

**THE CITY OF
WARRENSVILLE HEIGHTS, OHIO
4743 RICHMOND ROAD
WARRENSVILLE HEIGHTS, OHIO 44128**



**REQUEST FOR PROPOSALS
FOR JANITORIAL/CUSTODIAL SERVICES FOR WARRENSVILLE
HEIGHTS MUNICIPAL CENTER AND SERVICE DEPARTMENT**

SITE VISITS: 1. MONDAY, DECEMBER 16, 2024, 10:00 A.M. SERVICE DEPT 19700 MILES ROAD
2. MONDAY, DECEMBER 16, 2024 11:00A.M. WARRENSVILLE HEIGHTS MUNICIPAL CENTER 4743 RICHMOND ROAD

PRE- BID MEETING: MONDAY, DECEMBER 16, 2024, 12:00 P.M. - 1:00 P.M., EST

PROPOSALS DUE: MONDAY, DECEMBER 23, 2024 12:00 PM, EST

LEGAL NOTICE

The City of Warrensville Heights of Cuyahoga County, Ohio (the "City") invites Janitorial/Custodial firms to submit a Proposal of Bid to perform Janitorial/Custodial services five days a week, from Monday through Friday at the Warrensville Heights Municipal Center located at 4743 Richmond Road Warrensville Heights OH 44128 and the Warrensville Heights Service Department located at 19700 Miles Road Warrensville Heights OH 44128.

Copies of the Specifications and instructions to bidders can be picked up at the Reception Desk at the Warrensville Heights Municipal Center 4743 Richmond Road, Warrensville Heights, Ohio 44128 or on the website at <https://www.cityofwarrensville.com/272/Bids-RFPs-RFQs>.

A Pre-Bid Meeting will be held on Monday, December 16, 2024 at 12:00p.m.-1:00p.m. The City will also offer site visits, on December 16, 2024 at 10:00a.m. Service Department 19700 Miles Road Warrensville Heights OH 44128 and at 11:00a.m. at the Warrensville Heights Municipal Center 4743 Richmond Road Warrensville Heights OH 44128.

Sealed bids will be received at the Reception Desk within the Warrensville Heights Municipal Center, 4743 Richmond Road, Warrensville Heights, Ohio 44128 until 12:00p.m. December 23, 2024 and will be opened publicly and read aloud at that time.

Advertised:

Plain Dealer: December 8, 2024 and December 11, 2024

For further information, interested parties should review Request for the Proposal (RFP) for Janitorial/Custodial Services of the Municipal Center a two story building containing approximately 40,000 square feet at 4743 Richmond Road Warrensville Heights OH 44128. Blueprints of building are attached as Exhibit A and the Service Department Building is 4,760 square feet located at 19700 Miles Road Warrensville Heights OH 44128.

Instructions to Bidders

Interested firms shall submit a Proposal of Bid to Kelli Wilson, Chief of Staff, submitting three (3) copies of the following information:

- a.** Firm name, address, telephone number, fax number and email address;
- b.** Name of key personnel, including managers and supervisors in charge;
- c.** Year established and any former names of operation;
- d.** Number of years the firm has been doing this type service;
- e.** Certificate of Good Standing/Full Force & Effect from the Ohio Secretary of State dated within 30 days of submissions of the Proposal;
- f.** Number of staff available for assignment;
- g.** Outside services possibly used for sub contracted work;
- h.** Three references, including contact information and list of similar services provided;
- i.** Summary of Qualifications;
- j.** Monthly bid rate to support; One for Warrensville Heights Municipal Center and one for Service Department.
- k.** Three years audited financial statements;
- l.** Name, location, and date of all its agreements for like services that have been terminated, canceled, or suspended prior to completion of the engagement or expiration of the engagement or expiration of the full term within the past five years, and any judgment terminating, or any pending lawsuits or unresolved claims or disputes for damages or termination of such agreements within the past five years;
- m.** Please include evidence of insurance with proposal. (See page 27)

- n.** Should a request for Special Services be placed, provide an additional line item and cost per sq. ft. for each of the following:
 - i. Stripping
 - ii. Waxing
 - iii. Buffing
 - iv. Carpet cleaning

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CITY OF WARRENSVILLE HEIGHTS REQUESTS FOR BIDS (RFP) FOR JANITORIAL/CUSTODIAL SERVICES

I. GENERAL

The City of Warrensville Heights, Ohio (the City) is located in eastern Cuyahoga County along Interstates 480 and 271. The population of the City provided at the 2010 census was 13,542. The City was established in 1927 and incorporated in 1960. Its motto is "The Friendly City". See the City's website, www.cityofwarrensville.com for additional information.

The City has decided to accept proposals for its Janitorial/Custodial Services to be effective January 1, 2023 and will expire December 31, 2025.

The City of Warrensville Heights is an Equal Opportunity Employer and prohibits, in accordance with the law, discrimination on the basis of race, color, religion, sex, national origin, age, ancestry, disability, sexual orientation or gender identity. Minority Business Enterprise, Female Business and Small Business Enterprise shall be afforded full opportunity to submit bids or proposals for this project.

A **Minority Business Enterprise** is a small business that is at least 51% owned and operated by no less than one minority or, in the case of a publicly owned business, at least 51% of the stock of which is owned by no less than one minority and whose management and daily business operations are controlled by at least one minority.

A **Female Business Enterprise** is an enterprise that is at least 51% owned by no less than one female who controls the firm by exercising the power to make policy decisions and operates the business by being actively involved in day-to-day management.

A **Small Business Enterprise** is independently owned and operated, and meets industry size and receipt requirements for small business per SBA13 CPR 121, Section 3 of the Small Business Act.

If Federal Funding is involved in whole or in part in the payment of goods or services contracted herein, the Contractor, during the performance of its contract, shall comply with Title VI and Title VII of the Civil Rights Act of 1964, 42 U.S.C. Section 2000(d), (e) as amended by Executive Order No. 11246 (September 24, 1965) as amended by Executive Order No. 11375 (October 13, 1967).

Even when Federal Funding is not involved, the Contractor, during the performance of its contract, will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age, ancestry, disability, sexual orientation or gender identity. The Contractor will take appropriate action to ensure that applicants are employed without regard to their race, color, religion, sex, national origin, age, ancestry, disability, sexual orientation or gender identity. Such action shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

II. CLEANING SPECIFICATIONS WARRENSVILLE HEIGHTS MUNICIPAL CENTER

Janitorial/custodial services are to be performed nightly, Monday through Friday, five (5) days per week. Legal holidays including New Year's Day, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, Christmas Day, and any other day on which the City is legally permitted to close and does close (such as Martin Luther King Day & Presidents Day) are excepted. The City and the selected Contractor shall meet monthly to review and discuss the selected Contractor's janitorial/custodial and cleaning services or as needed.

II. SPECIFIC CLEANING PERFORMANCE STANDARDS FOR BUILDING AND PREMISES WARRENSVILLE HEIGHTS MUNICIPAL CENTER 4743 RICHMOND ROAD, WARRENSVILLE HEIGHTS, OHIO 44128

A. Lobby Entrance and General Building Cleaning

1. **Sweeping and Dusting:**
 - a. Lobby and entrance floors will be clean and free of dirt streaks and there will be no dirt remaining in corners, behind doors, or where the dirt is picked up with the dustpan after the sweeping operation.
 - b. Entrance mats will be placed in lobbies when raining or snowing, removed after rain or snow has ended. Floor will be dried if necessary. The City may elect to leave entrance mats in place at all times and clean daily.
 - c. Wads of gum, tar, and other sticky substances will be removed from the area.
 - d. Grills and woodwork will be dust-free after dusting. Dust will have been removed rather than merely pushed around. There will not be any spots or smudges on the wall surfaces, caused by touching the wall with a treated dust cloth.
 - e. *Dust and wipe down all furniture.*
2. **Polishing and Wall Spotting:**
 - a. Doorknobs, push bars, kick plates, railings, doors and other surfaces will be clean and polished to an acceptable luster.
 - b. Drinking fountains will be cleaned and free of stains. The wall surfaces around the drinking fountains will be free of water spots and streaks.
 - c. Wall surfaces and lobby directory kiosks will be free of finger marks, smudges, and other dirt spots of any kind.
3. **Mopping:**
 - a. Lobby and entrance floors will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after the mopping operation.
 - b. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
 - c. All surfaces will be dry and the corners and crevices clean after mopping.

- d. Floor will be mopped and scrubbed as needed to maintain surface free of scuff marks.
- e. Mopping of lobby and hallways will be more frequent in winter and on rainy days to ensure they are free from collections of water.
- f. All furniture will be returned to its proper position after mopping.

4. Damp-Wiping; Door glass and all other glass will be clean and free of dirt, dust, streaks, and spots (this job does not include window washing). Glass entry doors in the lobby shall be cleaned throughout the day.

Trash Removal All wastepaper baskets will be empty and in place, clean and ready for use. Liners will be replaced as needed.

B. Room Cleaning

- 1. Trash Removal:
 - a. All wastepaper baskets will be empty and in place, clean and ready for use. Liners will be replaced as needed.
 - b. Trash bags, when filled, will be disposed of quickly.
 - c. All trash cans will be replaced to their proper location after being serviced.
- 2. Sweeping or Vacuum Cleaning:
 - a. All carpeting will be vacuumed and spot cleaned using commercial grade equipment.
 - b. Baseboards, furniture, and equipment will not be disfigured or damaged during the cleaning operation.
 - c. Furniture and equipment moved during sweeping or vacuuming will be replaced.
- 3. Dusting (Twice Per Week):
 - a. There will not be any dust or dust streaks on file cabinets, tables, or other office equipment.
 - b. Woodwork, after being properly dusted, will appear bright or as per intended finish.
 - c. Corners and crevices will be free from any dust.
 - d. There will not be any oily spots or smudges on walls, caused by touching them.
 - e. All desk accessories, including telephones, will be hand dusted, left free of fingerprints and returned to their proper place. Desk top papers are not to be moved. All chairs will be dusted and replaced around desks and conference tables. Special care should be taken not to damage chair arms.
 - f. Window sills, door ledges, door frames, door louvers, window frames, wainscoting, baseboards, columns, and partitions will be free of dust.

- g. All furniture including desk chairs will be replaced to their proper position, when dusting is completed, care being taken not to slam or force chairs under tables and desks.
- h. Dust all cabinets, files, chairs, chair rails, paneling, sills, trim and baseboards.

4. Damp-Wiping; Mirrors, door glass, and all other glass will be clean and free of dirt, dust, streaks, and spots (does not include window washing). Glass entry doors shall be cleaned throughout the day.

5. Clean Rugs:

- a. Rugs will be clean and free from dust, dirt and other debris.
- b. There will be no trash or foreign matter under desks, tables or chairs, except for files, boxes and employee items.
- c. Any furniture moved during rug cleaning will be replaced to its proper position.

6. Kitchen Area Cleaning:

- a. All resilient tiles will be swept and mopped, all carpeted areas vacuumed and free from stains (except minor stains in food service areas).
- b. All sinks, counters, table tops, appliance exteriors, trash receptacles, and chairs wiped down.
- c. All waste receptacles emptied and plastic liners replaced.
- d. All paper dispensers refilled.

7. Clean Drinking Fountains:

- a. Drinking fountains will be clean and free of stains.
- b. The wall and floor around the drinking fountain will be free of spots and water marks.
- c. All other surfaces of the fountain will be free of excessive or prominent spots, stains, and streaks.

C. Stairway Cleaning

1. Sweeping and Dusting:

- a. Stair landings, steps and all corners of stair treads will be free of loose dirt or dust streaks after sweeping.
- b. Stair railings, door moldings, ledges, and grills will be dust free after dusting (excluding emergency and service areas). The dust will have been removed rather than pushed around.

2. Cleaning, Polishing and Wall Spotting:

- a. Glass surfaces will be clean and free of any smudges, finger marks, and dirt.
- b. Handrails, doorknobs and other surfaces will be clean and polished to an acceptable luster.

- c. Walls up to a standing height will be free of finger marks and other dirt spots of any kind.
3. Mopping and Scrubbing:
 - a. Stair landings and steps will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after mopping or scrubbing.
 - b. Walls, baseboards, and stair risers will be free of water marks, scars from the equipment striking the surfaces and splashing from the cleaning solution.
 - c. All surfaces will be dry and the corners and cracks clean after dry mopping.

D. Elevator Cleaning

1. Vacuum Cleaning and Dusting:
 - a. Interior surfaces of elevator including ceiling will be free of loose dirt and dust streaks.
 - b. All carpeting will be vacuumed and spot cleaned using commercial grade equipment.
2. Cleaning, Polishing, and Wall Spotting:
 - a. Doors, handrails, controls, and other surfaces both interior and exterior will be clean and polished.
 - b. Walls will be free of finger marks and other smudges.
3. Mopping, Waxing and Polishing:
 - a. Elevator walls, baseboards, and other surfaces will be free of splash marks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
 - b. Floor will be clean, and base plates and thresholds polished.
 - c. All surfaces will be dry and the corners and crevices clean after mopping.
 - d. Floor will be mopped and scrubbed as needed to maintain surface free of scuff marks.

E. Restroom Cleaning (including all public restrooms in Building)

1. Replenishment of Supplies:
 - a. All dispensers of supplies will be clean and filled with the proper supplies (towels, soap, napkins, etc.)
2. Maintenance of Trash Containers:
 - a. Trash containers will be emptied and clean liners inserted.
 - b. Trash containers will be clean, both inside and outside, and free of odors.
3. Cleaning of Sanitary Receptacles:

- a. All sanitary receptacles will be clean, both inside and outside, and contain a new liner.
- b. All sanitary receptacles will be free of excessive or prominent spots, stains, and finger marks.
- c. All sanitary receptacles will be free of unpleasant / non-cleaning agent odors.

4. Cleaning of Toilet Room Fixtures:

- a. All porcelain surfaces of wash basins, toilets, and urinals will be free of dust, dirt, spot stains, and cleaning solution residue.
- b. The wall surfaces will be free of spots and smears.
- c. All toilet seats will be left in raised position after cleaning. They will be free of spots and stains, and the seat hinges will be free of mold.
- d. The plumbing fixtures will be free of mold and water stains.

5. Cleaning of Supply Dispensers, Tile Walls, Stall Partitions, Doors, Shelves, Mirrors and Floors:

- a. All supply dispensers will be clean and free of finger marks and water spots.
- b. All shelves and shelf brackets will be free of gum, dust, fingerprints, water stains, smudges and other soil.
- c. All mirrors should be free of streaks, smudges, water spots, dust, lipstick smudges, and should not be cloudy.
- d. Walls, stall partitions, and doors will be free of hand marks, dust, pencil marks, lipstick smudges, water streaks, mop marks, and mold and cleaning solutions, including wax and floor sealer.
- e. Floors (especially in corners) will be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains, and strings after mopping or scrubbing. Particular attention should be given to areas under urinals. All grouting will be maintained free of mold or mildew and at its original color.
- f. Floor drains will be flushed.
- g. Ceiling vents will be dusted and cleaned.

F. Wall Cleaning

1. Wall Washing:

- a. There will be no streaks or spots remaining on walls or signs of not overlapping. There will not be any spots or smudges on the wall surfaces, caused by touching the wall with a treated dust cloth.
- b. No water will have been spilled on floors or furnishings by staff personnel.
- c. Wall will be uniformly clean all over.
- d. Woodwork on doors, windows, and moldings will be clean.

2. Furniture Replacement:

- a. All furniture, pictures, and other furnishings moved during the wall washing operation will be returned to their original positions, care being taken not to slam chairs under desks or tables.
- b. All furniture, pictures, and other furnishings will not be disfigured or damaged during the cleaning operation.

G. Floor Cleaning

1. Preparation for Mopping:
 - a. Cleaning solutions, where used, will have been mixed thoroughly and in the proportions specified without undue spillage of either solution or rinse water.
 - b. Proper precautions will have been taken to advise building occupants of wet and/or slippery floor conditions.
 - c. The space to be mopped will have been properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise clearing of visible debris.
2. Floor Mopping:
 - a. The mopping work will have been performed in such manner as to properly clean the floor surface, care is to be taken to see that the correct type and mixture of cleaning solution, if required, has been used.
 - b. All mopped areas will be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed, and/or sanitized, if required, and dry-mopped to present an overall appearance of cleanliness.
 - c. Walls, baseboards, and other surfaces will be free of water marks, scars, or marks from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water.
 - d. Care will have been taken throughout the mopping operation to prevent the liquids and equipment from coming into contact with electric outlets located in the floor areas or baseboards.
3. Preparation of Floor Area for Waxing:
 - a. The floor area will be free of dirt and dissolved wax particles, cleaning material residue, streaks, mop strands, and otherwise be thoroughly cleaned.
 - b. Walls, baseboards, furniture bases, and other surfaces will be free of watermarks, marks from the cleaning equipment and splashing from the floor cleaning solutions.
 - c. All cleaned surfaces will be wiped dry and the floor ready for application of wax.
4. Waxing (if any) to be performed periodically as necessary:
 - a. The surface waxed will have had the proper type of wax applied in accordance with best operating practices.

- b. The wax will have been applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas, and have been allowed to properly dry before being polished.
- c. Walls, baseboards, furniture, and other surfaces will be free of wax residue and marks from the equipment.
- d. The waxed area will be free of streaks, skipped areas, and other evidence of improper wax application.

5. Buffing:

- a. The waxed or damp-mopped surface shall have dried to the touch before being buffed.
- b. Baseboards, furniture, and equipment will not be disfigured or damaged during the buffing work.

6. Furniture Arrangement in Waxed Area:

- a. All rug edges will be replaced to their proper position.
- b. All moved items of furniture and office equipment will be returned to their original positions.
- c. Care will have been exercised to avoid damage to building and/or office equipment during movement of furniture, etc.

7. Preparation for Floor Scrubbing:

- a. The machine and other equipment will be checked and readied for work in a careful and thorough manner.
- b. Additions of motor oil, where required, will be accomplished in a safe and careful way so as to avoid spillage and overfilling.
- c. Cleaning solutions will be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water.

8. Operation of Machine:

- a. The mechanized equipment will be operated only by authorized personnel having sufficient instructions as to its proper and efficient operation.
- b. The scrubbing machine will be started and operated in a safe and reasonable manner.
- c. Care of the mechanical equipment will be exercised at all times during its operation to avoid damage to personnel, the building and equipment.

9. Floor Scrubbing and Rinsing:

- a. Proper precautions will be utilized to inform the building occupants of wet and/or slippery conditions during the scrubbing operation.
- b. The scrubbing work will be performed in such manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used.
- c. All areas, including areas inaccessible to the machine and which are cleaned by means of deck scrubbing brushes and/or mops, will be clean

and free of dirt, water streaks, mop marks and stains, properly rinsed, and dry mopped to present an overall appearance of cleanliness.

d. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.

H. Waste Disposal: Paper and Trash Collection, Removal and Disposal

1. Bagged trash will be delivered to a designated trash area.
2. All unused waste collection bags will be in the proper storage location.
3. Cardboard boxes will be broken and deposited in compactor and/or collected for recycling, as designated by the City.
4. Any paper and trash spilled during the collection process will have been cleaned up.
5. Recyclable materials, including, but not limited to paper, glass, and aluminum will be kept separate from other trash and will be delivered to a designated area. Desk side recycling bins for paper shall be emptied daily unless otherwise specified.

III. CLEANING FREQUENCY

A. General Cleaning Five Days Per Week

1. All carpeting, including walk off mats will be vacuumed and spot cleaned, edge vacuum as needed.
2. Empty and clean all wastebaskets, and urns and/or jardinières, receptacles, ash trays, etc.; damp dust or wet wipe and dry polish as necessary. Liners will be placed in receptacles and wastebaskets and replaced as needed. Sand in urns to be cleaned or replaced as necessary
3. Remove all trash and wastepaper to designated collection points. Bag trash and non-bag trash will be placed in designated areas and either removed nightly or placed in the trash compactor.
4. Drinking fountains will be cleaned and disinfected, and all exposed metal shall be polished and kept free of foreign matter. All walls/vinyl areas around drinking fountains will be kept free of fingerprints and other matter.
5. All interior doors and partition panels will be cleaned to remove smudge marks, fingerprints, and dust, especially around lower portions of the doors.
6. All glass doors, windows around front and rear entrances and glass panels, including bright metal finishes and handrails will be cleaned and polished on interior and exterior.
7. All entrance doors, frames, glass and adjacent metal will be cleaned and polished. Partition glass will be spot cleaned to remove smudges and fingerprints.
8. Vacuum entrance mats nightly; if any.

9. Sweep and mop all resilient floors in restrooms (other resilient floors will be swept and mopped two or three times per week).
10. Wash and polish all restroom mirrors, powder shelves, bright work, dispensers, chrome fittings, etc.
11. Flush restroom floor drains.
12. Clean and sanitize all restroom fixtures. Toilet, wash basins, urinals, shower walls, and floors to be kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.
13. Refill soap, towel and tissue containers, and holders.
14. Wipe down toilet partitions and counters and walls around wash basins.
15. Damp mop all restroom and shower room floors.
16. Empty and sanitize all receptacles and sanitary disposals. Refill as needed from stock.
17. Clean building directory and remove fingerprints and smudges.
18. All counter tops of wet bar areas will be wiped down nightly and sink will be cleaned, if free of dishes.
19. Properly arrange all office furniture that was moved during cleaning.
20. Mop elevator floors and clean the mirrors, railings and doors (interior and exterior) and vacuum elevator carpeting and all carpeted common areas.
21. Sweep and mop bridges between buildings.
22. Damp wipe all ledges and railings. Spot wet clean floors and walls, as needed.
23. Police all exterior ash/trash receptacles, emptying trash, cleaning daily and replenishing or changing sand as necessary.
24. Police all exterior common areas and parking lot and garage for rubbish. Police entire perimeter of the Building to the property lines on all sides as often as necessary.
25. Maintain cleanliness of all exterior and common areas, including glass, elevators, and lobby directories as needed during the day.
26. Cooperate with management office during the day to respond to requests due to spills, accidents and other extraordinary circumstances which require immediate attention, such as clogged toilets and overflowing trash.
27. Empty all common area trash cans.
28. Police the bathrooms once daily for restocking, stains, rubbish.
29. Sweep and mop ground floor vestibules.
30. Remove all graffiti from all exterior surfaces within twenty-four (24) hours of discovery.
31. Vacuum/sweeps sidewalks daily, weather permitting.

32. Wipe door knobs, handles, glass doors/dividers and other frequently touched areas to be disinfected.
33. Clean and wipe down exercise equipment on a daily basis.

B. General Cleaning Weekly

1. Vacuum carpet in private offices
2. Vacuum upholstery in executive areas.
3. Spray buff all coffee/copy room floors (if waxed).
4. Machine scrub, wash, buff all resilient tile, and concrete floors.
5. Wash down with disinfectant all ceramic tile walls, toilet partitions, ledges and sills in restrooms.
6. Wash all door glass and sidelights.
7. All vertical surfaces of desks, files, and other furniture will be dusted with clean cloth.
8. Paneled walls will be dusted with a clean dry cloth.
9. Restroom air supply and return grills will be thoroughly cleaned.
10. All horizontal surfaces of enclosures, and horizontal surfaces of furniture (other than desks), file cabinets, lockers, woodwork, window sills, etc. should be damp dusted to remove fingerprints and marks with clean dry cloth. Exposed areas of desks should be hand dusted
11. All interior doors and partition panels will be cleaned in areas where body oils have saturated the doors from hand usage.
12. All thresholds shall be cleaned and polished nightly.
13. Mop and spray buff hard surfaced floors.
14. Remove scuff marks as needed from lobby floors.
15. Dust inside and outside of fire panel boxes.
16. Wipe clean window sills and other horizontal surfaces nightly.
17. Hand dust all ledges and flat surfaces.
18. Mop the stairwells and elevator floors as needed (but not less than weekly).
19. Dusting of men's and women's locker rooms.

C. General Cleaning Monthly

1. Dust pictures frames and picture glass.
2. Dust exterior of lighting fixtures and air conditioning grills.
3. Venetian blinds (or such other blinds) are to be dusted or vacuumed.
4. Remove high cobwebs from all entry areas.

5. Chair mats should be lifted and areas underneath vacuumed provided that heavy furniture does not rest on mat.
6. Janitorial closets are to be swept and damp mopped.
7. Strip and refinish resilient tile floors. Walls and kick plates of restroom will be cleaned of any resulting stains from this procedure.
8. Vacuum fabric drapes and upholstered furniture.
9. Wash exterior and interior windows (subject to requirements of law and weather permitting) including all adjacent metal surfaces, which shall be wiped clean during the window cleaning operation. Wipe all interior metal window frames, mullions, terrace doors, if any, and other unpainted interior metal surfaces of the perimeter walls of the Building at the same.

D. General Cleaning Quarterly

1. Dust and spot clean where necessary all vertical surfaces such as walls, partitions, ventilating louvers, and other surfaces not reached in nightly or monthly cleaning.
2. High dust (ladder required) all shelves, cabinets and other objects in offices.
3. Vacuum upholstery and draperies.
4. Wash desk floor mats.
5. Dust wipe clean all closet shelving when empty and sweep carpet or dry mop all floors in closets if such are empty.
6. Shampoo elevator lobbies and public corridors.

E. Elevator Cleaning

1. Elevator floor damp mopped nightly, spot scrubbed as required, and spray buffed weekly. Any carpeted areas will be vacuumed nightly.
2. Exterior doors and trim will be dusted and fingerprint and smudges removed daily.
3. Fingerprints and smudges will be removed from the interior metal doors and panels.
4. Ceiling will be dusted monthly.
5. Elevator thresholds will be brushed clean and polished daily.
6. Service elevator will be cleaned daily, after cleaning personnel have completed their work.

F. Floor Cleaning

1. Hard Surface (excluding terrazzo)
 - a. Common areas: Sweep, wet mop nightly and spray buff weekly, scrub and refinish monthly and strip and refinish quarterly.
 - b. Dust mop and mop nightly, spray buff weekly, scrub and refinish monthly, strip and refinish quarterly.

- c. Restroom floors: Strip and reseal monthly, keep ground clean and original color at all times.
 - d. Scrub and polish door thresholds daily.
- 2. Concrete Floors
 - a. Dust mop nightly, damp mop weekly and scrub and seal quarterly.
 - b. Police building stairwells daily, spot wet mop daily, wet mop weekly, scrub and seal annually.
- 3. Wood Floors
 - a. Dust mop daily.
 - b. Spot damp mop for spillage daily.
 - c. Wax and buff floors according to installer's instruction.
- 4. Carpet Floors
 - a. Thorough weekly vacuuming.
 - b. Spot Removal nightly.
 - c. Common area carpet on floors will be shampooed quarterly or as needed.
- 5. Terrazzo, Stone or other Hard surface Flooring
 - a. Wet mopped and buffed nightly, scruff marks removed nightly.
 - b. Wash and scrub weekly.
 - c. Grout will be kept clean and free of spotting at all times.
 - d. Directives and specifications shall be followed when cleaning the terrazzo.
- 6. Janitorial Closets shall be kept clean at all times, with a minimum of once monthly mop and thorough cleaning.
- 7. Outside Sidewalks
 - a. Monitor and sweep as required, daily. In the event of puddles from rain, sweep excessive water to speed drainage. Spot clean spills or other foreign matter by spot mopping or scrubbing periodically.
 - b. Ash/Trash urns cleaned daily, sand replaced as needed.
 - c. Sweep and hose down weekly.
 - d. Clean out fountain as needed, minimum of quarterly per year.
- 8. Rubberized Flooring Fitness Center
 - a. Dust mop nightly, damp mop weekly and scrub fitness center rubberized flooring.

IV. CLEANING SPECIFICATIONS WARRENSVILLE HEIGHTS SERVICE DEPARTMENT

Janitorial/custodial services are to be performed nightly, Monday through Friday, five (5) days per week. Legal holidays including New Year's Day, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, Christmas Day, and any other day on which the City is legally permitted to close and does close (such as Martin Luther King Day & Presidents Day) are excepted. The City and the selected Contractor shall meet monthly to review and discuss the selected Contractor's janitorial/custodial and cleaning services or as needed.

V. SPECIFIC CLEANING PERFORMANCE STANDARDS FOR BUILDING AND PREMISES WARRENSVILLE HEIGHTS SERVICE DEPARTMENT (19700 MILES ROAD WARRENSVILLE HEIGHTS OH 44128)

A. Lobby Entrance and General Building Cleaning

1. Sweeping and Dusting:

- a. Lobby and entrance floors will be clean and free of dirt streaks and there will be no dirt remaining in corners, behind doors, or where the dirt is picked up with the dustpan after the sweeping operation.
- b. Entrance mats will be placed in lobbies when raining or snowing, removed after rain or snow has ended. Floor will be dried if necessary. The City may elect to leave entrance mats in place at all times and clean daily.
- c. Wads of gum, tar, and other sticky substances will be removed from the area.
- d. Grills and woodwork will be dust-free after dusting. Dust will have been removed rather than merely pushed around. There will not be any spots or smudges on the wall surfaces, caused by touching the wall with a treated dust cloth.
- e. Dust and wipe down all furniture. Wipe and polish all metal surfaces within hand reach.

2. Polishing and Wall Spotting:

- a. Doorknobs, push bars, kick plates, railings, doors and other surfaces will be clean and polished to an acceptable luster.
- b. Bottle fillers will be cleaned and free of stains. The wall surfaces around the drinking fountains will be free of water spots and streaks.
- c. Wall surfaces will be free of finger marks, smudges, and other dirt spots of any kind.

3. Mopping:

- a. Lobby and entrance floors will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after the mopping operation.
- b. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
- c. All surfaces will be dry and the corners and crevices clean after mopping.
- d. Floor will be mopped and scrubbed as needed to maintain surface free of scuff marks.
- e. Mopping of lobby and hallways will be more frequent in winter and on rainy days to ensure they are free from collections of water.
- f. All furniture will be returned to its proper position after mopping.

4. Damp-Wiping; Door glass and all other glass will be clean and free of dirt, dust, streaks, and spots (this job does not include window washing).

Trash Removal All wastepaper baskets will be empty and in place, clean and ready for use. Liners will be replaced as needed.

B. Restroom Cleaning/Locker Rooms (including all public restrooms in Building Dept Area)

- 1. Replenishment of Supplies:
 - a. All dispensers of supplies will be clean and filled with the proper supplies (towels, soap, napkins, etc.)
- 2. Maintenance of Trash Containers:
 - a. Trash containers will be emptied and clean liners inserted.
 - b. Trash containers will be clean, both inside and outside, and free of odors.
- 3. Cleaning of Sanitary Receptacles:
 - a. All sanitary receptacles will be clean, both inside and outside, and contain a new liner.
 - b. All sanitary receptacles will be free of excessive or prominent spots, stains, and finger marks.
 - c. All sanitary receptacles will be free of unpleasant / non-cleaning agent odors.
- 4. Cleaning of Toilet Room Fixtures:
 - a. All porcelain surfaces of wash basins, toilets, and urinals will be free of dust, dirt, spot stains, and cleaning solution residue.
 - b. The wall surfaces will be free of spots and smears.
 - c. All toilet seats will be left in raised position after cleaning. They will be free of spots and stains, and the seat hinges will be free of mold.
 - d. The plumbing fixtures will be free of mold and water stains.
- 5. Cleaning of Supply Dispensers, Tile Walls, Stall Partitions, Doors, Shelves, Mirrors and Floors:

- a. All supply dispensers will be clean and free of finger marks and water spots.
- b. All shelves and shelf brackets will be free of gum, dust, fingerprints, water stains, smudges and other soil.
- c. All mirrors should be free of streaks, smudges, water spots, dust, lipstick smudges, and should not be cloudy.
- d. Walls, stall partitions, and doors will be free of hand marks, dust, pencil marks, lipstick smudges, water streaks, mop marks, and mold and cleaning solutions, including wax and floor sealer.
- e. Floors (especially in corners) will be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains, and strings after mopping or scrubbing. Particular attention should be given to areas under urinals. All grouting will be maintained free of mold or mildew and at its original color.
- f. Floor drains will be flushed.
- g. Ceiling vents will be dusted and cleaned.
- h. Report all maintenance problems to building manager (dripping faucets, broken fixtures, etc.)

C. Wall Cleaning

- 1. Wall Washing:
 - a. There will be no streaks or spots remaining on walls or signs of not overlapping. There will not be any spots or smudges on the wall surfaces, caused by touching the wall with a treated dust cloth.
 - b. Wall will be uniformly clean all over.
 - c. Woodwork on doors, windows, and moldings will be clean.
- 2. Furniture Replacement:
 - a. All furniture, pictures, and other furnishings moved during the wall washing operation will be returned to their original positions, care being taken not to slam chairs under desks or tables.
 - b. All furniture, pictures, and other furnishings will not be disfigured or damaged during the cleaning operation.

D. Floor Cleaning

- 1. Preparation for Mopping:
 - a. Cleaning solutions, where used, will have been mixed thoroughly and in the proportions specified without undue spillage of either solution or rinse water.
 - b. Proper precautions will have been taken to advise building occupants of wet and/or slippery floor conditions.
 - c. The space to be mopped will have been properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise clearing of visible debris.

2. Floor Mopping:
 - a. The mopping work will have been performed in such manner as to properly clean the floor surface, care is to be taken to see that the correct type and mixture of cleaning solution, if required, has been used.
 - b. All mopped areas will be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed, and/or sanitized, if required, and dry-mopped to present an overall appearance of cleanliness.
 - c. Walls, baseboards, and other surfaces will be free of water marks, scars, or marks from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water.
 - d. Care will have been taken throughout the mopping operation to prevent the liquids and equipment from coming into contact with electric outlets located in the floor areas or baseboards.
3. Preparation of Floor Area for Waxing:
 - a. The floor area will be free of dirt and dissolved wax particles, cleaning material residue, streaks, mop strands, and otherwise be thoroughly cleaned.
 - b. Walls, baseboards, furniture bases, and other surfaces will be free of watermarks, marks from the cleaning equipment and splashing from the floor cleaning solutions.
 - c. All cleaned surfaces will be wiped dry and the floor ready for application of wax.
4. Waxing (if any) to be performed periodically as necessary:
 - a. The surface waxed will have had the proper type of wax applied in accordance with best operating practices.
 - b. The wax will have been applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas, and have been allowed to properly dry before being polished.
 - c. Walls, baseboards, furniture, and other surfaces will be free of wax residue and marks from the equipment.
 - d. The waxed area will be free of streaks, skipped areas, and other evidence of improper wax application.
5. Buffing:
 - a. The waxed or damp-mopped surface shall have dried to the touch before being buffed.
 - b. Baseboards, furniture, and equipment will not be disfigured or damaged during the buffing work.
6. Furniture Arrangement in Waxed Area:
 - a. All rug edges will be replaced to their proper position.
 - b. All moved items of furniture and office equipment will be returned to their original positions.

- c. Care will have been exercised to avoid damage to building and/or office equipment during movement of furniture, etc.
- 7. Preparation for Floor Scrubbing:
 - a. The machine and other equipment will be checked and readied for work in a careful and thorough manner.
 - b. Additions of motor oil, where required, will be accomplished in a safe and careful way so as to avoid spillage and overfilling.
 - c. Cleaning solutions will be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water.
- 8. Operation of Machine:
 - a. The mechanized equipment will be operated only by authorized personnel having sufficient instructions as to its proper and efficient operation.
 - b. The scrubbing machine will be started and operated in a safe and reasonable manner.
 - c. Care of the mechanical equipment will be exercised at all times during its operation to avoid damage to personnel, the building and equipment.
- 9. Floor Scrubbing and Rinsing:
 - a. Proper precautions will be utilized to inform the building occupants of wet and/or slippery conditions during the scrubbing operation.
 - b. The scrubbing work will be performed in such manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used.
 - c. All areas, including areas inaccessible to the machine and which are cleaned by means of deck scrubbing brushes and/or mops, will be clean and free of dirt, water streaks, mop marks and stains, properly rinsed, and dry mopped to present an overall appearance of cleanliness.
 - d. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.

E. Waste Disposal: Paper and Trash Collection, Removal and Disposal

- 1. Bagged trash will be delivered to a designated trash area.
- 2. All unused waste collection bags will be in the proper storage location.
- 3. Cardboard boxes will be broken and deposited in compactor and/or collected for recycling, as designated by the City.
- 4. Any paper and trash spilled during the collection process will have been cleaned up.
- 5. Recyclable materials, including, but not limited to paper, glass, and aluminum will be kept separate from other trash and will be delivered to a designated area. Desk side recycling bins for paper shall be emptied daily unless otherwise specified.

VI. CLEANING FREQUENCY

A. General Cleaning Five Days Per Week

1. All carpeting, including walk off mats will be vacuumed and spot cleaned, edge vacuum as needed.
2. Empty and clean all wastebaskets, and urns and/or jardinières, receptacles, ash trays, etc.; damp dust or wet wipe and dry polish as necessary. Liners will be placed in receptacles and wastebaskets and replaced as needed.
3. Remove all trash and wastepaper to designated collection points. Bag trash and non-bag trash will be placed in designated areas and either removed nightly or placed in the trash compactor.
4. Bottle fillers will be cleaned and disinfected, and all exposed metal shall be polished and kept free of foreign matter. All walls/vinyl areas around drinking fountains will be kept free of fingerprints and other matter.
5. All interior doors and partition panels will be cleaned to remove smudge marks, fingerprints, and dust, especially around lower portions of the doors.
6. All glass doors, windows around front and rear entrances and glass panels, including bright metal finishes and handrails will be cleaned and polished on interior and exterior.
7. All entrance doors, frames, glass and adjacent metal will be cleaned and polished. Partition glass will be spot cleaned to remove smudges and fingerprints.
8. Vacuum entrance mats nightly; as well in the office area.
9. Sweep and mop all resilient floors in restrooms (other resilient floors will be swept and mopped two or three times per week).
10. Wash and polish all restroom mirrors, powder shelves, bright work, dispensers, chrome fittings, etc.
11. Flush restroom floor drains.
12. Clean and sanitize all restroom fixtures. Toilet, wash basins, urinals, shower walls, and floors to be kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.
13. Refill soap, towel and tissue containers, and holders.
14. Wipe down toilet partitions and counters and walls around wash basins.
15. Damp mop all restroom and shower room floors.
16. Empty and sanitize all receptacles and sanitary disposals. Refill as needed from stock.
17. Clean building directory and remove fingerprints and smudges.
18. All counter tops of wet bar areas will be wiped down nightly and sink will be cleaned, if free of dishes.
19. Properly arrange all office furniture that was moved during cleaning.

20. Mop elevator floors and clean the mirrors, railings and doors (interior and exterior) and vacuum elevator carpeting and all carpeted common areas.
21. Sweep and mop bridges between buildings.
22. Damp wipe all ledges and railings. Spot wet clean floors and walls, as needed.
23. Monitor all exterior ash/trash receptacles, emptying trash, cleaning daily and replenishing or changing sand as necessary.
24. Monitor all exterior common areas and parking lot and garage for rubbish. Police entire perimeter of the Building to the property lines on all sides as often as necessary.
25. Maintain cleanliness of all exterior and common areas, including glass, elevators, and lobby directories as needed during the day.
26. Cooperate with management office during the day to respond to requests due to spills, accidents and other extraordinary circumstances which require immediate attention, such as clogged toilets and overflowing trash.
27. Empty all common area trash cans.
28. Police the bathrooms once daily for restocking, stains, rubbish.
29. Sweep and mop floor.
30. Remove all graffiti from all exterior surfaces within twenty-four (24) hours of discovery.
31. Wipe door knobs, handles, glass doors/dividers and other frequently touched areas to be disinfected.
32. Clean and wipe down exercise equipment on a daily basis.

B. General Cleaning Weekly

1. Vacuum mats in private offices.
2. Spray buff all coffee/copy room floors (if waxed).
3. Machine scrub, wash, buff all resilient tile, and concrete floors.
4. Wash down with disinfectant all ceramic tile walls, toilet partitions, ledges and sills in restrooms.
5. Wash all door glass and sidelights.
6. All vertical surfaces of desks, files, and other furniture will be dusted with clean cloth.
7. Paneled walls will be dusted with a clean dry cloth.
8. Restroom air supply and return grills will be thoroughly cleaned.
9. All horizontal surfaces of enclosures, and horizontal surfaces of furniture (other than desks), file cabinets, lockers, woodwork, window sills, etc. should be damp dusted to remove fingerprints and marks with clean dry cloth. Exposed areas of desks should be hand dusted

10. All interior doors and partition panels will be cleaned in areas where body oils have saturated the doors from hand usage.
11. All thresholds shall be cleaned and polished nightly.
12. Mop and spray buff hard surfaced floors.
13. Remove scuff marks as needed from lobby floors.
14. Dust inside and outside of fire panel boxes.
15. Wipe clean window sills and other horizontal surfaces nightly.
16. Hand dust all ledges and flat surfaces.
17. Mop the stairwells and elevator floors as needed (but not less than weekly).
18. Dusting of locker rooms.

C. General Cleaning Monthly

1. Dust picture frames and picture glass.
2. Dust exterior of lighting fixtures and air conditioning grills.
3. Venetian blinds (or such other blinds) are to be dusted or vacuumed.
4. Remove high cobwebs from all entry areas.
5. Chair mats should be lifted and areas underneath vacuumed provided that heavy furniture does not rest on mat.
6. Janitorial closets are to be swept and damp mopped.
7. Strip and refinish resilient tile floors. Walls and kick plates of restroom will be cleaned of any resulting stains from this procedure.
8. Vacuum fabric drapes and upholstered furniture.
9. Wash exterior and interior windows (subject to requirements of law and weather permitting) including all adjacent metal surfaces, which shall be wiped clean during the window cleaning operation. Wipe all interior metal window frames, mullions, terrace doors, if any, and other unpainted interior metal surfaces of the perimeter walls of the Building at the same.

D. General Cleaning Quarterly

1. Dust and spot clean where necessary all vertical surfaces such as walls, partitions, ventilating louvers, and other surfaces not reached in nightly or monthly cleaning.
2. High dust (ladder required) all shelves, cabinets and other objects in offices.
3. Wash desk floor mats.
4. Dust wipe clean all closet shelving when empty and sweep carpet or dry mop all floors in closets if such are empty.
5. Cleaning of locker room floors every three months.

E. Floor Cleaning

1. Hard Surface
 - a. Common areas: Sweep, wet mop nightly and spray buff weekly, scrub and refinish monthly and strip and refinish quarterly.
 - b. Dust mop and mop nightly, spray buff weekly, scrub and refinish monthly, strip and refinish quarterly.
 - c. Restroom floors: Strip and reseal monthly, keep ground clean and original color at all times.
 - d. Scrub and polish door thresholds daily.
2. Concrete Floors
 - a. Dust mop nightly, damp mop weekly and scrub and seal quarterly.
 - b. Police building stairwells daily, spot wet mop daily, wet mop weekly, scrub and seal annually.
3. Wood Floors
 - a. Dust mop daily.
 - b. Spot damp mop for spillage daily.
 - c. Wax and buff floors according to installer's instruction.
4. Hard surface Flooring
 - a. Wet mopped and buffed nightly, scruff marks removed nightly.
 - b. Wash and scrub weekly.
 - c. Grout will be kept clean and free of spotting at all times.
 - d. Directives and specifications shall be followed when cleaning the hard surface flooring.
5. Janitorial Closets shall be kept clean at all times, with a minimum of once monthly mop and thorough cleaning.

VII. CONTRACTOR'S INSURANCE

The Contractor must take out and maintain during the term of the contract, such General Liability (Bodily Injury and Property Damage) Insurance as shall protect him/her and any subcontractor performing work covered by the contract from claims for damages, for personal injury, including accidental death, as well as from claims for property damage which may arise from operations under the contract. The Contractor shall maintain coverage of the types and in the amounts as specified below. Submitting a Certificate of Insurance shall evidence proof of such insurance coverage. The Certificate of Insurance shall (a) name the CITY OF WARRENSVILLE HEIGHTS as an additional insured, as approved by the City's Director of Finance; (b) be issued by a company licensed to do business in the State of Ohio, and provide the registration number; (c) provide contact information for the insurance company and any producer or issuer of the policy for the purpose of making claims; and (d) provide that at least ten (30) days written notice shall be given to the City of any material change in, or cancellation of, said insurance. The amounts of such insurance shall be as follows:

General Liability:
Each Occurrence \$2,000,000

Each Person \$2,000,000
Each Accident \$2,000,000

Property Damage
Each Accident \$500,000
Med Pay \$5,000

Such insurance shall remain in full force and effect during the term of the contract.

Please include evidence of insurance with proposal.

VIII. LAWS TO BE OBSERVED

The Contractor must keep fully informed of all Federal, State and local laws, ordinances, and regulations and all orders and decrees of authorities having any jurisdiction or authority which, in any manner, affect those engaged or employed on the work, or which, in any way, affect the conduct of the work. The Contractor shall at all times observe and comply with all such laws, ordinances, regulations, orders and decrees; and shall protect and indemnify the City and its representatives against any claim or liability arising from or based on the violation of any such law, ordinance, regulation, order, or decree, by the Contractor or the Contractor's employee.

The Contractor must agree that, in the hiring of employees for the performance of work under this contract or any subcontract hereunder, no Contractor nor subcontractor, nor any person acting on behalf of such Contractor nor subcontractor, shall, by reason of race, color, religion, sex, national origin, age, ancestry, disability, sexual orientation or gender identity discriminate against any citizen of the United States in the employment of labor or workers who are qualified and available to perform the work to which the employment relates.

No Contractor, subcontractor, nor any person on his/her behalf shall, in any manner, discriminate against or intimidate any employee hired for the performance of work under this contract on account of race, color, religion, sex, national origin, age, ancestry, disability, sexual orientation or gender identity.

Should Contractor fail to comply with any portion of this program as herein stated and described will subject the Contractor to any or all of the following penalties:

- (1) Withholding of all future payments under the involved public contract to the Contractor in violation until it is determined that the Contractor or subcontractor is in compliance with the provisions of the contract;
- (2) Refusal of all future bids for any public contract with the City or any of its departments or divisions until such time as the Contractor or subcontractor demonstrates that it has established and shall carry out the policies of the program as herein outlined;
- (3) Cancellation of the public contract and declaration of forfeiture of the performance bond;
- (4) In cases in which there is substantial or material violation or the threat of substantial or material violation of the compliance procedure or as may be provided for by contract, appropriate proceedings may be brought to enforce those provisions, including the enjoining, within

applicable law, of contractors, subcontractors or other organizations, individuals or groups who prevent directly or indirectly, or seek to prevent directly or indirectly, compliance with the policy as herein outlined.

The City is an Equal Opportunity Employer and encourages Minority Business Enterprises, Woman Business Enterprises and Small Business Enterprises to submit proposals for this project.

IX. CONTRACTOR'S PERFORMANCE

The Contractor shall furnish all necessary labor, tools, equipment, and supplies to perform the required services. The City's authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the City's authorized representative, performance becomes unsatisfactory, the City shall notify the contractor.

The Contractor will have one (1) day from that time to correct any specific instances of unsatisfactory performance. In the event the unsatisfactory performance is not corrected within the time specified above, the City will have the immediate right to complete the work to its satisfaction and shall deduct the cost to cover from any balances due or to become due the Contractor. Repeated incidences of unsatisfactory performance may result in cancellation of the contract for default.

A. Basis for Award

The contract will be awarded to the Contractor(s) submitting the lowest and best bid for all or some portion of the work as soon as practicable after opening of the bids.

In determining whether a bid is the best bid, the following shall be considered:

- (1) Did the proposal respond to bid specifications in all material respects and contain no irregularities or deviations from the specifications which would affect the amount of the bid or otherwise give the bidder a competitive advantage.
- (2) The experience of the bidder.
- (3) The bidder's financial condition.
- (4) The bidder's conduct and performance on previous contracts.
- (5) Facilities.
- (6) The bidder's management skills, and
- (7) The bidder's ability to execute the contract properly.

The City reserves the right to reject any or all bids, including alternates, to waive technicalities or to solicit for new proposals, if in the judgment of the City the best interests of the City will be promoted thereby.

B. Term

The Term of the contract to be entered upon the award of a contract to the lowest and best bidder(s) shall be for a period not to exceed 24 months.

C. Sub-Contractors

No sub-contractors shall be used unless previously approved by the City in writing.

D. Property Damage

The Contractor shall be responsible for repair of any damage to any real or personal property to the satisfaction of the City. Any repair/restoration of damaged area shall be performed at no cost to the City.

E. Additional Charges

Quotes with separate charges will not be accepted.

F. Billing

The billing address is City of Warrensville Heights, 4743 Richmond Road, Warrensville Heights, Ohio 44128; Attention: Finance Department.

X. RESERVATION OF RIGHTS

The City of Warrensville Heights reserves the right to reject any and all submissions, in whole or in part, and to waive any immaterial defect or informality in any proposal as may be permitted by law.