

Named ASSOCIATION, INC.
REQUEST FOR PROPOSAL
COMMON AREA HOUSEKEEPING AND CLEANING SERVICES

Purpose This Request for Proposal is for common area housekeeping and cleaning services in DESCRIPTION AND ADDRESS.

Award & Performance Schedule This contract to be awarded (after review of all submitted bids) by the Association Board of Directors, with an anticipated contract start date of January 1, YEAR. Initial term of contract is for one year, with renewal opportunities thereafter. Contractors may submit multi-year proposals for consideration only if there is a sufficient price consideration to warrant multi-year award.

Bidder Requirements Bidders must include copies of their W-9 Taxpayer ID Form, Certificates of Insurance and Florida Contractor License(s) with the bid. Contractor must have and maintain all government mandated licensing throughout duration of contract services.

Minimum Insurance Requirements:

- Commercial General Liability Insurance: Including Bodily Injury and Property Damage Liability, Independent Contractors Liability, Contractual Liability, Product Liability and Completed Operations Liability in an amount not less than \$1,000,000 combined single limit, per occurrence, and \$2,000,000 aggregate.
- Workers Compensation: Statutory limits are required.
- Automobile Liability: Automobile Liability in an amount not less than \$1,000,000 per occurrence for bodily injury and property damage, including owned, hired and non-owned vehicle coverage.
- Other Insurance: any other government mandated insurance requirements.

General Conditions Contractor must schedule any on-site visit with the Community Association Manager, at least two days in advance with a call-in 10-20 minutes prior to arrival. CONTACT NAME AND INFO. Contractor is to bid services based on attached Specifications (Appendix A). All bid submissions shall also list contractor's labor rates for repairs, or other needs not part of the regular maintenance. All bid submissions are due by DEADLINE DATE. Submissions can be in electronic format emailed to NAMED CONTACT or printed copy delivered to manager at property address.

Property address is:

Billing address is:

Work must be between 7:00 AM and 10:00 PM, Saturdays and Sundays throughout the year. Contractors must LIST SPECIAL INSTRUCTIONS.

APPENDIX A

General Terms

Term and Period of Service

The term for this contact is one year commencing January 1, YEAR. All work to be performed will be done between the hours of 7:00 AM and 10:00 PM. Any work requiring equipment will follow the Association rules on noise and working hours.

Assigned Staff

Contractor will provide a minimum of one employee on site from 7:00 AM to 10:00 PM, DAILY throughout the year. Other than this requirement Contractor shall staff the services to meet the objectives of the Tasks and other terms and specifications of this Request for Proposal.

Seasonal patterns will be employed in staffing, with objectives of conserving costs in the low periods and meeting the higher demand of the heavy seasonality.

Payment

Invoices are to be submitted at the beginning of each month, for that month's service, and will be paid within 15 days of receipt of monthly invoice.

References

Contractor must provide a physical address, a telephone number and an E-mail address for three references. In selecting the references two should be current customers of Contractor and one should be a customer who left Contractor within the last year. All three should be commercial customers, with more than 10,000 SO FT under contract. If this requirement can't be met an exception should be noted in proposal response.

Scope

The work Site is the NAME AND DESCRIPTION.

The scope for this Proposal DOES NOT include housekeeping for the individual UNITS. The scope is the common areas and the exterior. Common areas include the lobby, hallways and storage rooms and the exterior includes the
ADDITIONAL WORK AREAS AND RESPONSIBILITIES LISTED

DESCRIPTION OF WORK FLOW, SEASONALITY, ETC.

Safety

Safety and risk management is a key concern. Contractor will employ industry standards for safety in providing services to NAMED ASSOCIATION. Wet Floor signs (provided by association) will be deployed around any spill and remain until the floor is dry, when the signs will be removed to storage.

Contractor must have and follow: (1) an Employee Training Plan and (2) a Safety and Accident Prevention Plan. They must be submitted with the offer.

Contractor personnel must immediately report any accident, safety violation or unsafe condition to association management and contractor.

Quality Control and Reporting

Once a week, unannounced, association will formally inspect the building; Association will also take the opportunity whenever representatives are in the building to observe the condition of the building and the activities of Contractor employees. Association will provide Contractor a written report, including photos, of its findings from such inspections at least biweekly. In applying standards to its inspections and will look to the Marriott and Hilton hotels in the area as reference.

Such inspections and reports are NOT a substitute Contractor's duty to supervise, manage and apply their own quality standards. Contractor will make its own reports, etc. used on the contract available to association on request.

As a condition precedent to Association making the 1st and last payments to Contractor, Contractor shall provide a monthly report, in its own format, of its activities since the previous report. The report must contain any recommendations it has to mutually improve the condition of the building.

Insurance

Binders for workman's compensation, general liability and fidelity bond coverage must be provided by the successful proposer when the contract is executed. Contractor must provide a \$10,000 Contractor paid life insurance policy for each employee.

Employee Suitability

Employees will have access to owner units (rentals) by coincidence. Contractor must do background screening and drug testing on any employee within five days of his or her assignment to association site, at Contractor's expense. Contractor will perform random drug screenings on each employee once a year at its expense. Contractor will certify to association that all employees assigned to location are at all times drug policy compliant and have passed a background check. Association shall have the right to review related reports on file with the Contractor on request.

Each employee assigned to association and each first line supervisor overseeing such employees must sign the Statement of Ethics Agreement between Contractor and employee which follows below; such statements will be kept on file by the Contractor with a copy to association. If Contractor has a similar Ethics Agreement in place for all its employees it may provide a copy of it and request substitution in the PROPOSAL REPONSE.

There is NO SMOKING in the building or on the property.

Uniforms and Employee Resources

Association may/does not provide lockers for use by Contactor personnel. Association will not be responsible for clothing or other articles left in the lockers, if so assigned.

Description of lockers, dressing areas, restroom facilities, etc.

Employees will arrive for their work shift showered and properly groomed.

Security regulations if listed

Contractor will be responsible for notifying the association when an employee no longer needs access

Conflicts

Any business or personal relationship with any officer, member of the board of directors, owner, management, or shareholder, must be immediately disclosed. This may not be a reason to reject contractor bid, but subject to review by the board.

Statement of Ethics Agreement

The undersigned acknowledges that as a Contractor employee working in the NAMED facility I must have a commitment to high standards of ethical behavior. The undersigned agrees to follow the standards outlined below.

- A. I will be courteous and civil to my fellow employees, Bayside owners, guests, other employees, contractors and vendors to Bayside and to the public at large.
- B. I will not accept any gratuity from anyone for any services performed in the facility.
- C. I will not offer to perform work for any owner or guest or any other party related to Association. I will report to association any person who offers to employ me.
- D. I will not perform services for any owner or guest with or without compensation and will do no work within a unit unless directed by association staff and with the permission of my supervisor. I will decline any invitation to enter a room. If for the purposes of communicating information to association; if an owner or guest insists I do I will comply and report it immediately to association and my supervisor.
- E. I will not bring or consume alcoholic beverages or controlled substances (drugs) in or around the facility. I agree to submit to drug testing at the request of my supervisor.
- F. If I become aware of any improper or illegal activity by anyone within or around the facility I will immediately report it to my supervisor.
- G. I will immediately report to my supervisor any situation in which I experience sexual or other harassment by any party while at work. I will not engage in such activity myself.
- H. If I find any obviously lost items of any value I will turn them over to the association office with as much information as I can to allow location of the rightful owner.
- I. I will become familiar with the Frequently Asked Questions supplied by the association and refer to them as needed to answer owner and guest questions, but will avoid giving advice or opinions outside that list.
- J. I will conserve and protect the assets of the association, equipment and supplies. I will only use them for the purposes intended and will do so conscious of the cost and value of same.

DATE _____

Signature

Printed Name

APPENDIX B

Housekeeping Tasks

Contractor will perform the following tasks as scheduled. Additions to this list during the term of the contract will be quoted by Contractor on request and if acceptable to Bayside added to the list at the quoted price. All tasks will be performed by Contractor on a best practices basis. The task or process may be modified if proposed by either party and if acceptable to the other this task list will be modified as agreed.

Association will provide forms and necessary checklists, supplies consumption and reporting information in paper or electronic format. All reporting and performance measurement data will be entered on devices and uploaded to the association computer system or if on paper delivered once a day.

All trash will be transported through the building in liquid tight plastic bags or waste containers and placed in the dumpster location.

In addition to this itemized Task List, Contractor will, using industry best practices, ensure cleanliness of all entry areas, common areas on all floors and hallways, glass doors and windows, outside patios, stairwells, elevators and trash dumpster area. At least twice a day a walk-through of the entire building will be performed to insure coverage as required. Tasks on this task list are included but not complete and to be supplemented by instructions from Association Manager, or other authorized representative of Association.

Task	Process	Frequency					
		Daily & As Needed	Wkly & As Needed	Bi-Wkly & As Needed	Qtrly	Semi-Annual	Annual
0	Guest Questions/ Complaints	1					
X	Guest Rooms	1					
1A	Morning Patrol	1					
1B	Patio Area AM	1					

Task	Process	Frequency						
		Daily & As Needed	Wkly & As Needed	Bi-Wkly & As Needed	Qtrly	Semi-Annual	Annual	
1C	Glass Cleaning	Clean all Store Front Glass inside and out using glass cleaner: Front Entrance, East Entrance & Board Room, Patio Exit, and West and East Lobby/Hallway Doors.	1					
1D	Elevators AM	Clean exterior doors, button plates on all floors, mop both elevator cabs, vacuum door tracks, wipe as needed, clean glass and all interior surfaces	1					
1E1	Main Lobby/Bar Area, Second Floor Atrium Floor, East and West Hallways and Elevator Lobbies on all Floors	Pick up trash on each floor, clean bar, front desk, all table tops, dust all furniture hard surfaces, window sill, PTAC tops, second floor railings. Inventory furniture and furnishings per inspection sheet (including Patio furniture), report any missing, broken or damaged items, dinged or scraped wall surfaces, sconces, lamps of light fixtures.	1					
1E2	Main Lobby/Bar Area, Second Floor Atrium Floor, East and West Hallways and Elevator Lobbies on all Floors	Vacuum/spot clean upholstery surfaces, clean leather surfaces and apply conditioner sparingly	1					
1F1	Vending Alcoves and Laundry Room	Wipe down all vending machine front surfaces, washer and dryer surfaces, mop floors. Pickup/empty trash. Report any malfunctions/inoperable machines. Wipe A/C vent and clean door glass as well as trash removal from waste can in Laundry.	1					
1.F2	Vending Alcoves	Wash mats at sink or outside using suitable cleaner. Shake dry and return.	1					
1G2	Stairways	Walk each stairway, pick up trash, note any problems with doors, door hardware or lighting.	1					
1G2	Hallways	Check (test) all EXIT lights.	V					
1H	Luggage Carts	There are ()luggage carts in the building. During the season, on move-in/move-out days all should be available. On non- move-in/move-out days no more than six should be in the lobby (on each side of the elevators, with excess carts placed in the storage area under the Center Stairway. Carts located in the hallways should be returned to the lobby and excess carts stored in the Storage Room or moved into the Lobby as required.	1					
1J	Spills/Rain	Respond to any reported spills, etc. Mop entrance areas when rain is dragged in.	1					
1K	Light Bulbs	As part of any Process note any non-working light bulbs including outdoor fixtures and daily in the afternoon replace as needed, Association will provide the bulbs.	if					

Task	Process	Frequency						
		Daily & As Needed	Wkly & As Needed	Bi-Wkly & As Needed	Qtrly	Semi-Annual	Annual	
1L	Dumpster PM	Rake up any spillage around dumpster.	1					
1M	Patio PM	Mid-afternoon. Wipe down patio furniture, tables, and cushions; rearrange as required.	1/					
1N	Afternoon Patrol	Late afternoon. Pick up trash around front door, East Entrance, rear patio, East Tower exit door, West Tower exit door, West parking lot, and other locations. Pick up any trash visible in the landscaping from a side walk, entrance or exit door, roadway or parking lot. Empty all waste cans. Mop vending alcoves that have ice machines as needed. Check all ice machines to insure they function. Report any inoperable doors, lock hardware, or vending/ice machines.	1					
1P	Carpet Vacuum	Vacuum hall carpets.	1					
1Q	Gum and Stain Patrol	ASAP remove all gum or other imbedded materials from carpeting; spot treat and clean all stains. If necessary report need for carpet cleaning	/					
2A	HVAC Filters	Vacuum the filters in each A/C; inspect disposable filters in the four (4) split systems, replace as needed.	1					
28	Condo Office	Run dust mop, mop as needed. Dust furniture, blinds. Clean door and window surfaces. Empty Trash.	1					
3A	Equipment and Utility Rooms	Sweep. Mop as needed. Remove all identifiable trash (when in doubt leave it).	.1(
3C	Window Interiors	Clean all common area windows with glass cleaner, wipe down frames.	1					
4A1	Carpet Shampoo	Dry Shampoo all carpeting in common areas on Floors as directed by association , typically the last week of:: Jan, Feb; first week of May, July (before the 4 th); 2 ^d week of Sept, Nov	1					
4B	Light Fixtures	Dust all wall sconces, light fixtures, lamps, etc.	1					
4C	Stairways Clean	Mop landings, dust railings and piping.	1					
5A	Tile Floors	Clean tile surfaces and grout lines. Seal. First & second floors, vending alcoves.	if					

APPENDIX C

FLOOR PLANS AND LAYOUT