

TITLE PAGE
FLORIDA DEPARTMENT OF HEALTH
DOH 17-054



8-2017

REQUEST FOR PROPOSALS (RFP)
FOR
Janitorial Services CMS Rebid

Respondent Name: _____

Respondent Mailing Address: _____

City, State, Zip: _____

Telephone: _____ **Fax Number:** _____

E-Mail Address: _____

Federal Employer Identification Number (FEID): _____

BY AFFIXING MY SIGNATURE ON THIS REPLY, I HEREBY STATE THAT I HAVE READ THE ENTIRE RFP TERMS, CONDITIONS, PROVISIONS AND SPECIFICATIONS AND ALL ITS ATTACHMENTS, INCLUDING THE REFERENCED PUR 1000 AND PUR 1001. I hereby certify that my company, its employees, and its principals agree to abide to all of the terms, conditions, provisions and specifications during the competitive solicitation and any resulting contract including those contained in the Standard Contract or Department Terms and Conditions.

Signature of Authorized Representative: _____

Printed (Typed) Name and Title: _____

*An authorized representative is an officer of the respondent's organization who has legal authority to bind the organization to the provisions of the proposals. This usually is the President, Chairman of the Board, or owner of the entity. A document establishing delegated authority must be included with the Proposal if signed by other than the authorized representative.

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SECTION 1.0 INTRODUCTORY MATERIALS

1.1 Statement of Purpose

The Department of Health (the Department) is requesting proposals for janitorial services at several Children's Medical Services (CMS) locations throughout the state of Florida.

1.1.1. Legal Authority

Chapter 391, Florida Statutes

1.2 Definitions

Business days: Monday through Friday, excluding state holidays.

Business hours: 8 a.m. to 5 p.m., Eastern Time on all business days.

Calendar days: All days, including weekends and holidays.

Contract: The formal contract agreement or order that will be awarded to the successful Respondent under this RFP, unless indicated otherwise.

Contract Manager: An individual designated by the Department to be responsible for the monitoring and management of the Contract.

Minor Irregularity: As used in the context of this solicitation, indicates a variation from the RFP terms and conditions which does not affect the price of the Proposal, or give the Respondent an advantage or benefit not enjoyed by other respondents, or does not adversely impact the interests of the Department.

Proposal: The complete written response of the Respondent to the RFP (technical and cost proposals), including properly completed forms, supporting documents, and attachments.

Respondent: The entity that submits a Proposal in response to this RFP. This term also may refer to the entity awarded a contract by the Department in accordance with terms of this RFP.

Site Supervisor: The Respondent's employee that will be the on-site supervisory authority for the location when Respondent's staff are present.

Vendor Bid System (VBS): Refers to the State of Florida internet-based vendor information system at: http://vbs.dms.state.fl.us/vbs/main_menu

SECTION 2.0 PROCUREMENT PROCESS, SCHEDULE & CONSTRAINTS

2.1 Procurement Officer

The Procurement Officer assigned to this solicitation is:

Florida Department of Health
Attention: **Wardha Haider**
4052 Bald Cypress Way, Bin B07
Tallahassee, FL 32399-1749
Email: wardha.haider@flhealth.gov

2.2 Restriction on Communications

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Procurement Officer as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response, see section 287.057(23), Florida Statutes.

2.3 Term

It is anticipated that the Contract resulting from this RFP will be for two years beginning July 1, 2018 or the Contract execution date, whichever is later, and is subject to renewal as identified in **Section 2.4**. The Contract resulting from this RFP is contingent upon the availability of funds.

2.4 Renewal

The Contract resulting from this solicitation may be renewed. Renewals may be made on a yearly basis for no more than three years beyond the initial contract, or for the term of the original Contract, whichever is longer. Renewals must be in writing, subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties. Renewals are contingent upon satisfactory fiscal and programmatic performance evaluations as determined by the Department and are subject to the availability of funds.

2.5 **Timeline**

| EVENT | DUE DATE | LOCATION |
|---|--|--|
| RFP Advertised / Released | 04/09/2018 | Posted to the Vendor Bid System at: http://vbs.dms.state.fl.us/vbs/main_menu |
| Mandatory Site Visit | 04/16/18 04/17/18 04/18/18 04/19/18 | Please see Exhibit A for corresponding site visit locations and times. |
| Questions Submitted in Writing | Must be received BEFORE: 04/23/18 3:00 PM | Submit to: Florida Department of Health Central Purchasing Office Attention: Wardha Haider Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749 E-mail: wardha.haider@flhealth.gov |
| Answers to Questions (Anticipated Date) | 04/25/18 | Posted to Vendor Bid System at: http://vbs.dms.state.fl.us/vbs/main_menu |
| Sealed Technical and Cost Proposals Due and Opened | Must be received BEFORE: 05/04/18 3:00 PM | PUBLIC OPENING (No costs are announced) Submit to: Florida Department of Health Central Purchasing Office Attention: Wardha Haider 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749 |
| Evaluation of Proposals (Anticipated Date) | 05/07/18 | Evaluation Team Members to begin evaluations individually. |
| Posting of Intent to Award (Anticipated Date) | 05/29/18 | Posted to the Vendor Bid System at: http://vbs.dms.state.fl.us/vbs/main_menu |

2.6 **Addenda**

If the Department finds it necessary to supplement, modify, or interpret any portion of the solicitation during the procurement process, a written addendum will be posted on the MyFlorida.com Vendor Bid System, http://vbs.dms.state.fl.us/vbs/main_menu. It is the responsibility of the Respondent to be aware of any addenda that might affect their Reply.

2.7 **Site Visit**

A **mandatory** site visit will be held at the time and locations indicated in the Timeline **Section 2.5** and in **Exhibit A, Site Visit Locations and Times**. The Site visit will provide Respondents with an opportunity to tour the premises for Children Medical Services locations identified in this RFP.

Attendance is mandatory for the site visit at each location that the Respondent intends to submit a proposal for and is a prerequisite for the acceptance of the Proposal. Only Respondents that signed the attendance sheet for the mandatory site visit at the location proposed on will be considered responsive for that location.

Respondents that have previously provided services for one or more of the locations, will not be required to attend the mandatory site visit. If a Respondent will be proposing for a location that they have not previously provided services, that Respondent will still be required to attend the mandatory site visit for the proposed location in order for the Proposal to be accepted.

Respondents that attended the mandatory site visits on the previous solicitation DOH17-017, will not be required to attend the mandatory site visits for the same proposed locations for this solicitation. If a Respondent will be proposing for a location that they have not attended a mandatory site visit for on the previous solicitation, that Respondent will be required to attend the mandatory site visit for the new location in order for the proposal to be accepted.

2.8 **Questions**

This provision takes precedence over General Instruction #5 in PUR1001.

Questions related to this solicitation must be received, in writing (either via U.S. Mail, courier, e-mail, fax, or hand-delivery), by the Procurement Officer identified in **Section 2.1**, within the time indicated in the Timeline. Verbal questions or those submitted after the period specified in the Timeline will not be addressed.

Answers to questions submitted in accordance with the RFP Timeline and during the pre-proposed conference will be posted on the MyFlorida.com Vendor Bid System web site: http://vbs.dms.state.fl.us/vbs/main_menu.

2.10 Identical Tie Proposals

Where there is identical pricing or scoring from multiple respondents, the Department will determine the order of award in accordance with Florida Administrative Code, Rule 60A-1.011.

SECTION 3.0: SCOPE OF SERVICES

3.1 Background

The Department of Health, Children's Medical Services has several offices statewide that require a wide array of custodial services to maintain a clean and healthy environment for employees and the general public. Offices are comprised of employee, general public, and clinical areas. CMS currently has their offices being serviced on a contract that will be expiring soon. The Department previously released an RFP which was withdrawn due to specification changes.

3.2 Scope of Services

Respondent will provide services at the locations specified in Exhibit A. Respondent will perform, at a minimum, the following tasks as specified:

3.2.1. Daily Tasks

- 3.2.1.1 Vacuum the carpeted areas using a pile lifting cleaner brush, and spot cleaning as needed.
- 3.2.1.2 Ensure that carpeted areas blend with adjacent areas where the carpet fibers are aligned in the same direction.
- 3.2.1.3 Ensure that carpeted areas do not have evidence of fuzzing caused by harsh rubbing or brushing.
- 3.2.1.4 Sweep, dust mop, and damp mop non-carpeted areas, as required.
- 3.2.1.5 Ensure that carpeted and non-carpeted areas are free of any dirt, dust, lint, stains, or foreign matter. No dirt will be left in corners, near baseboards, behind doors, or under furniture.
- 3.2.1.6 Remove spots, smudges, or other foreign markings from wall surfaces without causing damage or discoloration.
- 3.2.1.7 Clean the entry way, reception, and clinic area glass, including but not limited to tables, lamps, and desks.
- 3.2.1.8 Clean and wipe down elevator surfaces, including doors, control panel, door tracks, and floors.
- 3.2.1.9 Clean and sanitize fountains and coolers, keeping them free of any debris. Ensure that nozzles are kept free from encrustation; surfaces have no film, streaks, or spots; and metal parts are clean and bright.
- 3.2.1.10 Dust all horizontal, vertical, and under surfaces of furnishings to remove obvious dust, smudges, or spots.
- 3.2.1.11 Dust corners, crevices, moldings, and ledges.

- 3.2.1.12 Clean tables, chairs, and countertops in reception areas, conference rooms, and lounges.
- 3.2.1.13 For janitorial areas, ensure all floors are clean and free of trash, debris, foreign matter, oil spots, etc. and will present an overall appearance of cleanliness. Ensure no dirt is left in corners. Ensure mop sinks are neat and clean at all times. Store all wet mops properly to achieve maximum drying and prevent mildew and odors.
- 3.2.1.14 Empty all trash receptacles. Receptacle liners are to be used and changed.
- 3.2.1.15 Maintain all bathrooms in a clean and sanitary condition for all floors, walls, doors, stalls, partitions, baby changing tables, shelves, sinks, commodes, urinals, soap, paper towel dispensers, fixtures, pipes, and valves.
- 3.2.1.16 Clean and polish bathroom mirrors.
- 3.2.1.17 Bathroom fixtures will be clean and bright, no dust, stains, water stains, smudges, mold, or encrustation on any surface.
- 3.2.1.18 Empty and sanitize bathroom trash and sanitary napkin receptacles with multipurpose disinfectant-deodorizer cleaner.
- 3.2.1.19 Replenish supplies of tissue, towels, and soap.
- 3.2.1.20 Clean employee area sinks, tables, chairs, and countertops with multipurpose disinfectant cleaner.
- 3.2.1.21 Sweep all building exterior entrance and sidewalk areas, pick up trash on the ground, empty garbage cans and receptacle liners, clean ash trays, and clean cigarette butt cans.

3.2.2. Weekly

- 3.2.7.1 Clean light switch plates and fixtures, ledges, and windowsills.
- 3.2.7.2 Clean walls, ceilings, and interior doors as needed.
- 3.2.7.3 Dust and clean ornamental wall decorations, charts, and boards.
- 3.2.7.4 Feather dust all desks, countertop surfaces, bookcases, and tops of filing cabinets, without disturbing any papers. Dust staff desks upon request.
- 3.2.7.5 Check batteries in bathroom air fresheners, and replace if needed.

3.2.3. Bi-Monthly (twice per month)

- 3.2.3.1. For non-carpeted areas, remove foreign materials from floor, damp mop to remove stains or spots, and spray buff.

3.2.3.2. Clean the inside of exterior windows in main lobby areas.

3.2.4. Monthly

3.2.4.1. Dust or vacuum ceiling air ducts and returns.

3.2.4.2. Vacuum all blinds and damp wipe all blinds when a thick accumulation of dust is not able to be cleaned by a vacuum.

3.2.4.3. Wash trash receptacles in staff area.

3.2.4.4. Clean inside exterior windows in staff offices.

3.2.5. Quarterly

3.2.5.1. Machine scrub hard surface floors and apply one coat of polish. Allow to dry and then buff. Use commercial grade wax and wax strippers. Dry buff hard surface floor with high speed floor machine.

3.2.5.2. Clean elevator stainless steel metal surfaces with stainless steel cleanser.

3.2.6. Semi-Annually

3.2.6.1. Strip hard surface floors and re-coat with three coats of floor polish. The Respondent will be required to move furniture.

3.2.6.2. Deep clean carpets using an extractor equipped with a power head. A traffic cleaner chemical is to be applied prior to extraction using steam shampoo to provide maximum dirt removal.

3.2.6.3. Use special spotting kits, as provided by the Department, to remove difficult carpet stains.

3.2.6.4. Ensure that edges and baseboards do not have fibers, debris, or spill visible after cleaning of the carpet.

3.2.6.5. Commercial carpet dryers are to be used to assist in drying.

3.2.6.6. The Respondent will be required to move furniture in conference rooms to clean carpet.

3.2.7. Staffing Supervision and Requirements

3.2.7.1 Respondent must identify all roles and provide the number of staff and time devoted.

3.2.7.2 Site Supervisor

Respondent must designate in writing the name of the person(s) assigned as the Site Supervisor. All Site Supervisors must have a thorough knowledge of the requirements of this Contract and the

operation of equipment and materials to be used to both properly train and direct contractor personnel on their individual tasks and to conduct an effective inspection and follow program. The Site Supervisor must be on property at all times when services are being performed and when any contractor personnel are present. The Site Supervisor will be responsible for checking that exterior doors are secured at the time of departure from the premises. The Site Supervisor will notify the Department, in writing, of any valuables found on a communication log and securing the valuables until given to the Department's Contract Manager or designee.

- 3.2.7.3 Respondent's personnel, including the Site Supervisor, must undergo a Level One Background check from the Florida Department of Law Enforcement.
- 3.2.7.4 Respondent's personnel must be competent, trustworthy and properly trained for the work requirements. The qualifications of each individual and the role they will perform for the duration of the contract must be provided.
- 3.2.7.5 Respondent's personnel must be under the supervision of a Site Supervisor at all times.
- 3.2.7.6 Respondent will ensure that its personnel performs as follows:
 - 3.2.7.6.1. Does not provide services in restricted areas specified in the building unless a specific request is made in writing by the Department.
 - 3.2.7.6.2. Does not turn on or off any equipment, including computers, televisions, and HVAC units.
 - 3.2.7.6.3. Only uses lighting in the areas in which they are working.
 - 3.2.7.6.4. Ensures outside doors are locked at all times while cleaning.
 - 3.2.7.6.5. Are neat and clean in appearance. Picture identification and uniforms must be worn to fully identify the worker as a member of the respondent's workforce.
 - 3.2.7.6.6. Only the Respondent and its personnel are permitted on the premises of the locations specified and awarded. The Respondent and its personnel are not to provide access to anyone.
 - 3.2.7.6.7. Notifies their Site Supervisor of any malfunctions of plumbing fixtures, electrical outlets or switches, or any other abnormal or unusual conditions discovered. The Site Supervisor will submit the issue in writing via a communications log to the Department's Contract Manager.

- 3.2.7.6.8. Items that cannot be cleaned because of damage or permanent stains must be submitted on a communications log and the Department will determine if a replacement is needed.
- 3.2.7.6.9. Damage caused by Respondent and its personnel will be repaired by Respondent to the satisfaction of the Department, at no additional cost to the Department. For example, damage from moving a trash hamper and hitting a wall, door, desk, etc.
- 3.2.7.6.10. Clean up required as a result of the findings from an inspection is the responsibility of Respondent and will be performed at no additional cost to the Department. For example, wax or soap splashed on baseboards, walls or glass.

3.2.8. Quality Assurance and Issue Resolution

- 3.2.8.1 Respondent will communicate in writing with the Department's Contract Manager and Department staff using a communication log such as Exhibit B.
- 3.2.8.2 Respondent must have a quality assurance plan describing a comprehensive structure and system for the evaluation and maintenance of service quality.
- 3.2.8.3 Respondent must have an issue resolution plan that addresses service delivery deficiencies, assess root causes, and solution development through feedback and follow-up actions.
- 3.2.8.4 Respondent and its personnel will fully cooperate with periodic inspections of the facility that will be performed at random by the Department. A file of these inspections will be maintained by the Children's Medical Services Contract Manager as a reference of performance.

3.2.9. Background Checks

Respondent will be responsible for obtaining and providing Level One (1), or equivalent, written background checks from the Florida Department of Law Enforcement (FDLE) on all Respondent's employees and substitutes that will work in the building. This documentation must be provided to the Department prior to executing the Contract. The Department reserves the right to reject any employee from providing services on the basis of the background check. The Respondent may access the FDLE website to perform the background check and is responsible for payment. The address for the website: <http://www.fdle.state.fl.us/CriminalHistory>. Written FDLE background checks must be submitted to the Department Contract Manager and approved prior to staffing changes.

3.2.10. Cleaning Supplies and Equipment

Cleaning supplies will be provided by the Department. Supplies include but are not limited to toilet paper, paper towels, seat covers, garbage bags, waste/trash liners, disinfectant, hand soaps, air freshener, multi-surface, and toilet cleaning products. The Respondent will be responsible for all equipment needed for cleaning and servicing the facility. Equipment must be of good commercial quality acceptable in the janitorial profession and acceptable to the Department.

3.3 Minimum Qualifications and Experience

3.3.1. The Respondent must have been in business for a minimum of 3 years.

3.3.2. The Respondent must have at least 3 years of experience in cleaning and maintaining facilities with a mix of office, laboratory, and medical settings.

3.4 Service Locations

Locations with estimated square footage to be serviced.

| Location of Janitorial Services | Estimated sq ft |
|--|-----------------|
| Tallahassee Area Office 2390 Phillips Road Tallahassee, FL 32308 | 33,000 sq ft |
| Pensacola Area Office 5192 Bayou Blvd. Pensacola, FL 32503 | 39,000 sq ft |
| Gainesville Area Office 1701 SW 16th Avenue Building B Gainesville, FL 32608 | 21,375 sq ft |
| Jacksonville Area Office 910 North Jefferson Street Jacksonville, FL 32209 | 34,000 sq ft |
| Daytona Area Office 421 South Keech Street Daytona Beach, FL 32114 | 16,122 sq ft |
| St. Petersburg Area Office 3491 Gandy Boulevard Pinellas Park, FL 33781 | 16,185 sq ft |
| Ft. Myers Area Office 9800 South Healthpark Drive Suite 405 Ft. Myers, FL 33908 | 11,850 sq ft |
| Naples Area Office 1665 Medical Boulevard Naples, FL 34110 | 8,400 sq ft |

| | |
|---|--------------|
| Ft. Pierce Area Office 1701 South 23rd Street Ft. Pierce, FL 34950 | 18,364 sq ft |
| West Palm Beach Area Office 5101 Greenwood Avenue West Palm Beach, FL 33407 | 9,000 sq ft |

Floor plans of these service locations are Exhibits C – L.

3.5 Service Hours

Services will be performed Monday through Friday between the hours of 5:00 p.m. and 10:30 p.m. Services may be performed on Saturdays, Sundays, or state holidays at the discretion of the Respondent. Services performed on Saturday, Sundays, or state holidays must have prior approval from the Department Contract Manager or designee and must be at no additional cost to the Department.

3.6 Certifications, Licenses, Permits, Taxes, and Equipment

Respondent must pay for all licenses, permits, certificates and taxes required to operate in the State of Florida. Respondent must comply with all applicable federal, state, and local laws, ordinances, codes, regulations, action transmittals, program instructions, and other requirements at no cost to the Florida Department of Health. Respondent will supply all necessary equipment to perform Contract.

The Respondent will submit necessary certifications, licenses, and permits to perform janitorial services as part of their proposal.

SECTION 4.0: INSTRUCTIONS FOR PROPOSAL SUBMITTAL

4.1 General Instructions to Respondents (PUR1001)

This section explains the general instructions of the solicitation process to respondents (PUR 1001) and is a downloadable document incorporated into this solicitation by reference. This document should not be returned with the Proposal:

<http://dms.myflorida.com/content/download/2934/11780>

The terms of this solicitation will control over any conflicting terms of the PUR1001.

4.2 Proposal Format

The Department discourages lengthy proposals. Respondents are asked to use the following format:

- 4.2.1. Proposals should be on paper that is 8.5 by 11 inches.
- 4.2.2. The font size and style is at the discretion of the Respondent but should be at least 11 point.
- 4.2.3. The pages should be numbered and one-inch margins should be used.
- 4.2.4. Technical Proposals should include an index identifying the page number/section where information can be located in the Proposal.
 - 4.2.4.1. Separation of Technical and Cost Proposals (Mandatory Requirement):

Respondents must separate the Technical Proposal from the Cost Proposal and ensure labeling as described in Section 4.4
- 4.2.5. Proposals are asked to be submitted in the following format for organization and structure.

4.2.5.1. Technical Proposal

- | | |
|--------------|--|
| TAB 1 | Signed Title Page of this RFP |
| TAB 2 | The following completed Attachments: Reference Form, Attachment B Statement of Non-Collusion, Attachment C |
| TAB 3 | Certifications, Licenses, Permits, Taxes, and Equipment, Section 3.5 |
| TAB 4 | Approach to Scope of Services and designated Staff, Section 3.2 |

- TAB 5** Minimum Qualifications and Experience, Section 3.3
- TAB 6** Quality Assurance Plan and Issue Resolution Plan, Section 3.2.8
- TAB 7** Background Checks, Section 3.2.9
- TAB 8** Locations and Service Hours, Section 3.4 and Exhibit A

4.2.5.2. Cost Proposal

- TAB 1** Cost Proposal, Attachment A

4.3 Copies of Proposals

Respondents must submit the following copies:

4.3.1. **Technical Proposal**

One original and three paper copies of the Technical Proposal must be submitted no later than the date and time set forth in the Timeline. In addition, the original should contain an electronic version of the Proposal as submitted, including all supporting and signed documents, on a compact disk (CD) or thumb drive, with pdf formatted documents.

Refer to **Section 4.7** for information on redacting confidential information, if applicable.

The electronic copy of the “original” Technical Proposal will be considered the authority if there are any differences between the paper and electronic copies.

Respondents must not disclose cost information in the body of the Technical Proposal. Including cost information will cause the Proposal to be deemed non-responsive (Mandatory Requirement, refer to Section 4.11).

4.3.2. **Cost Proposal**

One original copy of the Cost Proposal (**Mandatory Requirement, refer to Section 4.11**) must be submitted using **Attachment A: Cost Proposal**, no later than the date and time set forth in the timeline. No copies are requested.

The Cost Proposal must be enclosed in a separate sealed envelope and must be identified in accordance with **Section 4.11**.

- 4.3.3. Respondent must provide a description of their company and an organization chart or table of organization clearly showing administrative positions and operational lines of authority. Positions noted must have position descriptions submitted with the proposal.

4.4 Proposal Labeling

4.4.1. **Technical Proposal**

The Technical Proposal should be sealed and identified as follows:

DOH 17-017
Request for Proposals for
Janitorial Services CMS
Due:
Respondent's Name
TECHNICAL PROPOSAL

4.4.2 **Cost Proposal**

It is **mandatory** that the Respondent's Cost Proposal be in a separate sealed envelope and identified as follows:

DOH 17-017
Request for Proposal for
Janitorial Services CMS
Due:
Respondent's Name
COST PROPOSAL

4.4.3 All proposals must be sent or delivered to the following address:

Department of Health
Central Purchasing Office
4052 Bald Cypress Way, Bin B07
Tallahassee, Florida 32399

4.5 **Instructions for Submittal**

- 4.5.1 Respondents are required to complete, sign, and return the "Title Page" with the Proposal submittal. (Mandatory Requirement)
- 4.5.2 Respondents are required to complete, sign, and return the "Cost Proposal" in a separate sealed envelope with the Proposal submittal. (Mandatory Requirement)
- 4.5.3 Respondents must submit all technical and cost data in the formats specified in the RFP.
- 4.5.4 Proposals may be sent by U.S. Mail, courier, overnight, or hand delivered to the location indicated in the Timeline.
- 4.5.5 Proposals submitted electronically will not be considered.
- 4.5.6 The Department is not responsible for improperly marked proposals.
- 4.5.7 It is the respondent's responsibility to ensure its submittal at the proper place and time indicated in the RFP Timeline.
- 4.5.8 The Department's clocks will provide the official time for Proposal receipt.

4.5.9 Materials submitted will become the property of the State of Florida and accordingly, the State reserves the right to use any concepts or ideas contained in the response.

4.6 Cost of Preparation

Neither the Department of Health nor the State is liable for any costs incurred by a Respondent in responding to this solicitation.

4.7 Public Records and Trade Secrets

Notwithstanding any provisions to the contrary, public records must be made available pursuant to the provisions of the Public Records Act, Chapter 119, Florida Statutes. If the Respondent considers any portion of its Proposal to be confidential, exempt, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, the Respondent must segregate and clearly mark the document(s) as “**CONFIDENTIAL.**”

Simultaneously, the Respondent will provide the Department with a separate redacted paper and electronic copy of its Proposal and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy must contain the solicitation name, number, and the name of the Respondent on the cover, and must be clearly titled “**REDACTED COPY.**”

The redacted copy must be provided to the Department at the same time the Respondent submits its response and must only exclude or redact those exact portions which are claimed confidential, proprietary, or trade secret. The Respondent will be responsible for defending its determination that the redacted portions of its Proposal are confidential, trade secret, or otherwise not subject to disclosure. The Respondent must protect, defend, and indemnify the Department for any and all claims arising from or relating to the determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. Respondent’s failure to submit a redacted copy with its Proposal, constitutes authorization by the Respondent for the Department to produce the entire documents, data or records submitted by the Respondent in answer to a public records request for these records.

4.8 Cost Proposal

Each Respondent must provide its proposed cost utilizing **Attachment A**, Cost Proposal. The proposed cost should not be carried more than two places to the right of the decimal point.

4.9 Documentation

Respondents must complete and submit the following information or documentation as part of their Proposal:

4.9.1 References

Respondents must provide contact information for three entities the Respondent has provided commodities or services of a similar size and nature of those requested in this solicitation for three years of experience in the past

three years. Respondents may use **Attachment B**, Reference Form of this RFP to provide the required information. The Department reserves the right to contact any and all entities, prior to execution of a Contract, to verify experience. Information received may be considered in the Department's determination of the respondent's responsibility. The Department's determination is not subject to review or challenge.

4.9.2 Statement of Non-Collusion

Respondents must sign and return with their proposal the **Statement of Non-Collusion** form, **Attachment C**.

4.10 Special Accommodations

Persons with disability requiring special accommodations should call the Department's Purchasing office at least five business days, prior to any pre-proposal conference, Proposal opening, or meeting at (850) 245-4199. If hearing or speech impaired, please contact the Department's Purchasing office through the Florida Relay Service, at 1-800-955-8771 (TDD).

4.11 Responsive and Responsible (Mandatory Requirement)

Respondents must complete and submit the following **mandatory** information or documentation as a part of the Proposal and comply with mandatory requirements. Any Proposal which does not meet the below requirements or contain the specified information will be deemed non-responsive.

- 4.11.1 Respondent must attend the **Mandatory** Site Visit, as specified in **Section 2.7**
- 4.11.2 Proposals must be received by the time specified in the Timeline, as specified in **Section 2.5**.
- 4.11.3 The Title Page of this RFP must be completed, signed, and returned with the Technical Proposal.
- 4.11.4 The Cost Proposal, **Attachment A**, must be completed, signed, and returned in a separate sealed envelope with the RFP submittal. **Cost information must not be contained in the Respondent's Technical Proposals.**

4.12 Late Proposals

The Procurement Officer must receive proposals pursuant to this RFP no later than the date and time shown in the Timeline, **Section 2.5**. Proposals that are not received by the time specified will not be considered.

SECTION 5.0: CONTRACT TERMS AND CONDITIONS

5.1 General Contract Conditions (PUR1000)

The General Contract Conditions (PUR 1000) form is a downloadable document incorporated in this solicitation by reference, which contains general Contract terms and conditions that will apply to any Contract resulting from this RFP, to the extent they are not otherwise modified. This document should not be returned with the Proposal. <http://dms.myflorida.com/content/download/2933/11777>

The terms of this solicitation will control over any conflicting terms of the PUR1000. Paragraph 31 of PUR 1000 does NOT apply to this solicitation or any resulting Contract.

5.2 Conflict of Interest

Section 287.057(17)(c), Florida Statutes, provides “A person who receives a Contract that has not been procured pursuant to subsections (1)-(3) to perform a feasibility study of the potential implementation of a subsequent Contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to Contract with the agency for any other Contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such Contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to Contract with an agency.”

The Department considers participation through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or any other advisory capacity to constitute participation in drafting of the solicitation.

Refer to Statement of Non-Collusion, **Section 4.9.2.**

5.3 Certificate of Authority

All limited liability companies, corporations, corporations not for profit, and partnerships seeking to do business with the State must be registered with the Florida Department of State in accordance with the provisions of Chapters 605, 607, 617, and 620, Florida Statutes, respectively prior to Contract execution. The Department retains the right to ask for verification of compliance before Contract execution. Failure of the selected contractor to have appropriate registration may result in withdrawal of Contract award.

5.4 Respondent Registration

Each Respondent doing business with the State of Florida for the sale of commodities or contractual services, as defined in section 287.012, Florida Statutes, must register in the MyFloridaMarketPlace system, unless exempted under Florida Administrative Code, Rule 60A-1.030. State agencies must not enter into an agreement for the sale of commodities or contractual services as defined in section 287.012, Florida Statutes, with any Respondent not registered in the MyFloridaMarketPlace system, unless exempted by rule. The successful Respondent must be registered in the MyFloridaMarketPlace system within 5 days after posting of intent to award.

Registration may be completed at:

<https://vendor.myfloridamarketplace.com/vms-web/spring/login?execution=e2s1>

Respondents lacking internet access may request assistance from MyFloridaMarketPlace Customer Service at 866-352-3776 or from State Purchasing, 4050 Esplanade Drive, Suite 300, Tallahassee, FL 32399.

5.5 Minority and Service-Disabled Veteran Business-Participation

The Department encourages Minority, Women, Service-Disabled Veteran, and Veteran-Owned Business Enterprise participation in all its solicitations.

5.6 Subcontractors

Respondent will **not** be authorized to enter into subcontracts for performance of services under the Contract resulting from this solicitation. Respondents **may not** propose subcontract agreements as part of their Proposal.

5.7 Performance Measures

Pursuant to section 287.058, Florida Statutes, the resulting Contract must contain performance measures which specify the required minimum level of acceptable service to be performed. These will be established based on final determination of tasks and deliverables.

5.8 Financial Consequences

Pursuant to section 287.058, Florida Statutes, the Contract resulting from this solicitation must contain financial consequences that will apply if Provider fails to perform in accordance with the Contract terms. The financial consequences will be established based on final determination of the performance measures and Contract amount.

5.9 Standard Contract

Respondents must become familiar with the Department's Standard Contract which contains administrative, financial, and non-programmatic terms and conditions mandated by federal law, state statute, administrative code rule, or directive of the Chief Financial Officer.

Use of the Standard Contract is mandatory for Departmental contracts and the terms and conditions contained in the Standard Contract are non-negotiable. The Standard Contract terms and conditions are located at:

<http://www.floridahealth.gov/media/procurements/documents/doh-standard-contract.pdf>

5.10 Conflict of Law and Controlling Provisions

Any Contract resulting from this RFP, plus any conflict of law issue, will be governed by the laws of the State of Florida. Venue must be Leon County, Florida.

Respondents acknowledge that this solicitation (including but not limited to the resulting Contract, exhibits, attachments, or amendments) is not a rule nor subject to rulemaking under Chapter 120 (or its successor) of the Florida Statutes and is not subject to challenge as a rule or non-rule policy under any provision of Chapter 120, Florida Statutes.

5.11 Records and Documentation

To the extent that information is used in the performance of the resulting Contract or generated as a result of it, and to the extent that information meets the definition of “public record” as defined in Section 119.011(12), Florida Statutes, said information is hereby declared to be and is hereby recognized by the parties to be a public record and absent a provision of law or administrative rule or regulation requiring otherwise, Respondent must make the public records available for inspection or copying upon request of the Department’s custodian of public records at cost that does not exceed the costs provided in Chapter 119, Florida Statutes, or otherwise, and must comply with Chapter 119 at all times as specified therein. It is expressly understood that the Respondent’s refusal to comply with Chapter 119, Florida Statutes, will constitute an immediate breach of the Contract resulting from this RFP and entitles the Department to unilaterally cancel the Contract agreement.

Unless a greater retention period is required by state or federal law, all documents pertaining to the program contemplated by this RFP must be retained by the Respondent for a period of six years after the termination of the resulting Contract or longer as may be required by any renewal or extension of the Contract. During the records retention period, the Respondent agrees to furnish, when requested to do so, all documents required to be retained. Submission of such documents must be in the Department’s standard word processing format. If this standard should change, it will be at no cost incurred to the Department. Data files will be provided in a format readable by the Department.

The Respondent must maintain all records required to be maintained pursuant to the resulting Contract in such manner as to be accessible by the Department upon demand. Where permitted under applicable law, access by the public must be permitted without delay.

5.12 Attorney’s Fee

In the event of a dispute prior to or post award, each party responding to this solicitation shall be responsible for its own attorneys’ fees, except as otherwise provided by law.

SECTION 6.0: PROPOSAL EVALUATION PROCESS AND CRITERIA

6.1 Introduction

The Department will evaluate and score proposals to determine the most advantageous Proposal. The ability of the Department to evaluate a respondent's Proposal is dependent upon the completeness of the Proposal.

Failure of a Respondent to provide information requested by this RFP may result in reduction in scoring during the evaluation.

The Department may accept or reject any and all proposals, and waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the State's best interests.

6.2 Evaluation Criteria

The Department will evaluate proposals against all evaluation criteria set forth in **Section 6.2** in order to determine the Proposal most advantageous to the Department. **Points are allocated as follows:**

| | |
|---------------------------------|------------|
| Technical Proposal | 70 |
| Cost Proposal | 30 |
| MAXIMUM AVAILABLE POINTS | 100 |

6.2.1. Technical Proposal Scoring

Technical proposals will be scored by the Evaluation Team in the areas indicated below. The raw scores in each evaluation area from each team member will be averaged together. These average scores will be added to determine each respondent's technical Proposal score.

| Evaluation Criteria | Maximum Points |
|---|-----------------------|
| Minimum Qualifications and Experiences, Section 3.3 | 5 |
| Company Overview as specified in Section 4.3.3 | 5 |
| Approach to Scope of Services, Section 3.2 | 60 |
| TOTAL MAXIMUM POINTS POSSIBLE | 70 |

6.3 Cost Proposal Opening

Cost Proposals will be opened in a public meeting.

6.3.1. Cost Proposal Scoring

The Department's cost evaluation will be based upon the respondent's proposed cost, as prescribed in **Section 4.8** of this RFP. The proposed cost will be scored in accordance with the below formula:

$$\text{Maximum Cost Proposal Points for Location} \times (\text{Lowest Proposal Cost} / \text{Respondent's Proposal Cost for Location}) = \text{COST SCORE for Location}$$

6.4 Notice of Agency Decision

At the conclusion of evaluation of the proposals the Department will announce its intended decisions. Notice will be posted on the state's Vendor Bid System. The Department will make a multiple award to the responsible, responsive Respondents determined to be the most advantageous to the state for each specified location, taking into consideration the technical and cost proposals.

Award of a Contract does not guarantee placement of order for services.

The Department reserves the right to award more than one Contract as a result of this RFP.

6.5 Agency Inspectors General

It is the duty of every state officer, employee, agency, special district, board, commission, contractor, and subcontractor to cooperate with the inspector general in any investigation, audit, inspection, review, or hearing pursuant to section 20.055, Florida Statutes.

6.6 Protests

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post a bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Only documents delivered by the U.S. Postal Service, a private delivery service, in person, or by facsimile during business hours (8:00 a.m. - 5:00 p.m., Eastern Time) will be accepted. Documents received after hours will be filed the following business day. **No filings may be made by email or any other electronic means.** All filings must be made with the Agency Clerk ONLY and are only considered "filed" when stamped by the official stamp of the Agency Clerk. It is the responsibility of the filing party to meet all filing deadlines.

Do not send proposals to the Agency Clerk's Office. Send all proposals to the Procurement Officer and address listed in the Timeline.

The Agency Clerk's mailing address is:

Agency Clerk, Florida Department of Health
4052 Bald Cypress Way, BIN A-02
Tallahassee, Florida 32399-1703
Telephone No. (850) 245-4005

The Agency Clerk's physical address for hand deliveries is:

Agency Clerk, Department of Health
2585 Merchants Row Blvd.
Tallahassee, Florida 32399
Fax No. (850) 413-8743

**ATTACHMENT A
COST PROPOSAL**

Award of the maximum number of points will be given to the responsive, responsible Respondent offering the lowest grand total for each location. The Respondent may provide a cost for more than one location. Alternatively, the Respondent may place “No Proposal” for locations they do not intend to propose on.

The **unit price per month** will control in the case of mathematical error(s).

No changes will be allowed to the format of the cost proposal pages.

Respondents must multiply or add, as indicated, across the columns to provide a total (**Months X Unit price per month = Total**).

Initial Term – 2 Years Cost Proposal:

| Location of Services | Months | Unit price per month | Initial Term Total |
|-----------------------------|---------------|-----------------------------|---------------------------|
| Tallahassee Area Office | 24 X | _____ | = _____ |
| Pensacola Area Office | 24 X | _____ | = _____ |
| Gainesville Area Office | 24 X | _____ | = _____ |
| Jacksonville Area Office | 24 X | _____ | = _____ |
| Daytona Area Office | 24 X | _____ | = _____ |
| St. Petersburg Area Office | 24 X | _____ | = _____ |
| Ft. Myers Area Office | 24 X | _____ | = _____ |
| Naples Area Office | 24 X | _____ | = _____ |
| Ft. Pierce Area Office | 24 X | _____ | = _____ |
| West Palm Beach Area Office | 24 X | _____ | = _____ |

**ATTACHMENT A
COST PROPOSAL**

Renewal Term 1 for 1 Year Cost Proposal

| Location of Services | Months | Unit price per month | Renewal Term 1 Total |
|-----------------------------|---------------|-----------------------------|-----------------------------|
| Tallahassee Area Office | 12 X | _____ | = _____ |
| Pensacola Area Office | 12 X | _____ | = _____ |
| Gainesville Area Office | 12 X | _____ | = _____ |
| Jacksonville Area Office | 12 X | _____ | = _____ |
| Daytona Area Office | 12 X | _____ | = _____ |
| St. Petersburg Area Office | 12 X | _____ | = _____ |
| Ft. Myers Area Office | 12 X | _____ | = _____ |
| Naples Area Office | 12 X | _____ | = _____ |
| Ft. Pierce Area Office | 12 X | _____ | = _____ |
| West Palm Beach Area Office | 12 X | _____ | = _____ |

**ATTACHMENT A
COST PROPOSAL**

Renewal Term 2 for 1 Year Cost Proposal

| Location of Services | Months | Unit price per month | Renewal Term 2 Total |
|-----------------------------|---------------|-----------------------------|-----------------------------|
| Tallahassee Area Office | 12 X | _____ | = _____ |
| Pensacola Area Office | 12 X | _____ | = _____ |
| Gainesville Area Office | 12 X | _____ | = _____ |
| Jacksonville Area Office | 12 X | _____ | = _____ |
| Daytona Area Office | 12 X | _____ | = _____ |
| St. Petersburg Area Office | 12 X | _____ | = _____ |
| Ft. Myers Area Office | 12 X | _____ | = _____ |
| Naples Area Office | 12 X | _____ | = _____ |
| Ft. Pierce Area Office | 12 X | _____ | = _____ |
| West Palm Beach Area Office | 12 X | _____ | = _____ |

**ATTACHMENT A
COST PROPOSAL**

GRAND TOTALS

| Location of Services | Initial Term Total | Renewal Term 1 Total | Renewal Term 2 Total | GRAND TOTAL |
|-----------------------------|---------------------------|-----------------------------|-----------------------------|--------------------|
| Tallahassee Area Office | _____ + | _____ + | _____ + | _____ |
| Pensacola Area Office | _____ + | _____ + | _____ + | _____ |
| Gainesville Area Office | _____ + | _____ + | _____ + | _____ |
| Jacksonville Area Office | _____ + | _____ + | _____ + | _____ |
| Daytona Area Office | _____ + | _____ + | _____ + | _____ |
| St. Petersburg Area Office | _____ + | _____ + | _____ + | _____ |
| Ft. Myers Area Office | _____ + | _____ + | _____ + | _____ |
| Naples Area Office | _____ + | _____ + | _____ + | _____ |
| Ft. Pierce Area Office | _____ + | _____ + | _____ + | _____ |
| West Palm Beach Area Office | _____ + | _____ + | _____ + | _____ |

**ATTACHMENT A
COST PROPOSAL**

Respondent Name: _____

Respondent Mailing Address: _____

City, State, Zip: _____

Telephone: _____ **Fax Number:** _____

E-Mail Address: _____

Federal Employer Identification Number (FEID): _____

BY AFFIXING MY SIGNATURE ON THIS PROPOSAL, I HEREBY STATE THAT I HAVE READ THE ENTIRE RFP TERMS, CONDITIONS, PROVISIONS AND SPECIFICATIONS AND ALL ITS ATTACHMENTS, INCLUDING THE REFERENCED PUR 1000 AND PUR 1001. I hereby certify that my company, its employees, and its principals agree to abide to all of the terms, conditions, provisions and specifications during the competitive solicitation and any resulting contract including those contained in the Standard Contract.

Signature of Authorized Representative: _____

Printed (Typed) Name and Title: _____

*An authorized representative is an officer of the respondent's organization who has legal authority to bind the organization to the provisions of the proposals. This usually is the President, Chairman of the Board, or owner of the entity. A document establishing delegated authority must be included with the Proposal if signed by other than the authorized representative.

**ATTACHMENT B
REFERENCE FORM**

Respondent's Name:

Respondents must provide contact information for three references evidencing three years of experience in the last three years in janitorial services as described **Section 3.3, Minimum Qualifications and Experience**. Respondents must use this reference form to provide the required information. The Department reserves the right to contact any and all entities in the course of this solicitation in order to verify experience. Information received may be considered in the Department's determination of the Respondent's responsibility. The Department's determination is not subject to review or challenge.

| | | |
|----|---|--|
| 1. | Company/Agency Name: | |
| | Address: | |
| | City, State, Zip: | |
| | Contact Name: | |
| | Contact Phone: | |
| | Contact Email Address: | |
| | What products/services were provided? | |
| | Begin and End Dates: mm/dd/yyyy to mm/dd/yyyy | |
| 2. | Company/Agency Name: | |
| | Address: | |
| | City, State, Zip: | |
| | Contact Name: | |
| | Contact Phone: | |
| | Contact Email Address: | |
| | What products/services were provided? | |
| | Begin and End Dates: mm/dd/yyyy to mm/dd/yyyy | |

**ATTACHMENT B
REFERENCE FORM**

| | | |
|----|---|--|
| 3. | Company/Agency Name: | |
| | Address: | |
| | City, State, Zip: | |
| | Contact Name: | |
| | Contact Phone: | |
| | Contact Email Address: | |
| | What products/services were provided? | |
| | Begin and End Dates: mm/dd/yyyy to mm/dd/yyyy | |

**ATTACHMENT C
STATEMENT OF NON-COLLUSION**

I hereby certify that my company, its employees, and its principals, had no involvement in performing a feasibility study of the implementation of the subject Contract, in the drafting of this solicitation document, or in developing the subject program. Further, my company, its employees, and principals, engaged in no collusion in the development of the instant Bid, proposal or reply. This Bid, proposal or reply is made in good faith and there has been no violation of the provisions of Chapter 287, Florida Statutes, the Administrative Code Rules promulgated pursuant thereto, or any procurement policy of the Department of Health. I certify I have full authority to legally bind the Provider, Respondent, or Vendor to the provisions of this Bid, proposal or reply.

Signature of Authorized Representative*

Date

*An authorized representative is an officer of the Respondent's organization who has legal authority to bind the organization to the provisions of the Bids. This usually is the President, Chairman of the Board, or owner of the entity. A document establishing delegated authority must be included with the Bid if signed by other than the President, Chairman or owner.

**EXHIBIT A
SITE VISIT LOCATIONS AND TIMES**

| Regions | Location of Services | Site Visit Location | Site Visit Date | Site Visit Time |
|----------------------|---|---|-----------------|-----------------------------|
| North West | Pensacola Area Office 5192 Bayou Blvd. Pensacola, FL 32503 | Reception Desk Mita Palacios 5192 Bayou Blvd. Pensacola, FL 32503 | 04/16/18 | 9:00 AM CST 10:00 AM EST |
| Big Bend | Tallahassee Area Office 2390 Phillips Road Tallahassee, FL 32308 | Reception Desk Tarisha Rogers 2390 Phillips Road Tallahassee, FL 32308 | 04/16/18 | 2:00 PM |
| North Central Region | Gainesville Area Office 1701 SW 16 th Avenue Building B Gainesville, FL 32608 | Reception Desk Connie Culbreath 1701 SW 16 th Avenue, Building B Gainesville, FL 32608 | 04/16/18 | 12:00 PM |
| | Jacksonville Area Office 910 North Jefferson Street Jacksonville, FL 32209 | Reception Desk Leisa Oliver 910 North Jefferson Street Jacksonville, FL 32209 | 04/17/18 | 9:00 AM |
| | Daytona Area Office 421 South Keech Street Daytona Beach, FL 32114 | Reception Desk John Zallenick 421 South Keech Street Daytona Beach, FL 32114 | 04/17/18 | 3:30 PM |
| Tampa Bay Region | St. Petersburg Area Office 3491 Gandy Boulevard Pinellas Park, FL 33781 | Reception Desk Patty Kopp 3491 Gandy Boulevard Pinellas Park, FL 33781 | 04/18/18 | 9:00 AM |
| Southwest Region | Ft. Myers Area Office 9800 South Healthpark Drive Suite 405 Ft. Myers, FL 33908 | Reception Desk Terry Dawson 9800 South Healthpark Drive Suite 405 Ft. Myers, FL 33908 | 04/18/18 | 1:00 PM |
| | Naples Area Office 1665 Medical Boulevard Naples, FL 34110 | Reception Desk Rosie Gonzalez 1665 Medical Boulevard Naples, FL 34110 | 04/18/18 | 3:00 PM |
| Southeast Region | Ft. Pierce Area Office 1701 South 23rd Street Ft. Pierce, FL 34950 | Reception Desk Jessica Stubbs 1701 South 23rd Street Ft. Pierce, FL 34950 | 04/19/18 | 9:00 AM |
| | West Palm Beach Area Office 5101 Greenwood Avenue West Palm Beach, FL 33407 | Reception Desk Darlene Rios 5101 Greenwood Avenue West Palm Beach, FL 33407 | 04/19/18 | 11:00 AM |

