFP. Include the quantity of each item identified.

3.4 Quality Assurance Plan. Submit a quality assurance plan for determining whether cleaning service requirements are met and for identifying improvement opportunities that commit the Contractor to attain the highest level of service in performing the scope of work and include significant and meaningful performance metrics to which the Contractor will hold itself accountable. Indicate any independent and third-party assessments or surveys to be utilized. Surveys delivered by contractor staff are prohibited.

3.5 Control Book. Provide a sample of the firm's "Control Book" in the RFP, including a sample Sign-In/out Sheet,

sample Cleaning Report, sample Inspection Form, and sample Quality Evaluation Form, which the Contractor will utilize for the performance of services under the contract.

3.6 Suppliers. Identify current supplier relationship accounts (locally and nationally) from which the Bidder utilizes, or will utilize, for the placement of cleaning supplies orders for products and equipment fulfillment, in order to fully support the requirements of the RFP.

3.7 Human Resources. Provide a detailed plan for hiring, retaining, and training that identifies the methods for ensuring the Contractor's staff, including management personnel, are maintaining industry standards in training and best practices.

3.8 Employee/ Services Log. Provide details on its technology system ("System") capable of logging the date and time of performance of janitorial services for each location.

3.9 Sustainability and Resiliency Stewardship. Submit Proposer's plan to be in full compliance with the environmental standards and requirements set forth herein assuring that environmentally preferable cleaning practices, chemicals, equipment, and supplies are maximized.

TAB 4 Cost Proposal

Submit a completed Cost Proposal Form (Appendix B).

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SECTION 0400

PROPOSAL EVALUATION

1. EVALUATION COMMITTEE. An Evaluation Committee, appointed by the City Manager, may meet to evaluate each Proposal in accordance with the qualitative criteria set forth below. In doing so, the Evaluation Committee may review and score all proposals received, with or without requiring presentations. It is important to note that the Evaluation Committee is advisory only and does not make an award recommendation to the City Manager or the City Commission. The City Manager will utilize the results to take one of the following actions:

- a. In the event that only one responsive proposal is received, the City Manager, after determination that the sole responsive proposal materially meets the requirements of the RFP, may, without an evaluation committee, recommend to the City Commission that the Administration enter into negotiations; or
- b. The City Manager may recommend that the City Commission authorize negotiations or award a contract to one or more firms in accordance with Section 0100, Sub-section 12; or
- c. The City Manager may Recommend that the City Commission short-list one or more firms for further consideration by the Evaluation Committee; or
- d. The City Manager may recommend to the City Commission that all firms, if more than one (1) responsive submittal is received, be rejected.

2. PRESENTATIONS BY SHORT-LISTED FIRMS. If a short-listing of firms responding to this RFP is approved, the short-listed firms may be required to make presentations to and be interviewed by the Evaluation Committee. In further considering the short-listed firms, the Evaluation Committee will utilize the criteria set forth in Sub-section 4 below.

3. TECHNICAL ADVISORS. The City, at its discretion, may utilize technical or other advisers to assist the evaluation committee or the City Manager in evaluating proposals.

4. EVALUATION CRITERIA. Responsive, responsible proposals will be evaluated in accordance with the following criteria:

5.

Qualitative Criteria		Maximum Points
(Points Assigned by Evaluation Committee)		
Experience & Qualifications (Tab 2)		40
Approach & Methodology (Tab 3)		35
TOTAL AVAILABLE POINTS for Qualitative Criteria		75
Quantitative Criteria		Maximum Points
(Points Assigned by Procurement Department)		
Cost Proposal		25
Veteran's Preference Points		5
TOTAL AVAILABLE POINTS for Qualitative and Quantitative		105

QUALITATIVE CRITERIA. The Evaluation Committee shall review responsive, responsible proposals and assign points for the qualitative factors only. The Evaluation Committee shall not consider quantitative factors (e.g. veteran's preference) in its review of proposals. The Evaluation Committee shall act solely in an advisory capacity to the City Manager. The results of the Evaluation Committee process do not constitute an award recommendation. The City Manager may utilize, but is not bound by, the results of the Evaluation Committee process, as well as consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Section 0100, Sub-section 10. In its review of proposals received, the

Evaluation Committee may review and score all proposals, with or without conducting interview sessions, in accordance with the evaluation criteria.

6. QUANTITATIVE CRITERIA. Quantitative factors shall not be considered by the Evaluation Committee. Quantitative factors will be considered by the City Manager in preparing a recommendation to the City Commission. In considering quantitative factors, the City Manager may also consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Section 0100, Sub-section 10. Procurement Department staff will assign points for the quantitative criteria. Veterans' Preference points will be assigned in accordance with Section 2-374 of the City Code.

Cost Proposal Evaluation. The cost proposal points shall be developed in accordance with the following formula:

Sample Objective Formula for Cost				
Vendor	Vendor Cost Proposal	Example Maximum Allowable Points (Points noted are for illustrative purposes only. Actual points are noted above.)	Formula for Calculating Points (lowest cost / cost of proposal being evaluated X maximum allowable points = awarded points) Round to	Total Points Awarded
Vendor A	\$100.00	20	$\$100 / \$100 \times 20 = 20$	20
Vendor B	\$150.00	20	$\$100 / \$150 \times 20 = 13$	13
Vendor C	\$200.00	20	$\$100 / \$200 \times 20 = 10$	10

7. DETERMINATION OF FINAL RANKING. The sum of the evaluation criteria points will be converted to rankings in accordance with the example below:

		Bidder A	Bidder B	Bidder C
Committee Member 1	Qualitative Points	82	76	80
	Quantitative Points	22	15	12
	Total	104	91	92
	Rank	1	3	2
Committee Member 2	Qualitative Points	79	85	72
	Quantitative Points	22	15	12
	Total	101	100	84
	Rank	1	2	3
Committee Member 2	Qualitative Points	80	74	66
	Quantitative Points	22	15	12
	Total	102	89	78
	Rank	1	2	3
Low Aggregate Score		3	7	8
Final Ranking*		1	2	3

It is important to note that the results of the proposal evaluation process in accordance with Section 0400 does not represent an award recommendation. The City Manager will utilize the results of the proposal evaluation process, and any other information he deems appropriate, to develop an award recommendation to the City Commission, which may differ from the results of the proposal evaluation process and final rankings.

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APPENDIX A

MIAMI BEACH

Minimum Requirements & Specifications

Request for Proposals (RFP)
2024-032-WG
JANITORIAL SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

A1. Minimum Eligibility Requirements. The Minimum Eligibility Requirements for this solicitation are listed below. Bidder shall submit the required submittal(s) documenting compliance with each minimum requirement. Bidders that fail to comply with minimum requirements shall be deemed non-responsive and shall not have its bid considered.

Proposer shall have a minimum of three (3) separate janitorial services contracts, completed or ongoing, within the last ten (10) years, each consisting of 1,000,000 square feet or more, with private commercial and/or governmental entities.

Required Submittals: For each client reference submitted (minimum of 3), the following information is required: 1) client name, 2) contact individual name & title, 3) address, 4) telephone, 5) contact's email, 6) narrative on scope of services provided; 7) number of square feet under contract; 7) contract dates.

A2. Scope of Work. The Contractor shall be fully responsible for providing customer service, quality control and all other services listed herein. The Contractor will determine, by way of their proposal, and in accordance to the minimum requirements of the RFP, the manner in which services are to be performed by Zone and location, allocation of labor hours needed to perform the task(s), cleaning methods and required supplies, materials and equipment, in order to successfully complete the required work.

The facilities may be occupied during the hours indicated by the City in Appendix D, Facility Locations, of the RFP. The Contractor(s) shall provide janitorial services consistent with meeting and exceeding the requirements of the RFP, and in accordance with the approved Comprehensive Cleaning Plan, which shall detail the proposer's project approach, indicating the means and methods for meeting the City's janitorial services requirements, and shall be provided by all proposers with their RFP submittal response package, as identified in Section 0300, TAB 3, Para. 3.1, of the RFP.

During evening services, lights shall be turned off as areas are completed, except in the immediate area where work is being performed. The City of Miami Beach reserves the right to adjust work hours to serve the specific needs of the facility. When a City-observed holiday falls on a regularly scheduled service day, and the City facility is not accessible to the Contractor(s), the Contractor(s) shall perform the regularly scheduled services on the next workday following the holiday closure. Exceptions will require arrangements with the City's Facilities and Fleet Management Director, or designee.

A complete listing of facilities and current operating hours within the facility is provided and attached as Appendix D, Facility Locations.. Times of operation may be subject to change at the City's discretion.

A3. Specifications.

The Contractor(s) shall, at a minimum, provide the City with janitorial and related services in accordance with the following standards and frequency expectations:

A3.01 SCHEDULE OF JANITORIAL SERVICES – OFFICES, WORKSPACES, LOUNGES, LOBBIES, ENTRANCES, COMMON AREAS, HALLWAYS, EXTERIORS, CORRIDORS

At Each Visit

1. Empty wastebaskets, trash cans, and recycling bins in dedicated containers.
2. Replace bag liner if ripped, soiled or wet for wastebasket and trashcans (Recycling bins should not have liners).
3. Dispose of all collected refuse to an outside dumpster.
4. Empty recycle containers and deposit material into dedicated, outside recycling collection container.
5. Empty and clean all exterior ashtrays and cigarette receptacles.
6. Clean all table and counter surfaces not having paper or materials stored on them
7. Dispose of any cardboard packing or discarded materials or items left for removal to outside dumpster.
8. Clean any area or item that obviously needs immediate attention due to incidental spills, leaks or debris.
9. Clean all glass main entry doors.
10. Sweep and damp mop all hard flooring (including elevators and stone surfaced flooring; spot clean any dirt or stains with appropriate cleaners and solvents as needed to maintain an acceptable appearance.)
11. Vacuum all carpeted areas, including walk-off mats, entrance mats, and rugs.
12. Refill hand towel dispensers in restrooms with an adequate amount of hand towels to maintain proper dispensing.
13. Clean and sanitize drinking fountains.
14. Sweep clean all landings and stairwells.
15. Spot clean any obvious stains or spills in carpeted areas with appropriate/approved cleaner(s).
16. Clean all doors (including glass doors) and frames, sweep mats, remove spider webs, remove gum.
17. All glass and metal surfaces of facility entrance/exit doors and lobbies interior and exterior shall be cleaned.
18. Dust all wall hangings and decorative light fixtures.
19. Wooden surfaces shall be maintained with a City approved polish. Every effort must be made so no rings, spills, or noticeable dust is visible.
20. Clean and/or polish tables, benches, and chairs. Wet cleaning may be required with germicidal cleaner.
21. Spot clean light switches and walls when visibly soiled.
22. Collect and dispose of debris and litter in parking areas, sidewalks, and breezeways.
23. Monitor exterior trash receptacles, removing trash as needed, and replacing liners.

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1. Polish furniture.
2. Clean and polish all table and counter surfaces which are free of material.
3. Wipe down all interior window frames, and sills with damp cloth.
4. Clean all non-glass doors and door frames
5. Wipe down all shelving with damp cloth.
6. Vacuum all fabric covered furniture and partitions
7. Wipe down elevator walls, polish interior cab with all-purpose cleaning spray or furniture polish.
8. Clean all elevator hand railings and metallic wall panels with stainless steel cleaner/polish.
9. All first-floor exterior windows shall be cleaned as needed.

Bi-Weekly

1. Clean all blinds, wall plates, door hardware and stairwell railings.

Monthly

1. Dust and clean all air conditioning register and air return vents.
2. Clean all vinyl furniture including workstations with vinyl cleaner.
3. Scrub, rinse, spray buff and wax hard floors (excluding stone surfaced flooring, utilizing proper floor care machinery).
4. Wipe down all walls and clean any spider webs from corners or ceilings.
5. Clean interior window glass.
6. Clean baseboards.
7. Detail clean all horizontal or vertical surfaces so that no visible dirt, dust, cobwebs, or streaks are visible, including all furniture, edges, corners, baseboards, walls, air vents, and door frames (high and low dusting, etc.) from floor to ceiling. Include all custodial closets, stairwells, entrance areas, and planters, and any other item or area within the scope of this Contract.
8. Telephones must be cleaned using a germicidal cleaner disinfectant.

Quarterly

1. Scrub and recoat hard floors (excluding stone-surfaced flooring, utilizing proper floor care machinery. (This service is to be provided within fifteen days of the start-up of the contract or trial period and performed quarterly thereafter).

Semi-Annually

1. Strip and wax hard floors, 3-coat minimum, where appropriate (excluding stone surfaced flooring, utilizing proper floor care machinery. (This service is to be provided within fifteen days of start-up of the contract or trial period and performed quarterly thereafter).
2. Vacuum fabric partitions throughout the City facilities.

Annually

1. Clean all blinds. Cleaning shall occur at the same time interior window surfaces are cleaned.
2. After cleaning, all blinds shall operate properly and contain no visible streaks, smears or dust.
3. Vertical blinds may be cleaned in place using chemicals designed for vinyl cleaning.

Carpet Spot Cleaning

1. Spot cleaning will be performed utilizing extraction method.
2. Carpet will be free of any dirt, dust, lint, stain or foreign matter as determined by the Contract Manager, Facility Manager or designee.
3. Cleaning procedures and chemicals shall be used in accordance with manufacturer's recommendations and warranty conditions.
4. Spot clean any spotted and stained areas, as needed or as requested.
5. When spot cleaned, affected carpet areas shall blend with adjacent areas.
6. Leave no dirt on carpets, in corners, near baseboards, behind doors, or under any furniture.
7. Wipe baseboards in carpeted areas free of dust.

Day Porters

The Contractor(s), in addition to standard janitorial services, awarded bidder(s) shall provide porter services at the locations outlined for porter services that are stated on Appendix D and shall meet or exceed the following requirements:

1. Maintain entrances and lobbies, (including parking garage) windows, doors, and dusting.
2. Maintain cleanliness of water fountains.
3. Complete restroom service; minimum once for a 4-hour shift and twice for an 8-hour shift, and as needed throughout the day. Restock and empty trash as needed.
4. Dust all interior signage including lobby and common areas.
5. Kitchenettes: Empty trash, dust windowsills, wipe down exterior and interior of cabinets, wiping down counter and sink areas.
6. Maintain custodial storage areas, keeping active inventory of supplies and all custodial closets clean and neat.
7. Facility exterior cleaning: Check all entrances and parking garages for paper and trash, empty all trash and smoking containers.
8. Report any maintenance items needing repair in the via email to City's Zone Manager.
9. Report any custodial issues arising from tenants to the City's Zone Manager via email to the City's Zone Manager.
10. Remove recyclable waste if needed.
11. Assist vacuuming office areas and spot cleaning as needed.
12. Day custodians shall provide ongoing service for entrances, common areas, restrooms, emergency spill removal from carpets and hard flooring, rainy day safety precautions (put out mats, signs and keep floors mopped dry), and other cleaning-related duties.
13. The City's Zone Manager will have authority to direct the day porters to perform special cleaning duties between the hours of 8:00 a.m. and 5:00 p.m.

A3.02 SCHEDULE OF SERVICES – RESTROOMS

At Each Visit

1. Clean all mirrors.
2. Replenish soap, toilet tissue and hand towels.

3. Sweep, mop with disinfectant cleaner and rinse bathroom floors.
4. Clean urinals and commodes (inside and out).
5. Check deodorizer block and replace if necessary.
6. Wipe down all partitions.
7. Clean and disinfect water basins and counter tops.
8. Empty and clean all waste receptacles, replace liners if necessary.
9. Polish all chrome and stainless steel.
10. Clean baby changing stations in conjunction with daily restroom cleaning schedules.
11. Refill hygiene products where applicable.

Weekly

1. Clean all doors, including entry doors, metal kick plates, door handles or push plates.
2. Clean all interior window glass, frames and sills.
3. Clean showers (if applicable).
4. Clean locker tops (if applicable).
5. Wipe clean (with tile cleaner) all tiled wall areas.

Monthly

1. Dust and clean all air conditioning registers and air return vents.

Quarterly

1. Scrub and rinse all tile surfaces with a non-toxic tile cleaner.
2. Detail clean all restroom floors and grout to a clean and uniform appearance, machine scrub floors, and entirely clean walls and doors 100% by the end of the first quarter of the Contract and no less than quarterly thereafter.

A3.03 SCHEDULE OF SERVICES – KITCHENS AND BREAK ROOMS

At Each Visit

1. Clean all counter space.
2. Sweep floors.
3. Wet mop floors.
4. Wipe clean all appliances.
5. Clean and disinfect sink.
6. Refill hand towel dispensers.
7. Remove all trash and recyclables.
8. Replace liners, as needed.

Quarterly

1. Scrub and rinse all tile surfaces with a non-toxic tile cleaner.

Annually

1. Strip and wax hard floors, with a 3-coat minimum wax application method.

A3.04 SCHEDULE OF SERVICES – PARKING GARAGES

At Each Visit

1. Collect and dispose of debris and litter in parking areas, ramps, decks, sidewalks, and breezeways.
2. Monitor exterior trash and recycling receptacles, removing trash as needed, and replacing liners, while maintaining all recyclable material separate from trash to avoid contamination.
3. Monitoring of public areas in all garages, between the daily cleaning requirements, is required.
4. Elevators, entrance and exit doors, stairwells (including handrails, steps, landings and lights), parking decks, all must remain free of trash, dust, dirt, litter, fluids, and odors.
5. Garbage cans in the public areas should always be cleaned and able to accept additional trash.
6. Floor drains need to be free on any debris, sand or litter.

A3.05 SCHEDULE OF SERVICES – DEEP CARPET CLEANING SERVICES

Carpet Deep Cleaning

1. Clean carpet during the first six (6) months of the Contract and quarterly thereafter.
2. Carpets shall be deep cleaned using an extractor.
3. Special spotting kits may be needed to remove difficult stains.
4. Clean carpet where visible and accessible, which will require moving some furniture. Moving heavy furniture, such as filing cabinets, is not required.
5. Edges and baseboards must not have fibers, debris, or spills visible after cleaning.
6. Apply a Teflon-based protector to all carpeting after cleaning, or approved equal.
7. Give all empty containers of carpet protector to the Contract Manager as a control.
8. Schedule time with the Contract Manager to operate air handlers overnight in the section to be extracted to reduce drying time.
9. The use of at least two (2) commercial carpet dryers supplied by Contractor(s) should be used to assist drying.

A3.06 SPECIAL EVENTS / HIGH-IMPACT WEEKENDS OR AS NEEDED SERVICES

Special events / high-impact weekends may include, but are not limited to:

- Spring Break (typically from late-February through mid-April)
- Memorial Day Weekend
- Pride Week
- 4th of July (Independence Day)
- Sleepless Nights
- Food and Wine Festival
- Veterans Day
- Art Deco Weekend
- Art Basel Week

During the above events, Contractor will be expected to provide staffing levels suitable for the demands to upkeep these facilities. At a minimum, Contractor will be required to provide a porter at each City Beachfront Restroom and a supervisor, responsible for all locations, during the above events.

For Special Events, as indicated above and/or those added in writing by the Facilities and Fleet Management Director, or designee, the Contractor shall be compensated based at the awarded additional services rate(s).

The supervisor(s) shall always be available while contract work is in progress to receive notices, reports, or requests from either the Zone Manager or the designated Zone Manager's representative. The supervisory employee(s) must be able to read, write, and speak English. No City employee is authorized to exercise either direct or indirect supervision over the Contractor's employees, unless designated by the Facilities and Fleet Management Director, or designee.

Steam Cleaning

Contractor will be expected to provide the following Steam Cleaning services on an as-needed, prescheduled basis.

1. Steam cleaning of chairs.
2. Steam cleaning of sofas.

A3.07 MATERIALS AND EQUIPMENT

The Contractor shall provide all materials, supplies, and equipment as required to properly maintain the facilities and areas in an acceptable condition, according to the minimum standards of the RFP.

This shall include all required maintenance and cleaning products, including, but not limited to: cleaners, disinfectants, bleach, floor care cleaners and protective coatings, etc. It shall also include brooms, mops (wet and dry/dry dust mops), mop handles, dust mop handles, dust pans, bowl mops, bowl brushes, putty knives, dusters, sponges, rags, window squeegees, floor pads, rubber gloves, for trash removal, spray bottles, floor care machines, vacuum cleaners, and any additional materials needed to perform the cleaning.

Vacuum cleaners shall be equipped with a beater bar or double row of brushes with high suction. The bar or brush setting should be approximately 1/8" below the vacuum cleaner casing. It is recommended that vacuum cleaners are equipped with special HEPA (high-efficiency particulate air) or ULPA (Ultra Low Particulate Air) type filters that collect at least 99.97%, or that lose no more than 1/10 of one percent of dust collected to the atmosphere.

All equipment used in the cleaning operation of any City of Miami Beach facilities must be in good safe operating condition as required by OSHA. Equipment with broken or exposed electric wires will not be allowed for use.

Supplies

The Contractor shall furnish all cleaning supplies, including but not limited to, paper products, cleaning products, equipment, liners, hand soap, tools and devices, floor finishes, floor sealer, floor stripper, germicidal cleaner, disinfecting cleaner, carpet cleaner, supplies, detergents, defoamer, metal and wood polishes. All cleaning equipment supplies, and materials shall be approved by the City's Contract Manager prior to use and stored in a clean, neat and safe manner within designated areas in each facility. Contractor's employees must use protective gloved clothing when using (harsh) skin-irritating chemicals. No flammable products, including propane or gasoline, shall be stored in the facility.

The Contractor shall furnish and install all hand soap and hand towel dispensers, if deemed necessary by the City. The City's Contract Manager shall approve all new hand soap and hand towel dispensers prior to installation by the Contractor. The City shall also approve in advance the exact location of all new hand soap and hand towel dispensers, including the height from finished floors, proximity to other fixtures, and other accessibility concerns.

The Contractor shall be responsible for the replacement of toilet paper dispensers in the restrooms of the facilities managed by the City due to product failure and or vandalism. The Contractor shall assume the cost of replacing toilet paper dispensers at their own expense. Historically, no more than 150 dispensers require replacement annually.

The City reserves the right to determine the suitable replacement products and engage in the procurement and installation process. The quality and specifications of the dispensers shall conform to the City's standards and regulations. The Contractor shall maintain accurate records of all toilet paper dispenser replacements, including dates, locations, and quantities replaced. These records shall be made available to the City upon request.

NOTE: All supplies must be used in accordance with the manufacturer's recommendations and instructions. All containers must be labeled with the manufacturer's brand name, name of product, and its recommended use.

A3.08 SAFETY REQUIREMENTS

The Contractor(s) shall comply with all applicable requirements of OSHA's "General Industry Standards." These requirements shall include all primary and refresher training mandated under the OSHA guidelines.

Safety Data Sheet

The Contractor(s) shall provide to the City's Zone Manager a Safety Data Sheet (SDS) and description literature for each chemical/compound/mixture used in the performance of the Contract before the commencement of any work hereunder. All SDS shall be of the latest version and comply with 29 CFR 1910.1200. In 2012, OSHA modified the HAZCOM program to conform to the United Nations Globally Harmonized System (GHS) of classification and labeling of chemicals. Hazardous products shall not be used, except with

prior approval of the Contract Manager, and must be disposed of properly by the Contractor(s) in accordance with the U.S. Environmental Protection Agency (U.S. EPA) 40 CFR 260-265. The Contractor(s) shall maintain and have readily accessible on-site a complete SDS book of all chemicals, compounds/mixtures used in the execution of the Contract.

Environmental and Hazardous Materials Requirements

The following defines the minimum requirements the Contractor(s) is to follow for Environmental Health, Safety, Hazardous Substances, Recycling, Hazardous Materials, Hazardous Waste Characterization and Disposal, Waste Minimization, Personnel Training, Required Notifications, and Permits and Records Retention:

Hazardous Substances / Hazardous Materials

The Contractor(s) shall submit to the Contract Manager, SDS for approval of products to be used prior to any use in the facility. The Contractor(s) is not to use any product not approved by the Contract Manager anywhere in the facility. The Contractor(s) shall not use any product that has a pH level of less than 3 or a pH level greater than 11. The Contractor(s) is not permitted to use any product that the SDS rates as "Flammable or Toxic" without approval from the City's Zone Manager.

Proper Disposal of Spent or Used Products.

The EPA and Florida Department of Environmental Protection (Florida DEP) require the proper disposal of certain chemicals/compounds/mixtures after they have been spent or used. The Contractor(s) is required to establish discrete waste streams for any chemicals that require proper disposal according to 40 CFR 260-265. The Contractor(s) must also arrange to have a licensed, "Part B Permit" Hazardous Waste & Universal Waste Contractor(s) to properly characterize, manifest, dispose and transport waste or recyclable materials. The waste hauler must be licensed by the U.S. Department of Transportation as a Hazardous Waste/Universal Waste Hauler under the Series 49 CFR (Code of Federal Regulations). The Contractor(s) must provide contact information of the Hazardous Waste/Universal Waste Hauler utilized.

Waste Minimization Programs.

The EPA and Florida DEP require the minimization of waste using water-soluble materials. The Contractor(s) is expected to utilize to the extent feasible the use of water soluble and user-friendly products that are available.

Personal Protective Equipment

All personnel are required to wear personal protective equipment in the performance of their duties, which involve the use Hazardous Substances and Hazardous Materials including protective eyewear or face shields, respiratory protection as necessary and applicable leak proof gloves or as prescribed by the SDS.

A3.09 PERSONNEL AND SUPERVISION

The Contractor(s) is required to and shall train all of the Contractor(s) 's personnel prior to a job assignment with the City of Miami Beach

Supervisors

Experienced on-site supervisors must be on-site during all hours that work is performed. The on-site supervisor must be available between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, to inspect the facility with the City's Zone Manager, or designee, and to handle related problems when required. Additionally, the supervisors must be available, and on-site, after normal business hours to monitor and respond to janitorial services issues, oversee staff, and close facility following completion of daily services. The Proposer shall submit, as part of the RFP response, a description of supervisory allocation, per Zone with days and hours of service identified.

Employees

1. **Building Access:** The City's Zone Manager, Facility Manager or designee shall direct and control access to the facility. Under no circumstances will anyone enter times for another employee. Only authorized Contractor(s) employees and subcontractor(s) are allowed on premises.
2. **Uniforms:** The Contractor(s) shall supply all employees with identification and uniforms (i.e. shirt, smock, etc.) that must be worn at all times while on the premises, and shall at all times present a neat and professional appearance, with clean uniforms.
3. **Access Cards:** The Contractor(s) shall report any lost access cards to the City's Zone Manager immediately upon discovering such and shall be liable for the costs of replacement and programming.
4. **Identification:** The Contractor(s) shall submit a list of employees with the required background checks as stated in Section 1.9 and a photocopy of a valid picture I.D. to the Contract Manager prior to commencement of services hereunder. I.D. badges shall show company name, employee name and a photo of the employee. I.D. badges must always be worn while performing services under this Contract.
5. **Training:** To improve sustainable waste management, the City requires janitorial employees to receive training on appropriate recycling practices. This training must be obtained within 6 months of an employee's hire date and must be coordinated through the Environment and Sustainability Department.

Industry Certifications and Training

The City desires that Contractor(s) obtain proper industry certification and/or industry licensing such as ISSA Cleaning Industry Management Standard (CIMS), and/or ISSA

Cleaning Industry Management Standard (CIMS-GB) Green Building Certified, or similar certification and licensing, during the term of the Contract.

The Contractor(s) shall provide verifiable documentation that supervisors have completed a minimum of eight (8) hours of Hazardous Materials Emergency Response "Operations Level" training, and nonsupervisory employees have completed a minimum of four (4) hours of Hazardous Materials "Awareness Level" training, from an approved training provider.

A3.10 REPORTING REQUIREMENTS

The Contractor(s) shall keep, maintain, and make available to the City upon request all training records and certifications, SDS, first report of injury and illness requiring first aid or additional medical professional treatment. Additionally, all injuries shall be recorded on the "OSHA 300 Log" and 300-A according to 29 CFR.

A3.11 SPECIAL PERMITS, LICENSE AND PRODUCT NOTIFICATIONS

Certain cities, counties and municipalities require hazardous materials licenses prior to the use of certain products. The Contractor(s) is responsible to obtain and make available to the City upon request all necessary licenses and permits regarding any hazardous materials prior to execution of this Contract.

The Contractor(s) 's day custodian(s) and on-site supervisor must carry direct means of communications provided by the Contractor(s) at all times during work shifts. A Control Book shall be maintained on-site and be accessible to both the City's Zone Manager and the Contractor(s) Manager. The Contractor's on-site supervisor shall review the Control Book daily/nightly for specific cleaning issues. The Contractor(s) should indicate in the Control Book on a daily/nightly basis items needing repair in addition to reporting these items via email to the respective City Zone Manager (e.g., plumbing in restrooms).

A3.12 MEETINGS WITH FACILITIES MANAGEMENT

The Contractor(s) 's on-site supervisor shall meet with the City's Zone Manager, Facility Manager, or Designee at least weekly, and as-needed, on a more frequent requested basis by the City, to inspect any facility and to resolve cleaning issues. The owner or senior manager in the Contractor(s) 's organization, acceptable to the City, shall meet, at a minimum, monthly with the City to review the Monthly Cleaning Report and Quality Evaluation Form, discuss cleaning issues, and address any related problems, to the City's Zone Manager.

A3.13 QUALITY CONTROL

The Contractor(s) 's on-site supervisor(s) shall perform during each cleaning shift, a detailed inspection, covering a minimum of twenty percent (20%) of the maintained space and report each inspection on a Shift Cleaning Report. The Contractor(s) shall inspect one hundred percent (100%) of the maintained space at a minimum for each week of the Contract term. The Contractor(s) shall maintain a written report regarding these inspections and submit a copy to the City's Zone Manager

weekly. A Control Book shall be maintained on-site and be accessible to the City and Contractor(s) personnel. The Contractor(s) 's on-site supervisor shall review the Control Book daily/nightly for specific cleaning issues. The Contractor(s) shall indicate in the Control Book on a daily/nightly basis items needing repair (e.g., plumbing in restrooms). The Contractor(s) shall provide a sample of its Control Book for review as part of the RFP. The Control Book shall be accessible to all City and Contractor(s) personnel and used to identify specific cleaning issues and report any maintenance deficiencies. The Control Book shall also contain the Contractor(s) Sign-In/Sign-Out Sheets, all MSDS for the respective facility, cleaning and staffing plans, as well all other documents such as special permits and training certifications deemed appropriate by the City.

A3.14 GARAGE AND RESTROOM INDEX

The City has recently implemented a garage and restroom index program. This program is utilized to communicate the status of the level of service regarding public garages and restrooms for the City of Miami Beach facilities. The results, ranging from 1.0 (very well maintained) to 6.0 (not maintained), provide an understanding of what criteria perform well and which do not. By analyzing the results, change can be made in areas in need of improvement so that the City of Miami Beach may provide better quality public garages and restroom facilities. Quarterly data is shared with the Commission with input from responsible department(s) regarding opportunities to improve performance. Proposers should become familiar with this City program and incorporate it into their Comprehensive Cleaning Plan.

A3.15 PRIOR WRITTEN APPROVAL OF ADDITIONAL AND/OR AS-NEEDED SERVICES

The Contractor(s) shall be required to obtain in writing, approval to perform any additional and/or as-needed services, by the Facilities and Fleet Management Director, or designee, prior to performing the actual work. The City shall not be obligated to pay for additional and/or as-needed services not approved in advance.

A3.16 SUSTAINABILITY/RESILIENCY REQUIREMENTS

All work shall be performed in accordance with the highest cleaning and environmental standards including:

- ISSA CIMS-GB
- Greenseal GS-42 (services)
- Greenseal GS-37 and GS-37 (products)

Green Cleaning Requirements

As part of the City's Sustainable & Resilient Procurement Policy, it is the intent of the City to reduce greenhouse gas (GHG) emissions to combat climate change; decrease the use of hazardous materials to improve community and environmental health; and decrease waste and inefficiencies in electricity, fuel, paper, water and other consumption to relieve pressure on natural resources. To advance these goals, products and services contracted will be evaluated in part based on their environmental attributes to reduce risks to health, safety, and the environment. Strict adherence to the following standards is required. Prior to the commencement of work, the Contractor(s) is required to submit a list of the products they intend to use. The Contractor(s) shall update the product list annually. The Contractor(s) is responsible for providing invoices confirming compliance with environmentally- preferable requirements. Product invoices are to be submitted as part of the

Contractor(s) monthly payment request submittal. Any deviation from these standards and requirements must be prior approved in writing by the City's Contract Manager.

The Contractor is encouraged to use green cleaning products and processes, to the degree feasible, and shall demonstrate such capability by submitting a green cleaning plan, that describes methods, materials, and equipment used under the contract. The Contractor shall use products offered that are certified or in compliance with at least one of the following five standards. The manufacturer's name, brand name and item number must be shown for each item being bid. Two copies of the certificate or other appropriate affidavit for each product offered must accompany the bid as documentation of certification or compliance as a green product.

The certification or compliance standards required for these products in no way exempts compliance with other applicable occupational health and environmental standards. The standards required are set out below:

1. Certified by Green Seal
2. Certified by Environmental Choice EcoLogo Program
3. (For Chemicals) Recognized by the U.S. Environmental Protection Agency Design for the Environment (DfE) Formulator Program
4. Safer Choice Standard by the Environmental Protection Agency (EPA)
5. (For Paper Products) In compliance with the U.S. Environmental Protection Agency Comprehensive Procurement Guidelines for Commercial and Industrial Sanitary Tissue

For those categories not covered by the above standards preference will be given to those products meeting the California Code of Regulations maximum allowable VOC levels for the appropriate cleaning product category(California Air Resource Board/California Code of Regulations (CCR), Title 17 CCR Section 94509 — (Topic cited; Standards for consumer products at www.calregs.com). If cleaning products that meet these criteria are not available only then can the cleaning Contractor use other type products. In such cases the Contractor shall continue to use to the extent possible the safest and most environmentally friendly products and products must be prior approved in writing by the City's Contract Manager. Contractor's staff must be trained and knowledgeable in the Contractor's green cleaning procedures.

The Contractor is strongly encouraged to use the following environmental attributes for products offered for bid:

1. Containing ingredients from the EPA's Safer Chemical Ingredients List
2. Use of renewable resources such as citrus, seeds, vegetables and oils
3. Biodegradable by standard methods and definitions
4. Designed for use in cold water in order to conserve energy
5. Concentrated formulas in product dispensers that measure quantities dispensed
6. Recycled-content product packaging and product shipping materials
7. Reusable or recyclable shipping boxes
8. Refillable bottles or drums

Packaging and Labeling: Packaging shall be comprised of recycled-content materials, shall be recyclable, or shall be returnable to the distributor for refilling. Packaging shall be constructed to

ensure, safe delivery. All products shall be manufactured and packaged under modern sanitary conditions in accordance with federal and state law and standard industry practice. Each case, bottle, and container shall have the following markings: Name and address of manufacturer Brand name of product. Net contents in U.S. standard pounds, ounces, gallons, or fluid ounces directions for use, including recommended use dilution and precautionary handling instructions. The reduction of packaging is highly encouraged through the purchasing of larger product containers/packaging. Any items that need to be refilled must be properly labeled with the corresponding product.

A3.17 COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

The City of Miami Beach utilizes a Computerized Maintenance Management System (CMMS) and will be sending its reactive, recurring, and preventative maintenance work requests through this system. The Contractor shall be charged a monthly \$50.00 subscription fee to gain access to the City's CMMS provider in order to receive work orders.

A3.18 EMPLOYEES/SERVICES LOG

The Contractor shall implement and maintain a technology system ("System") capable of logging the date and time of performance of janitorial service for each location under this contract. The City's User Departments under this contract would also need access to this system.

The name of the software used by the City's current service provider is Janitorial Manager.

The System shall be designed to capture relevant data pertaining to the timing of service provision, such as but not limited to:

- (a) Work logs detailing the services provided by the staff at each location,
- (b) Data on the frequency and duration of service at each location.

The Contractor shall provide the necessary training to its staff to effectively use the System.

The Contractor shall provide regular reports to the City, detailing, frequency of service, and other relevant data as captured by the System.

The City reserves the right to audit the System and its data to ensure compliance with this clause and the terms of the contract.

A4. Special Conditions

- 1. TERM OF CONTRACT.** The term of the Agreement resulting from this RFP shall be for an initial term of three (3) years.
- 2. OPTION TO RENEW.** The City, through its City Manager, will have the option to extend for one (1) two-year renewal term at the City Manager's sole discretion. The successful Contractor shall maintain, for the entirety of any renewal period, the same cost, terms, and conditions included within the originally awarded contract. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a City prerogative, and not a right of the successful Contractor.
- 3. COST ADJUSTMENTS.** On or about the anniversary of each contract year, the Contractor may request, and the city manager may approve, a cost adjustment based on documented cost increases for the following contract year. Cost adjustments should be limited to changes in the applicable Bureau of Labor Statistics index for the local region or other verifiable evidence of price increases. The Contractor's adjustment request must substantiate the requested increase. The City of Miami Beach, through its city manager, reserves the right to approve a requested adjustment or may terminate the agreement and readvertise for bids for the goods or services.
- 4. ADDITIONAL LOCATIONS OR SERVICES.** Locations or services not specifically identified in herein may be added to, or deleted from, any resultant contract upon successful negotiations and mutual consent of the parties, and approval by the City Manager.
- 5. PROTECTION OF PROPERTY.** The successful Contractor will at all times guard against damage to or loss of property belonging to the City of Miami Beach. It is the responsibility of the successful Contractor to replace or repair any property lost or damaged by any of its employees. The City of Miami Beach may withhold payment or make such deductions as it might deem necessary to ensure reimbursement for loss or damage to property through negligence of the successful Contractor, its employees or agents.
- 6. BACKGROUND CHECKS.** The Contractor(s) shall conduct a full criminal background check at its own expense on each of its employees engaged in providing services under this RFP or any resulting Agreement prior to the commencement of said services. No Contractor(s) employee shall be eligible to perform services, pursuant to this RFP or resulting Agreement, if he or she: (1) has been convicted of or was placed in a pre-trial diversion program for any crime involving dishonesty or breach of trust; embezzlement; drug trafficking; forgery; burglary; robbery; theft; perjury; possession of stolen property; identity theft; fraud; money laundering; shoplifting; larceny; falsification of documents and/or (2) has been convicted of any sex, weapons, or violent crime including but not limited to homicide; attempted homicide; rape; child molestation; extortion; terrorism or terrorist threats; kidnapping; assault; battery; and illegal weapon possession, sale or use. The Contractor(s) shall defend, indemnify and hold the City, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees) or claims for injury or damages arising out of its failure to comply with this requirement.
- 7. CHANGE OF PROJECT MANAGER.** A change in the Vendor's project manager (as well as

any replacement) shall be subject to the prior written approval of the City Manager or his designee (who in this case shall be an Assistant City Manager). Replacement (including reassignment) of an approved project manager or public information officer shall not be made without submitting a resume for the replacement staff person and receiving prior written approval of the City Manager or his designee (i.e. the City project manager).

8. **SUB-CONSULTANTS.** The Vendor shall not retain, add, or replace any sub-consultant without the prior written approval of the City Manager, in response to a written request from the Consultant stating the reasons for any proposed substitution. Any approval of a sub-consultant by the City Manager shall not in any way shift the responsibility for the quality and acceptability by the City of the services performed by the sub-consultant from the Consultant to the City. The quality of services and acceptability to the City of the services performed by sub-consultants shall be the sole responsibility of Consultant.

DRAFT

APPENDIX B

MIAMI BEACH

Cost Proposal Form

Request for Proposals (RFP)

2024-032-WG

JANITORIAL SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

**APPENDIX B
COST PROPOSAL FORM**

Failure to submit Appendix B, Cost Proposal Form, in its entirety by the deadline established for the receipt of proposals will result in proposal being deemed non-responsive and being rejected.

Bidder affirms that the prices stated on the cost proposal form below represent the entire cost of the items in full accordance with the requirements of this RFP, inclusive of its terms, conditions, specifications and other requirements stated herein, and that no claim will be made on account of any increase in wage scales, material prices, delivery delays, taxes, insurance, cost indexes or any other unless a cost escalation provision is allowed herein and has been exercised by the City Manager in advance. The Cost Proposal Form (**Appendix B**) shall be completed in its entirety. All corrections on the Cost Proposal Form (**Appendix B**) shall be initialed.

ZONE 1 AUXILIARY FACILITIES					
Item	Location	Quantity	U/M	Unit Price	Total (Quantity_X_Unit_Cost)
1	NORMANDY SHORES GUARDHOUSE	12	Monthly	\$	\$
2	ALLISON ISLAND GUARDHOUSE	12	Monthly	\$	\$
3	STILLWATER GUARDHOUSE	12	Monthly	\$	\$
4	BISCAYNE POINT GUARDHOUSE	12	Monthly	\$	\$

ZONE 2 PUBLIC SAFETY FACILITIES					
Item	Location	Quantity	U/M	Unit Price	Total (Quantity_X_Unit_Cost)
5	FACILITIES MANAGEMENT BUILDING	12	Monthly	\$	\$
6	MARINE PATROL BUILDING	12	Monthly	\$	\$
7	FIRE STATION #2 (RESCUE BUILDING) (SUPPORT SERVICES)	12	Monthly	\$	\$
8	MIAMI BEACH POLICE NORTH- END SUBSTATION (NESS)	12	Monthly	\$	\$
9	OCEAN RESCUE HEADQUARTERS (10TH STREET)	12	Monthly	\$	\$
10	PUBLIC WORKS YARD	12	Monthly	\$	\$
11	NORTH BEACH BUILDING DEPARTMENT OFFICE	12	Monthly	\$	\$
12	MIAMI BEACH EMERGENCY MANAGEMENT (EOC)	12	Monthly	\$	\$
13	FIRE STATION #2 (ADMIN BUILDING)	12	Monthly	\$	\$
14	MIAMI BEACH POLICE DEPARTMENT (MBPD)	12	Monthly	\$	\$

	(INCLUDING POLICE GARAGE)				
15	HISTORIC CITY HALL	12	Monthly	\$	\$
16	FLEET MANAGEMENT FACILITY	12	Monthly	\$	\$
17	ELECTROWAVE BUILDING	12	Monthly	\$	\$
18	SANITATION ADMINISTRATION BUILDING	12	Monthly	\$	\$
19	SANITATION AREA (17TH STREET GARAGE)	12	Monthly	\$	\$
20	MBPD SPECIAL INVESTIGATION UNIT	12	Monthly	\$	\$
21	MBPD INTERNAL AFFAIRS	12	Monthly	\$	\$
22	MBPD SOUTH OFFICE	12	Monthly	\$	\$

**ZONE 3
CITY CENTER FACILITIES**

Item	Location	Quantity	U/M	Unit Price	Total (Quantity_X_Unit_Cost)
23	1755 MERIDIAN OFFICES	12	Monthly	\$	\$
24	1701 MERIDIAN OFFICES	12	Monthly	\$	\$
25	CITY HALL	12	Monthly	\$	\$
26	CODE COMPLIANCE OFFICES	12	Monthly	\$	\$

**ZONE 4
RECREATION / COMMUNITY CENTER FACILITIES**

Item	Location	Quantity	U/M	Unit Price	Total (Quantity_X_Unit_Cost)
27	SOUTH POINTE PARK RESTROOMS	12	Monthly	\$	\$
28	3RD STREET RESTROOMS (MAJORY STONEMAN DOUGLAS PARK)	12	Monthly	\$	\$
29	6TH STREET RESTROOMS (LUMMUS PARK)	12	Monthly	\$	\$
30	10TH STREET RESTROOMS (LUMMUS PARK)	12	Monthly	\$	\$
31	14TH STREET RESTROOMS (LUMMUS PARK)	12	Monthly	\$	\$
32	21ST STREET RESTROOMS	12	Monthly	\$	\$
33	35TH STREET RESTROOMS	12	Monthly	\$	\$
34	46TH STREET RESTROOMS (INDIAN BEACH PARK)	12	Monthly	\$	\$

35	53RD STREET RESTROOMS (BEACH VIEW PARK)	12	Monthly	\$	\$
36	64TH STREET RESTROOMS (ALLISON PARK)	12	Monthly	\$	\$
37	72ND STREET RESTROOMS (UNIDAD BUILDING EXTERIOR RESTROOMS)	12	Monthly	\$	\$
38	76TH STREET RESTROOMS (ALTOS DEL MAR PARK)	12	Monthly	\$	\$
39	81ST STREET RESTROOMS (NORTH BEACH OCEANSIDE PARK RESTROOM #1)	12	Monthly	\$	\$
40	83RD STREET RESTROOMS (NORTH BEACH OCEANSIDE PARK RESTROOM #2)	12	Monthly	\$	\$
41	85TH STREET RESTROOMS (NORTH BEACH OCEANSIDE PARK RESTROOM #3)	12	Monthly	\$	\$
42	ART DECO WELCOME CENTER / 10TH STREET AUDITORIUM	12	Monthly	\$	\$
43	CANOPY PARK	12	Monthly	\$	\$
44	CRESPI PARK BUILDING	12	Monthly	\$	\$
45	FAIRWAY PARK PAVILION	12	Monthly	\$	\$
46	FLAMINGO PARK - BASEBALL FIELD RESTROOMS	12	Monthly	\$	\$
47	FLAMINGO PARK - NEHMAN FIELD HOUSE (PARK RANGER OFFICE)	12	Monthly	\$	\$
48	FLAMINGO PARK - ROBERT L. MICHNOFF MEMORIAL FIELD HOUSE (DAY CARE)	12	Monthly	\$	\$
49	FLAMINGO PARK - FOOTBALL FACILITY	12	Monthly	\$	\$
50	FLAMINGO PARK - PAL - POLICE ATHLETIC LEAGUE BUILDING	12	Monthly	\$	\$
51	FLAMINGO PARK - POOL FACILITY	12	Monthly	\$	\$
52	FLAMINGO PARK - TENNIS CENTER (INTERIOR)	12	Monthly	\$	\$

53	FLAMINGO PARK - ADMINISTRATION BUILDING / SOFTBALL FIELD RESTROOMS / TENNIS RESTROOMS (EXTERIOR)	12	Monthly	\$	\$
54	PARKS MAINTENANCE TRAILER	12	Monthly	\$	\$
55	GREENSPACE TRAILER (DOUBLE-WIDE)	12	Monthly	\$	\$
56	GREENSPACE / PARKS MAINTENANCE WAREHOUSE	12	Monthly	\$	\$
57	MAURICE GIBB PARK PUBLIC RESTROOMS	12	Monthly	\$	\$
58	MUSS PARK BUILDING	12	Monthly	\$	\$
59	NORMANDY ISLE PARK / POOL	12	Monthly	\$	\$
60	NORTH SHORE PARK YOUTH CENTER	12	Monthly	\$	\$
61	NORTH SHORE PARK TENNIS CENTER	12	Monthly	\$	\$
62	UNIDAD BUILDING	12	Monthly	\$	\$
63	NORTH BEACH OCEANSIDE PARK TRAILER	12	Monthly	\$	\$
64	SCOTT RAKOW COMMUNITY YOUTH CENTER	12	Monthly	\$	\$
65	SCOTT RAKOW COMMUNITY YOUTH CENTER POOL	12	Monthly	\$	\$
66	SCOTT RAKOW COMMUNITY YOUTH CENTER ICE RINK	12	Monthly	\$	\$
67	SOUNDSCAPE PARK TRAILER & RESTROOM BUILDING	12	Monthly	\$	\$
68	SOUTH SHORE COMMUNITY CENTER	12	Monthly	\$	\$
69	SOUTH SHORE COMMUNITY CENTER EXTERIOR RESTROOMS	12	Monthly	\$	\$
70	SOUTH POINTE PARK MULTIPURPOSE BUILDING	12	Monthly	\$	\$
71	STILLWATER PARK BUILDING	12	Monthly	\$	\$
72	TATUM PARK BUILDING	12	Monthly	\$	\$

**ZONE 5
PARKING GARAGES**

Item	Location	Quantity	U/M	Unit Price	Total (Quantity_X_Unit_Cost)
73	7TH STREET PARKING GARAGE	12	Monthly	\$	\$
74	12TH STREET PARKING GARAGE	12	Monthly	\$	\$
75	13TH STREET PARKING GARAGE	12	Monthly	\$	\$
76	16TH STREET PARKING GARAGE (ANCHOR GARAGE)	12	Monthly	\$	\$
77	17TH STREET PARKING GARAGE	12	Monthly	\$	\$
78	PENNSYLVANIA PARKING GARAGE	12	Monthly	\$	\$
79	42ND STREET PARKING GARAGE	12	Monthly	\$	\$
80	SUNSET HARBOUR PARKING GARAGE	12	Monthly	\$	\$
81	1755 MERIDIAN PARKING GARAGE	12	Monthly	\$	\$
82	COLLINS PARK GARAGE	12	Monthly	\$	\$
83	CONVENTION CENTER GARAGE	12	Monthly	\$	\$

SPECIAL EVENTS / HIGH-IMPACT WEEKENDS, OR AS-NEEDED SERVICES

Item	Description	U/M	Unit Price for Service
84	STEAM CLEANING OF CHAIRS	PER UNIT	\$
85	STEAM CLEANING OF SOFAS	PER UNIT	\$
86	STRIP AND WAX FLOORS (that are not already included as part of monthly, quarterly, annually etc. scheduled services)	PER SQUARE FOOT	\$
87	SCRUB AND RECOAT FLOORS (that are not already included as part of monthly, quarterly, annually etc. scheduled services)	PER SQUARE FOOT	\$

88	POST CONSTRUCTION CLEANUP (i.e. REMOVAL OF HEAVY DUST, WIPE DOWN FIXTURES/FURNITURE, VACUUM CARPETS, CLEAN AIR VENTS)	PER SQUARE FOOT	\$
89	ADDITIONAL SERVICES (INCLUDING HIGH-IMPACT WEEKEND AND SPECIAL EVENTS)	PER HOUR	\$

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APPENDIX C

MIAMI BEACH

Insurance Requirements

Request for Proposals (RFP)
2024-032-WG
JANITORIAL SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

MIAMI BEACH

INSURANCE REQUIREMENTS

The vendor shall maintain the below required insurance in effect prior to awarding the contract and for the duration of the contract. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage may be treated as a material breach of the contract, which could result in withholding of payments or termination of the contract.

A. Worker's Compensation Insurance for all employees of the vendor as required by Florida Statute 440, and Employer Liability Insurance for bodily injury or disease. Should the Vendor be exempt from this Statute, the Vendor and each employee shall hold the City harmless from any injury incurred during performance of the Contract. The exempt Vendor shall also submit (i) a written statement detailing the number of employees and that they are not required to carry Workers' Compensation insurance and do not anticipate hiring any additional employees during the term of this contract or (ii) a copy of a Certificate of Exemption.

B. Commercial General Liability Insurance on an occurrence basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$300,000 per occurrence.

C. Automobile Liability Insurance covering any automobile, if vendor has no owned automobiles, then coverage for hired and non-owned automobiles, with limit no less than \$300,000 combined per accident for bodily injury and property damage.

Additional Insured - City of Miami Beach must be included by endorsement as an additional insured with respect to all liability policies (except Professional Liability and Workers' Compensation) arising out of work or operations performed on behalf of the contractor including materials, parts, or equipment furnished in connection with such work or operations and automobiles owned, leased, hired or borrowed in the form of an endorsement to the contractor's insurance.

Notice of Cancellation - Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice to the City of Miami Beach c/o EXIGIS Insurance Compliance Services.

Waiver of Subrogation – Vendor agrees to obtain any endorsement that may be necessary to affect the waiver of subrogation on the coverages required. However, this provision applies regardless of whether the City has received a waiver of subrogation endorsement from the insurer.

Acceptability of Insurers – Insurance must be placed with insurers with a current A.M. Best rating of A:VII or higher. If not rated, exceptions may be made for members of the Florida Insurance Funds (i.e. FWCIGA, FAJUA). Carriers may also be considered if they are licensed and authorized to do insurance business in the State of Florida.

Verification of Coverage – Contractor shall furnish the City with original certificates and amendatory endorsements, or copies of the applicable insurance language, effecting coverage required by this contract. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements, required by these specifications, at any time.

CERTIFICATE HOLDER MUST READ:

City of Miami Beach
c/o Exigis Insurance Compliance Services
P.O. Box 947 Murrieta, CA 92564

Kindly submit all certificates of insurance, endorsements, exemption letters to our servicing agent, EXIGIS, at:

Certificates-miamibeach@riskworks.com

Special Risks or Circumstances - The City of Miami Beach reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

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.

APPENDIX D

MIAMI BEACH

Facility Locations

Request for Proposals (RFP)
2024-032-WG
JANITORIAL SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

APPENDIX E

MIAMI BEACH

Garage and Restroom Index Manuals

Request for Proposals (RFP)

2024-032-WG

JANITORIAL SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139