

SCOPE OF SERVICES

EXHIBIT "A"

Palm Beach Operations Center

A. OBJECTIVE:

The Vendor shall perform janitorial services for the facilities of the Florida Department of Transportation, Palm Beach Operations Center.

B. SERVICES TO BE PROVIDED:

The Vendor shall provide janitorial services to assure the facilities are maintained in an attractive, clean, and sanitary condition.

These services are to be performed five times a week after working hours. The time frame for the janitorial services will be Monday thru Friday between 5:30 p.m. and 6:30 p.m.

Services are to be performed at the following locations of the Florida Department of Transportation Operations Center located at 7900 Forest Hill Blvd., West Palm Beach, Florida 33413:

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|-----------------------------------|--|
| 1. Administration Building | (5 days a week) – semi-cleaning on Friday* |
| 2. Warehouse/Shop Building | (2 days a week – Tuesday & Thursday) |
| 3. Gas House (including bathroom) | (1 day a week - Wednesday) |
| 4. Crew Building | (2 days a week- Tuesday & Thursday) |

*Semi-clean on Friday to include trash removal from common areas and cleaning the restrooms and snack areas.

C. DESCRIPTION OF SERVICES: Five times a week:

DUSTING:

The Vendor shall dust and spot clean all horizontal surfaces, such as but not limited to, all furniture, edges, corners, shelves, cabinets, baseboards, walls, window sills, air vents, door and picture frames, chairs, tables, modular furniture unit walls and components, etc.

GENERAL CLEANING:

The Vendor shall clean all light switches, doors/door jams, air conditioning supply and return air vents, glass doors/surrounding glass areas and all hard walls which may be soiled. The Vendor shall remove all mineral deposits/stains/buildup from water fountain bubblers and disinfect/polish metal surfaces. The Vendor shall clean all glass entrance doors, frames and all surrounding surfaces. The Vendor shall remove all cobwebs and insect cocoons, etc. from interior doors and or surfaces. The Vendor shall ensure all hard floors, edges and baseboards

remain free from dust, dirt and wax build-up. The Vendor shall empty all trash cans. The Vendor shall sanitize all door handles/knobs.

RECYCLING

The Vendor shall empty individual recycle bins in offices and cubicles into the larger recycle bins located in the east and west copy machine areas in the main building.

VACUUM CLEANING:

The Vendor shall vacuum all carpeted areas each cleaning day, this includes but is not limited to offices, hallways, etc. The Vendor shall ensure all carpet edges and baseboards are maintained free of loose fibers, debris, etc. The Vendor shall vacuum all walk off mats each cleaning day. The Vendor shall vacuum to ensure that all upholstered chairs and furniture remain dust free.

HARD FLOOR CLEANING:

The Vendor shall clean and maintain all hard floor surfaces with a clean and uniformly high-gloss (non-slip where appropriate) appearance, and shall ensure they are kept free of any discoloration, streaks, marks, soil build-up in corners, discolored edges, dull or dirty surfaces. The Vendor shall maintain all hard floor edges and baseboards free of debris, spots, stains, or spills after cleaning.

RESTROOM CLEANING:

The Vendor shall clean, stock, and disinfect all restrooms each cleaning day. The Vendor shall replace all restroom supplies such as toilet tissue, paper towels, soap, etc. These supplies will be furnished by the Department of Transportation. The Vendor shall clean and sanitize all sinks, faucets, toilets, urinals and door handles/knobs. The Vendor shall clean and polish all chrome faucets and dispensers. The Vendor shall sweep the floors and mop with germicidal cleaner on each scheduled cleaning day. The Vendor shall remove all marks, soil, stains, and watermarks from all walls, stalls, and doors. The Vendor shall remove all dust from ledges, mirrors, etc. The Vendor shall clean tile baseboards once a week.

LUNCH ROOM CLEANING:

The Vendor shall clean all tables, counter tops (move objects such as toasters, cutting boards in order to clean underneath), microwaves, and sinks in the lunch room areas every scheduled cleaning day. The Vendor shall clean and sanitize door knobs/handles every scheduled cleaning day. The Vendor shall sweep and mop vinyl floor every scheduled cleaning day. The Vendor shall clean all baseboards once a week. The Vendor shall clean the front of all refrigerators and sanitize refrigerator door handles every scheduled cleaning day.

QUARTERLY CLEANING:

The Vendor shall ensure all window blinds are wiped clean of dust. The Vendor shall ensure all modular walls are spot cleaned and vacuumed.

Any work done under the above category will not be considered extra work, but shall be considered part of the contract amount.

D. VENDOR RESPONSIBILITIES:

The Vendor shall perform all services within the established scheduled time frames as required in this scope.

The Vendor shall notify the Project Manager in writing forty-eight hours in advance if the Vendor is unable to perform the services as scheduled. The Vendor shall furnish cleaning equipment, and cleaning supplies/materials excluding toilet tissue, paper towels, hand soap, seat covers and trash can liners. The Vendor shall provide personnel, employee supervision, as well as the required insurance.

Labor costs incurred by additional work requested by the Department will be billed as a separate line item from the normal services, and shall not commence until the Vendor has received a written authorization in the form of Notice to Proceed.

E. DEPARTMENT RESPONSIBILITIES:

The Department shall furnish toilet tissue, paper towels, hand soap, seat covers and trash can liners.

F. INVOICE SUBMITTAL:

The Vendor shall bill and invoice the Department, based upon work performed in a monthly invoice format.

The Vendor shall resolve the discrepancies from a returned invoice in a timely manner. A corrected invoice must be submitted when there are changes in prices and amounts, or a credit memo may be issued for the difference.

G. GENERAL CONDITIONS:

The Vendor shall comply with and abide by all laws, rules, and regulations of the Federal, State and Local Government. The Vendor shall perform all work in a neat and workman like manner. No children or unauthorized visitors shall be allowed in the Department facilities at any time. The Vendor shall use materials of good quality and such materials shall not have a detrimental effect in any manner upon the health or welfare of any employees or Department employees or visitors at the mentioned location.

H. SPECIAL CONDITIONS:

The Vendor shall not use any cleaning equipment and/or cleaning supplies/materials that have detrimental effect in any manner upon the property or equipment of the Florida Department of Transportation. The Vendor will replace damaged property with equal or greater value if damage does occur due to the use of cleaning equipment and/or cleaning supplies/materials.

The Vendor shall be responsible for the repair of any damage(s) caused to the facilities by negligence or performance of duties by or on the part of the Vendor or its employees. The Vendor shall be responsible for the replacement of any damaged or broken property by negligence or performance of duties by or on the part of the Vendor and its employees. The Vendor shall complete repairs/replacements within ten (10) days.

Cost of repairs completed by the Department incurred by the Vendor will be deducted from the Vendor's monthly invoices. Repairs completed by the Vendor are subject to the Department Project Manager approval.

The Vendor shall personally examine and supervise the above stated maintenance at regular intervals.

The Vendor shall not allow unauthorized persons to enter the building by keeping the exterior doors locked.

I. PERFORMANCE COMPLIANCE:

If any work is deemed unacceptable or below standards, The Department shall issue a "Notice Non-Compliance of Performance" to the Vendor with Thirty (30) days to ensure contract compliance. Failure to comply within the thirty (30) days may cause the Department to make adjustments to the Vendor's monthly invoices accordingly. These adjustments may result in the following deductions to the Vendor's invoices:

1. Man-hour costs of \$20.00 per hour, or any fraction thereof, per employee(s), if a Department employee(s) must provide the services and defined herein, or ,
2. The cost of a second Vendor to provide the services as defined herein, if procured to complete work performed.
3. If the Vendor fails to perform the specified services within 30 days from agreed upon date, the Department chooses not to procure the services of a second Vendor, and then the Department shall retain the option to deduct the bid cost of that particular service(s) from the invoice that is received after the date the service(s) should have been performed.

J. SECURITY:

A complete list of Vendor's employees and valid identification shall be submitted to the Project Manager prior to beginning any work at the site. Vendor's employees whose names are not contained on the Department's Project Managers list will not be permitted access to the building. Additionally, no persons other than authorized Vendor's employees will be permitted on site at any time (i.e. visitors, family members, friends, etc.). All Vendor's employees will be required to conform to the Department's building security system(s) requirements.

K. VENDOR LOSS:

The Department shall not bear any risk for any loss by the Vendor. The Vendor shall be responsible for any loss or theft or any of the Vendor's items including, but not limited to, tools, equipment, supplies and other items left in the workplace.

L. FINANCIAL CONSEQUENCES

The Department will assess financial consequences for any non-compliance and/or sub-standard performance that is documented in writing and sent to the Vendor. Failure, by the Vendor, to perform services to the standards set forth herein shall result in a reduction in the monthly invoice of 3% for the month in which the non-compliant/sub-standard work was performed.