

LakeCounty

Purchasing Division

<http://doingbusiness.lakecountyil.gov/>

Lake County will be accepting **only** electronic bid submissions for Invitation for Bid #23052 – Janitorial and Housekeeping Services for Various Lake County Locations

Please follow the steps below to upload your electronic Bid Submission:

1. Go to www.lakecountypurchasingportal.com
2. Click on the Bid Number: #23052
3. Click on register for this bid
4. Enter your username and password
5. Under the Submittals section you will be able to upload your bid submittal
 - a. Click on the browse button
 - b. Navigate your computer and select the appropriate file
 - i. Multiple files can be uploaded, each file can be no more than 20 MB
 - ii. Files can also be uploaded as a .zip file
 - c. Click on save submittals
 - d. Close the browser

Please follow the following steps to attend the Public Bid Opening:

1. Go to www.lakecountypurchasingportal.com
2. Click on the “Under Review” tab
3. Click on the Bid Number: #23052
4. Click on the “Events” tab
5. Join the Zoom Meeting by clicking on the meeting link
 - a. Please plan on joining the meeting at least 5 minutes early and mute your microphone.

ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE

Bid Number: #23052	Vendor Name: _____
Buyer: Yvette Albarran	
Bid Description: Janitorial and Housekeeping Services for Various Lake County Locations	Deliver to: Lake County ATTN: PURCHASING DIVISION 18 N. County Street – 9 th Floor Waukegan, IL 60085
*Bid Due Date: April 26, 2023 at 11:00 a.m. Central Standard Time.	

***Please note: Responses are due at April 26, 2023 at 11:00 a.m. CST. Please allow sufficient time for any technical issues you may have and upload your bid early. Please email Purchasing at purchasing@lakecountyil.gov to receive confirmation that we have successfully received your submissions. Deadline for questions is April 19 at 12:00 p.m. CST.**



Lake County Purchasing Division
18 North County Street Ninth Floor-Admin
Waukegan, Illinois 60085-4350
(847) 377-2929

E-Mail: purchasing@lakecountylvil.gov

Access Bid Results:
<http://www.lakecountypurchasingportal.com>

SUBMISSION INFORMATION

INVITATION: Bid #23052
BID OPENING DATE: April 26, 2023
TIME: 11:00 a.m. CST
LOCATION: Lake County Purchasing
Submit 1 electronic copy

ISSUANCE DATE: April 4, 2023
BUYER: Yvette Albarran

INVITATION TO BID VENDOR INFORMATION

COMPANY NAME: _____
ADDRESS: _____
CITY, STATE, ZIP CODE: _____

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS

Group	Description of Group	Total
A	Subtotal for Lake County Public Works	\$
B	Subtotal for Lake County Division of Transportation	\$
C	Subtotal for Solid Waste Agency of Lake County	\$
D	Subtotal for Workforce Development Department	\$
E	Subtotal for Facilities and Construction	\$
	TOTAL ANNUAL BID AMOUNT FOR GROUPS A - E	\$

A PRE-BID MEETING WILL BE HELD ON APRIL 13, 2023, AT 9:00 A.M. VIA ZOOM, PLEASE VISIT THE EVENTS TAB ON THE LAKE COUNTY PURCHASING PORTAL FOR ADDITIONAL CALL IN INFORMATION.

NOTE TO BIDDERS: Any and all exceptions to these specifications MUST be clearly and completely indicated on the bid sheet. Attach additional pages if necessary. Please be advised that any exceptions to these specifications may cause your bid to be disqualified.

If a bid includes any exceptions, Bidders must insert an "X" in the following box indicating a bid submission with exceptions.

☐

PROMPT PAYMENT DISCOUNT: _____ % _____ DAYS

The undersigned hereby certifies that they have read and understand the contents of this solicitation and agree to furnish at the prices shown any or all of the items above, subject to all instructions, conditions, specifications and attachments hereto. Failure to have read all the provisions of this solicitation shall not be cause to alter any resulting contract or to accept any request for additional compensation. By signing this bid document, the bidder hereby certifies that they are not barred from bidding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Authorized Signature: _____

Company Name: _____

Typed/Printed Name: _____

Date: _____

Title: _____

Telephone Number: _____

E-mail: _____

Fax Number: _____

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS
DETAILED PRICE SHEET

GROUP A – LAKE COUNTY PUBLIC WORKS			
ITEM #	LOCATION NAME AND ADDRESS	QUANTITY	UNIT
1.0	Public Works Administration Bldg – 650 West Winchester Road – Libertyville	12	1 Month
2.0	Public Works Main Shop Office – 648 West Winchester Road – Libertyville	12	1 Month
3.0	Public Works Water Meter Office – 648 West Winchester Road – Libertyville	12	1 Month
4.0	Public Works Laboratory – 500 West Winchester Road – Libertyville	12	1 Month
5.0	Public Works Des Plaines WRF Office – 800 Krause Drive – Buffalo Grove	12	1 Month
6.0	Public Works New Century Town Treatment Plant - 50 South American Way, Vernon Hills, IL	12	1 Month
7.0	Public Works Mill Creek Treatment Plant - 16750 W. Ancona Avenue, Old Mill Creek, IL	12	1 Month
SUBTOTAL FOR GROUP A – LAKE COUNTY PUBLIC WORKS			
GROUP B – LAKE COUNTY DIVISION OF TRANSPORTATION			
8.0	Division of Transportation – 600 West Winchester Road – Libertyville	12	1 Month
SUBTOTAL FOR GROUP B – LAKE COUNTY DIVISION OF TRANSPORTATION			
GROUP C – SOLID WASTE AGENCY OF LAKE COUNTY			
9.0	Solid Waste Agency of Lake County – 1311 North Estes Street - Gurnee	12	1 Month
SUBTOTAL FOR GROUP C – SOLID WASTE AGENCY OF LAKE COUNTY			
GROUP D – WORKFORCE DEVELOPMENT DEPARTMENT			
10.0	Workforce Development Department – 1 N. Genesee Street – Waukegan	12	1 Month
SUBTOTAL FOR GROUP D – WORKFORCE DEVELOPMENT DEPARTMENT			
GROUP E – FACILITIES AND CONSTRUCTION			
11.0	Adult Probation – 215 Water Street – Waukegan	12	1 Month
12.0	Park City Branch Court – 301 Greenleaf Street – Park City	12	1 Month
13.0	Mundelein Branch Court – 105 East Route 83 – Mundelein	12	1 Month
14.0	Round Lake Beach Branch Court – 1792 Nicole Lane – Round Lake Beach	12	1 Month
15.0	Communications Center – 1303 North Milwaukee Avenue – Libertyville	12	1 Month
16.0	Sheriff's Highway Patrol – 1301 North Milwaukee Avenue – Libertyville	12	1 Month

ITEM #	LOCATION NAME AND ADDRESS	QUANTITY	UNIT	UNIT PRICE	EXTENSION
17.0	Central Permit Facility – 500 West Winchester Road – Libertyville	12	1 Month	\$	\$
18.0	Sheriff's Marine Base Unit – 703 North Route 12 – Fox Lake (4/1 – 10/31)	7	1 Month	\$	\$
19.0	Depke Juvenile Courthouse – Day Porter – 24647 N Milwaukee Ave – Vernon Hills	12	1 Month	\$	\$
20.0	Depke Juvenile Courthouse – Night Shift – 24647 N Milwaukee Ave – Vernon Hills	12	1 Month	\$	\$
21.0	Children's Advocacy Center – 123 North O'Plaine Road – Gurnee	12	1 Month	\$	\$
	SUBTOTAL FOR GROUP E – FACILITIES AND CONSTRUCTION				\$
	TOTAL BID AMOUNT FOR GROUPS A – E				\$

UNIT PRICES

ITEM #	ITEM DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
22.0	High Dusting	Price Per Square Ft	\$
23.0	Stripping And Waxing	Price Per Square Ft	\$
24.0	Carpet Deep Cleaning	Price Per Square Ft	\$
25.0	Shampoo Chair	Price Per Chair	\$

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS

SCOPE OF WORK

April 2023

1. INTENT

It is the intent of Lake County to procure janitorial and housekeeping services for multiple Lake County facilities.

2. SUBMISSION OF BIDS

Bids will be accepted until April 26, 2023 at 11:00 a.m. CST, at the via the Lake County Purchasing Portal.

3. SUBMITTALS

For your bid to be considered responsive, please see the below list of submittals. A responsive bidder is defined as a person who has submitted a bid that conforms in all material respects to the requirements set forth in the invitation for bids.

- Original "Invitation to Bid" including signed form with Total Bid Amount.
- Electronic copy of the complete bid submission.
- Contractor Qualification Form.
- Reference Form.
- Value Added Services.
- Statement of Sustainability.
- Addendum Acknowledgement Form.
- Vendor Disclosure Form.
- Vendor Certification Form.
- Staffing Strategy.
- Training Concept Overview.
- Any professional affiliations or accreditation.

4. PROJECT TIMELINE

Issue Invitation for Bid	April 5, 2023
Pre-Bid Meeting	April 13, 2023
Bid Opening Date	April 26, 2023
County Board Approval	June 13, 2023
Anticipated Contract Start Date	August 7, 2023

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS
GENERAL TERMS AND CONDITIONS

April 2023

1. BACKGROUND

Lake County is located in northeast Illinois, between the Chicago and Milwaukee metropolitan areas. Lake County is home to about 736,000 residents. Lake County is committed to open government and transparency, and the County Board's sound fiscal policies have allowed the County to maintain fiscal stability and to achieve AAA bond ratings from Standard & Poor's and Moody's.

2. AWARD

Lake County intends to award this contract to the lowest responsive and responsible bidder who is in compliance with the specifications, terms, conditions contained herein. The Contractor shall have specific experience supplying similar service to other customers with similar volume. Lake County reserves the right to request additional information subsequent to the bid date for evaluation purposes. Lake County reserves the right to split award this bid by item, in whole or in part if determined to be in the best interest of the County.

3. ENTIRE AGREEMENT

This bid document contains our terms and conditions for the agreement between Lake County and the awarded bidder. Modifications and exceptions taken to the terms and conditions contained herein by the Bidder must be formally accepted in writing by Lake County.

Upon Award, the awarded bidder shall be deemed to have entered into a written agreement with Lake County for performance of the Work called for under this bid document. The Contract Documents consist of this the Award Letter, Bid document, the awarded bidder's response to the bid (but not including any modification and/or exceptions taken by the awarded bidder which were not accepted in writing by Lake County), Terms and Conditions of the Contract (General, Special, Supplementary, and other Conditions), Specifications, Addenda issue prior to Award, other documents listed in this Bid document, and Modifications issued after Award, all of which form the Contract and are considered fully part of the Contract between the Awarded Bidder and Lake County and constitute the entire agreement between Lake County and the Awarded Bidder.

4. BID PRICE

The bid price shall include a total price as a fixed monthly fee for all services delineated in this Bid. The awarded bidder shall consider all costs (labor, overhead, administration, profit, travel, etc.) associated with providing the services listed in this Bid. Any hourly rates for services that may not be included shall be provided with the corresponding service and rate. All additional services beyond the initial scope of the project, identified by the bidder as beneficial to the County, shall be delineated separately for the County to consider. Please utilize the site locations for site requirements.

5. TERM

This contract shall be in effect for a one (1) year period from the date of award. Lake County reserves the right to renew this contract for four (4) additional one (1) year period(s), subject to acceptable performance by The Bidder. At the end of any contract term, Lake County reserves the right to extend this contract for a period of up to sixty (60) days for the purpose of getting a new contract in place. For any year beyond the initial year, this contract is contingent on the appropriation of sufficient funds; no charges shall be assessed for failure of the County to appropriate funds in future contract years.

5. PRICE ESCALATOR

Prices throughout the initial term of the contract shall remain firm/fixed. Written requests for price revisions after the initial term and subsequent renewals shall be submitted at least sixty (60) days in advance of the annual contract period. Requests must be based upon and include documentation of the actual change in the costs of the components involved in the contract and shall not include overhead and profit. Changes in the contract price shall be made in the amount of the actual change in Contractor cost or the percentage increase in the U.S. Average Consumer Price Index for the Midwest Urban - per category "All Items," whichever is less. Surcharges for fuel and/or other costs shall not be allowed. Manufacturer and/or Warehouse Distributor's price sheets or an equivalent document showing the new pricing may be

considered sufficient documentation for a price increase. The County reserves the right to reject any price increase and to terminate the contract.

6. TERMINATION

Lake County reserves the right to terminate this bid as set forth below.

a. Termination for Convenience:

Lake County reserves the right to terminate this Agreement, or any part of this Agreement, with or without cause, upon 30 days' written notice. In case of such termination, Consultant shall be entitled to receive payment from Lake County for work completed to the date of termination in accordance with the terms and conditions of this Agreement.

b. Termination Due to Material Breach:

In the event that this Agreement is terminated due to the Consultant's material breach, Lake County shall be entitled to purchase substitute items or services elsewhere and charge Consultant with losses the County incurs, including attorney's fees and expenses, notwithstanding any damage limitations the parties may agree to elsewhere.

c. Termination Due to Lack of Appropriations:

If sufficient funds are not appropriated by the Lake County Board to continue the services under this Agreement, then Lake County may terminate this Agreement. Lake County agrees to give written notice of termination to Consultant at least 30 days prior to the end of the last fiscal year for which appropriations were made. Lake County shall remit payment for all work completed and approved or accepted by the County, to the date of termination. Termination under this subsection shall not entitle the Consultant to contractual damages of any kind.

d. Termination Due to Force Majeure Events:

(1) If a Force Majeure Event prevents a party from complying with any one or more obligations under this agreement, that inability to comply will not constitute breach if (1) that party uses reasonable efforts to perform those obligations, (2) that party's inability to perform those obligations is not due to its failure to (A) take reasonable measures to protect itself against events or circumstances of the same type as that Force Majeure Event or (B) develop and maintain a reasonable contingency plan to respond to events or circumstances of the same type as that Force Majeure Event, and (3) that party complies with its obligations under section 16(d)(3), below.

(2) For purposes of this agreement, "Force Majeure Event" means, with respect to a party, any event or circumstance, whether or not foreseeable, that was not caused by that party and any consequences of that event or circumstance.

(3) If a Force Majeure Event occurs, the noncomplying party shall promptly notify the other party of occurrence of that Force Majeure Event and may terminate the Agreement based on it, with an obligation to pay only for services performed prior to the Force Majeure Event.

7. VOLUME/ESTIMATED QUANTITY

County does not guarantee any specific amount and shall not be held responsible for any deviation. Lake County does not guarantee that the County will buy any or all estimated quantities or total amounts. This contract shall cover the County's requirements whether more or less than the estimated amount. All orders received by the Contractor during the term of the contract shall be filled in accordance with the terms and conditions set forth herein. Lake County reserves the right to add or delete locations to this contract. Pricing of additional locations will be negotiated with the Contractor.

8. SUBSTITUTIONS

No substitutions will be allowed during the term of the contract without the express permission of the Lake County Purchasing Division. The Contractor may request permission to substitute items of equal or higher quality when sufficient inventories of an ordered item are not available for delivery within the time required by the using agency.

9. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Lake County Specifications; Lake County General Terms & Conditions, Lake County Invitation for Bids Terms & Conditions and the Contractor's Bid Response.

10. INVOICES AND PAYMENT

- A. At the start of this contract, the County will issue a purchase order for the work and bidder shall submit invoices detailing the products and services provided and identify the purchase order number on all invoices.
- B. Bidder shall maintain records showing the actual time its employees and agents devoted to the project, and the costs incurred. Bidder shall permit a representative from Lake County to inspect and audit all of Bidder's data and records for the work and services provided under this contract. Bidder shall make these records available at reasonable times during the contract period and for one year after the end of the contract.
- C. All payments shall be made in accordance with the Illinois Local Government Prompt Payment Act, which generally requires approval of a vendor's bill within 30 days of receiving the invoice for the services contained in it, and payment within an additional 30 days (50 ILCS 505/1 et seq.).

Lake County's fiscal year ends on November 30. Invoices for services the bidder has rendered up until November 30 of each year must be received by Lake County on or before January 15 of the subsequent calendar year.

Other than the timeframe for payments related to the end of Lake County's fiscal year, as stated above, Lake County shall not be held financially liable for payment of any services rendered if the invoice for such services is not sent to the County within 90 days from the date the services were provided.

If this contract is terminated prior to its expected expiration date, the bidder must submit all invoices to Lake County no later than 30 days after the effective date of the termination.

Payment for invoices received beyond the time periods in this subsection will be denied, absent an agreement to the contrary. Failure of the bidder to invoice the County in the timeframes noted in this section shall constitute the bidder's waiver of the bidder's right to payment.

11. UNBALANCED BIDDING

Bidders shall not submit a bid which contains irregularities of any kind, including unbalanced bids. By an unbalanced bid, it is meant that one or more separate items are substantially out of line with the current market price for the materials and/or work covered hereby. The County reserves the right not to award any items or to negotiate unit prices that appear excessive or unbalanced.

12. INDEMNIFICATION

Bidder agrees to indemnify and defend Lake County (its employees, elected officials, executives, and agents) from all claims, actions, demands, judgments or liabilities, fines, penalties, and expenses, including without limitation reasonable legal fees and expert costs, arising out of this bid and arising from the bidder's (its employees', executives', and agents') actions, whether negligent, reckless, or intentional. Lake County shall provide notice to bidder promptly of any such claim, suit, or proceeding, and will assist bidder, at bidder's expense, in defending any such claim, suit, or proceeding.

13. CONFIDENTIALITY

Bids are subject to the Illinois Freedom of Information Act (FOIA) once an award is made. As such, all bidders responding are asked to submit one redacted copy of their bid that can be used by the County to respond to any future FOIA requests for the bid.

Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for explanation of information that may be redacted. For example, information exempt from disclosure in response to a FOIA request includes but is not limited to: highly personal or objectionable information; trade secrets and commercial or financial information claimed as proprietary, privileged or confidential, the disclosure of which would cause your business competitive harm; valuable formulae, computer geographic systems, designs, drawings and research data when disclosure of the same

would produce private gain or public loss; certain construction related technical documents; and information associated with automated data processing operations that, if disclosed, would jeopardize system or data security.

If no redacted copy is provided, the Lake County Purchasing Division reserves the right to determine what information should be redacted as proprietary, privileged, or confidential in response to a FOIA request. A bidder who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents, or employees for disclosure of this information.

14. ASSIGNMENT

Any Agreement entered into as a result of this bid shall not be assigned, delegated, or modified without the express written consent of both parties. The Agreement supersedes all other agreements, oral or written, between the parties with respect to the subject matter of the Agreement.

If Lake County agrees that the bidder may assign, delegate, or subcontract the work under the Agreement, bidder shall remain contractually liable to Lake County unless otherwise agreed in writing.

15. ADDENDA

Any and all changes to the specifications and terms and conditions of this Bid are valid only if they are included by addendum issued by Lake County Purchasing. Bidders shall acknowledge addenda by signing the enclosed Addendum Acknowledgement form. Failure of any bidder to receive any such addendum or interpretation shall not relieve the bidder from obligation under this bid as submitted. All addenda as issued shall become part of the bid documents. It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum issued within three business days of the submittal due date.

16. ADDITIONAL INFORMATION

Should the bidder require additional information about this bid, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the bid number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the bid opening date. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a bidder to improperly submit a bid.

17. NON-ENFORCEMENT BY THE COUNTY

The Contractor shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Contractor's performance or to seek the Contractor's compliance with any one or more of said terms or conditions.

18. CHANGE IN STATUS

The Contractor shall notify Lake County immediately of any change in its status resulting from any of the following: (a) vendor is acquired by another party; (b) vendor becomes insolvent; (c) vendor, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) vendor ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its contract with the vendor immediately on written notice based on any such change in status.

19. JOINT PURCHASING

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful Bidder. The Bidder agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The Bidder further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or

liability of each governmental unit shall remain separate and distinct. Disputes between Bidders and governmental units shall be resolved between the immediate parties.

The Bidder and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, Other Terms shall be reduced to writing and signed by a duly authorized representative of both the successful Bidder and the other governmental unit.

The Bidder shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured and certified payrolls to the other governmental unit as required.

20. REPORTING REQUIREMENTS

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regards to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.

Lake County launched a **Buy Local. Build Local. Work Local.** initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program (EOP) commitment the County will make every effort to achieve the following objectives:

- (a) To ensure nondiscrimination in the award and administration of contracts;
- (b) To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- (c) To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- (d) To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that demonstrates the County's commitment to its EOP; and,
- (e) To help remove barriers to the participation of L/W/MBEs through notification of contract opportunities.

Successful bidders are encouraged to work with Workforce Development to post any and all opportunities for employment on County contracts. Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

21. DEBARMENT AND SUSPENSION WITH LAKE COUNTY

The Lake County Purchasing Ordinance § 33.125 through 33.126 defines the County's Authority and Decision to Debar.

The bidder certifies to the best of his or her knowledge and belief that the bidder:

- A. Is not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
- B. Has not within a 3-year period preceding this contract been convicted of or had a civil judgment rendered against it for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or

performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property;

- C. Is not presently indicted or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- D. Has not, within a three-year period preceding this contract, had one or more public transactions (Federal, State, or local) terminated for cause or default.

Bidder agrees that, during the term of this Agreement, Bidder shall report to the County's contract administrator, within 10 days, any allegations to or findings by the National Labor Relations Board (NLRB) or Illinois Labor Relations Board (ILRB) that Bidder has violated a statute or regulation regarding labor standards or relations. If an investigation by the County results in a final determination that the matter adversely affects Consultant's responsibilities under this Agreement, then the County may terminate this contract.

22. NON-DISCRIMINATION

During the term of this agreement, Bidder agrees to and shall comply with (1) the Equal Opportunity Employer provisions of Section 2000e of Chapter 21, Title 42 of the United States Code and Federal Executive Order Number 11246, as amended by Executive Order 11375, and (2) Chapter 33 of Title III of the Lake County Code of Ordinances (titled "Purchasing").

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS

SPECIAL TERMS AND CONDITIONS

April 2023

Bidders are subject to the following conditions if the use of Federal Funds is applied to this procurement.

1. **Debarment and Suspension.** This Agreement is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Contractor is required to verify that none of the Licensor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

Contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction in enters into.

This certification is a material representation of fact relied upon by Lake County. If it is later determined that the Contractor does not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to Licensor, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

Contractor agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000 subpart C throughout the period of any contract that may arise. Licensor agrees to include a provision requiring such compliance in its lower tier covered transactions.

2. **Access to Records.** Contractor agrees to provide Lake County, the U.S. Department of Treasury, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Licensor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

3. **No Obligation by Federal Government.** The Federal Government is not a party to this Agreement and is not subject to any obligations or liabilities to the non-Federal entity, Contractor, or any other party pertaining to any matter resulting from the contract.
4. **Program Fraud and False or Fraudulent Statements or Related Acts.** Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Agreement.
5. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352).** Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

The undersigned shall require that the language of this attestation be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly to the tier above.

A failure to follow self-certification procedures may result in a civil penalty. Per 31 U.S. Code § 1352 Any person who fails to file or amend a declaration required to be filed or amended under subsection (b) of this section shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

6. **Clean Air Act (42 U.S.C. 7401-7671q.) , as amended.** Contractors who apply or bid for an award of \$150,000 or more shall comply with the following provisions:

i. Clean Air Act

1. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The Contractor agrees to report each violation to the LCHD and understands and agrees that the LCHD will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

7. **Procurement of Recovered Materials.** In the performance of this Agreement, Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired –

1. Competitively within a timeframe providing for compliance with the contract performance schedule.
2. Meeting contract performance requirements; or
3. At a reasonable price.

Information about this requirement, along with the list of EPA designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

8. **Access to Records.** Contractor agrees to provide Lake County, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

In compliance with the Disaster Recovery Act of 2018, Lake County and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the U.S. Department of Treasury or the Comptroller General of the United States.

9. **Copeland Anti-Kickback Act.** The Contractor agrees that it will comply with the Copeland "Anti-Kickback" Act (18 U.S.C. 874) as supplemented in Department of Labor regulations (29 CFR Part 3). As applied to this Agreement, the Copeland "Anti-Kickback" Act makes it unlawful to induce, by force, intimidation, threat or procuring dismissal from employment, or otherwise, any person employed in the construction or repair of public buildings or public works, financed in whole or in part by the United States, to give up any part of the compensation to which that person is entitled under a contract of employment.

10. **Contractor Work Hours and Safety Standards Act.** No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty

hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

In the event of any violation of the above clause the contractor or any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the above clause, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause above.

Lake County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages.

The contractor or subcontractor shall insert into any subcontracts the clauses set forth in this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier contractor.

11. **Equal Employment Opportunity.** Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. Contractor will take affirmative action to ensure employment without regard to their race, color, religion, sex, sexual orientation, gender identity or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

Contractor will, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with Contractor's legal duty to furnish information.

Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

In the event of Contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

Contractor will include the provision of this Section in every subcontract or purchase order unless exempted by rules, regulations or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. Contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federal assisted construction work. *Provided*, that if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with administering agency and the Secretary of Labor in obtaining the compliance of contractors or subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

12. Federal Water Pollution Control Act

1. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The Contractor agrees to report each violation to the LCHD and understands and agrees that the LCHD will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

3. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

13. Domestic Preference for Procurements

As appropriate and to the extent consistent with law, Lake County, to the greatest extent practicable under a Federal award of American Rescue Plan dollars, provides a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products)

a) For purposes of this section:

- (1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
- (2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

14. Minority and Women Business Enterprises.

Contractor hereby agrees to comply with the following when applicable: The requirements of Executive Orders 11625 and 12432 (concerning Minority Business Enterprise), and 12138 (concerning Women's Business Enterprise), *when applicable*. Accordingly, the contractor hereby agrees to take affirmative steps to assure that women and minority businesses are utilized when possible as sources [12] of supplies, equipment, construction and services. Affirmative steps shall include the following:

1. Including qualified women's business enterprises and small and minority businesses on solicitation lists.
2. Assuring that women's enterprises and small and minority businesses are solicited whenever they are potential sources.
3. When economically feasible, dividing total requirements into smaller tasks or quantities so as to permit maximum participation by small and minority business, and women's business enterprises.
4. Where the requirement permits, establishing delivery schedules which will encourage participation by women's business enterprises and small and minority business; and
5. Using the services and assistance of the Small Business Administration, and the U.S. Office of Minority Business Development Agency of the Department of Commerce; and the North Carolina Office for Historically Underutilized Businesses.

For the purposes of these requirements, a Minority Business Enterprise (MBE) is defined as an enterprise that is at least 51 percent owned and controlled in its daily operation by members of the following groups: Black, Hispanic, Asian or Pacific Islander, American Indian, or Alaskan Natives. A Women Business Enterprise (WBE) is defined as an enterprise that is at least 51 percent owned and controlled in its daily operation by women. Additionally, an MBE or WBE qualifies if it is currently certified as a North Carolina "historically underutilized business" under N.C.G.S. §143-128.4(a) and qualifies as a "small business" if it is independently owned and operated and is qualified under the Small Business Administration criteria and size standards at 13 C.F.R. Part 21.

15. Prohibition on Certain Telecommunications

The proposed equipment will not utilize covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

16. Assurances of Compliance with Title VI of the Civil Rights Act of 1964

Contractor and any subcontractor, or the successor, transferee, or assignee of contractor or any subcontractor, shall comply with Title VI of the Civil Rights Act of 1964, which prohibits recipients of federal financial assistance from excluding from a program or activity, denying benefits of, or otherwise discriminating against a person on the basis of race, color, or national origin (42 U.S.C. §§ 2000d et seq.), as implemented by the Department of the Treasury's Title VI regulations, 31 C.F.R. Part 22, which are herein incorporated by reference and made a part of this contract. Title VI also provides protection to persons with "Limited English Proficiency" in any program or activity receiving

federal financial assistance, 42 U.S.C. §§ 2000d et seq., as implemented by Treasury's Title VI regulations, 31 C.F.R. Part 22, and herein incorporated by reference and made a part of this contract.17

17. Publications

Any publications produced with funds from this award must display the following language: "This project [is being] [was] supported, in whole or in part, by federal award number [enter project FAIN] awarded to [name of Recipient] by the U.S. Department of the Treasury.

18. Increasing Seat Belt Use in the United States.

Pursuant to Executive Order 13043, 62 Fed. Reg.19216 (Apr. 18, 1997), contractor is encouraged to adopt and enforce on-the-job seat belt policies and programs for your employees when operating company-owned, rented or personally owned vehicles.

19. Reducing Text Messaging While Driving.

Pursuant to Executive Order 13513, 74 Fed. Reg. 51225 (Oct. 6, 2009), contractor is encouraged to adopt and enforce policies that ban text messaging while driving and establish workplace safety policies to decrease accidents caused by distracted drivers.

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS

INSURANCE

April 2023

All Contracts may be subject to change

The Contractor must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A- VIII and provide the County with a Certificate of Insurance 15 days before the start of the project., and thereafter annually for contracts/ projects that will last more than one year. Insurance in the following types and amounts is necessary:

Commercial General Liability Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations
- Independent Contractors
- Products/Completed Operations – up to 2 years after each project completion • Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

\$ 1,000,000 Each Occurrence

\$ 1,000,000 Products-Completed Operations

\$ 1,000,000 Personal and Advertising injury limit

\$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the contractor's projects away from premises owned or rented to contractor.

Automobile Liability Insurance

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:

\$ 1,000,000 Combined single Limit (Each Accident)

Excess/ Umbrella Liability

Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

\$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Professional Liability – Errors and Omissions

The Contractor's Architect/ Engineer/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

\$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Liability Insurance Conditions

Contractor agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;
- b) The Contractor's insurance shall be primary & non-contributory over Lake County's insurance in the event of a claim.
- c) Contractor agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and volunteers and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or material change. A blanket additional insured ISO endorsement is preferred for Contractors who have multiple projects with the County.
- d) Lake County shall be provided with Certificates of Insurance and should include the appropriate corresponding ISO form endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies. No manuscript endorsements will be accepted. Any hard copies of said Notices and Certificates of Insurance and Endorsements shall be provided to:

**Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent**

- e) **Electronic copies of Notices, Certificates of Insurance and Endorsements can be emailed to Purchasing@lakecountyil.gov in place of hard copies.**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Contractor.

1. SCOPE OF WORK

Lake County is requesting bids from qualified companies to establish a contract to provide complete, professional Janitorial and Housekeeping Services. The bidder must be reputable and capable of furnishing required labor, materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, and supervision necessary to provide superior cleaning services for Lake County facilities as defined in this bid document. Subcontracting this contract is not permitted.

The objective of this solicitation is to secure high quality janitorial services using a competitive process. Your bid should include a comprehensive overview of your company including number of years of service, accounts similar to Lake County, key services offered, staffing strategy, training concept overview, professional affiliations or accreditations and quality control approach.

Bidders must respond to this solicitation in accordance with the requirements, specifications, commercial terms, and provisions as described and set forth herein. Bidders must embrace a concept that the successful bidder will satisfy all the objectives and service specifications in a cost-effective and efficient way as outlined in this document. The successful bidder will be required to provide quality service with a goal of minimal customer service complaints being a priority.

The Technical Approach should include specific operational details for Lake County services and should not include generic commercial marketing material. We are encouraging the prospective bidder to be detailed and complete in their responses to enable Lake County to clearly determine what separates your company from your competitors.

Lake County requires janitorial and housekeeping services at numerous buildings at multiple locations throughout the County. The number of locations is subject to change and Lake County reserves the right to add or delete locations and square footage. **See Exhibit A Facility Information Document** for the address, square footage and type of facilities to be serviced within this contract and the schedules for cleaning at each location. **Please note there are multiple Facility Information Documents.** Any price adjustments related to additions or deletions of square footage to be serviced will be in alignment with the original cost per square foot agreed to in the contract resulting from this bid.

In addition to regularly scheduled cleaning services, the bidder must be able to respond to on-demand requests for service such as responding to spills or clean-up for special events. These services will be ordered by Lake County on an hourly basis if the events occur outside of the bidder regularly scheduled cleaning times. Expected response times are:

- Emergency: on the scene within thirty (30) minutes
- Urgent: completed within four (4) hours
- Planned: provide a clear schedule within one working day

The bidder shall ensure that the facilities, fixtures, floor surfaces, and furnishings of the County shall be continually maintained in a state of high quality cleanliness and present a clean, neat and professional appearance at all times. Bidders are advised that this is a hybrid specification which includes elements of both prescribed service methods and frequencies, and performance specifications, based solely on the effectiveness of the outcome. **See Exhibit B Cleaning Requirements.**

Immediately upon award, the bidder and Lake County representatives will review the comprehensive set of employee rules and regulations intended to identify proper behavior while working at County facilities. This review will also include the key management and badging process. The bidder will also be required to provide an employee safety manual covering a Hazard Communication Program, a Hazard Assessment Plan, and an Exposure Control Plan. These will be reviewed at each Quarterly Business Review (QBR). See **Exhibit C Bidders Responsibilities.**

2. **QUALITY ASSURANCE**

Lake County's approach for evaluating the bidders outcomes and providing quality assurance oversight of the bidders quality control program will include:

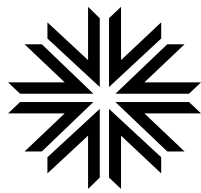
- Regular meetings with bidders Site Supervisor
- Periodic evaluation of each building using a prescribed checklist
- Discussions with building occupants
- Validation of customer complaints received
- Effectiveness of bidders response to validated complaints
- Quarterly Business Review of bidders performance
- Annual evaluation: *Meeting Standards, Needs Improvement, or Unsatisfactory Performance At the first*

Quarterly Business Review (QBR) the bidder and Lake County will meet to discuss the past 90 days' performance and establish a baseline of the number and kind of complaints which have been documented. The documentation for this conversation will include inspection forms and work order documentation. This baseline will serve as the benchmark from which to set forth future goals for improvement and reduction in the number of complaints.

Lake County's Responsibilities

Lake County shall make available to the bidder all information in the County's possession which will be useful in completing the project work. However, it will remain the bidders responsibility to gather and verify necessary data. Information has been provided listing square footage to be cleaned and other specifics for each building.

The County will allow the bidder to store supplies, materials, and equipment in storage areas on Lake County facility premises designated by the Custodial Maintenance Supervisor. The bidder agrees to keep their portion of this storage area in accordance with all applicable fire regulations. The use of County storage facilities will be on a space available basis and subject to approval of the Custodial Maintenance Supervisor. Any chemicals left on premises must have an SDS sheet available on site.



LakeCounty

Addendum Acknowledgement Bid #23052

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Bid Number: Bid #23052

Company Name: _____

Authorized Representative: _____
Signature

Authorized Representative: _____
Print

Date: _____

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to purchasing@lakecountyil.gov prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS
CONTRACTOR QUALIFICATIONS

April 2023

(ATTACH ADDITIONAL PAGES AS NEEDED)

Name and address of office from which this contract will be administered

Name _____

Address _____

Phone _____ Fax _____

Project Manager _____

Years in Business _____ **Number of Employees** _____
(Minimum 5 years)

Annual Sales: \$ _____ **Dunn & Bradstreet** _____

List employees who will be dedicated to Lake County: (Attach additional pages as necessary)

Name	Position	# Years	Responsibility/Experience	Task

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS

REFERENCES

April 2023

List below other organizations (users of similar size and structure to Lake County preferred) for which these or other similar services have been provided:

Agency Name	_____
Address	_____
City, State, Zip Code	_____
Telephone Number	_____
Contact Person	_____
Dates of Service	_____
Project Description	_____

Agency Name	_____
Address	_____
City, State, Zip Code	_____
Telephone Number	_____
Contact Person	_____
Dates of Service	_____
Project Description	_____

Agency Name	_____
Address	_____
City, State, Zip Code	_____
Telephone Number	_____
Contact Person	_____
Dates of Service	_____
Project Description	_____

Agency Name	_____
Address	_____
City, State, Zip Code	_____
Telephone Number	_____
Contact Person	_____
Dates of Service	_____
Project Description	_____

Agency Name	_____
Address	_____
City, State, Zip Code	_____
Telephone Number	_____
Contact Person	_____
Dates of Service	_____
Project Description	_____

JANITORIAL AND HOUSEKEEPING SERVICES FOR VARIOUS LAKE COUNTY LOCATIONS
VALUE ADDED SERVICES

April 2023

Please include any value-added services your firm provides in your response:

The County of Lake has a responsibility to balance fiscal, environmental and social considerations into its operational decision-making process. The County's commitment to green and sustainable practices and good environmental stewardship was memorialized by the Lake County Board in the County's 2013 Strategic Plan where sustainability is listed as a value and a goal. This was further strengthened in September 2020 by adopting a Net Zero Emissions goal through Joint Resolution. Therefore, we shall promote environmentally preferable purchasing, whenever practical, by procuring goods or services that lessen the destructive effects on the environment and the health and well-being of all citizens.

Consideration of the practices adopted by our contracted firms is key to magnifying the impact of the County's sustainability measures. Bidders are requested to provide a Statement of Sustainability demonstrating the methods they have incorporated into their firms. Sustainability may be one of the scoring criteria included the evaluation rubric for the award of this contract.

INSTRUCTIONS

Please provide a narrative outlining any policies or practices implemented by your firm to reduce your carbon footprint. Your response should include, but need not be limited to:

- A copy of your firm's sustainability policy, awards and accolades.
- Practices such as waste minimization, energy/water efficiency, methods instituted to reduce pollution, green products utilized, staff education, community involvement and volunteerism.
 - o Specifically include the percentage of your firm's energy that comes from renewable sources and percentage of your fleet that is non-emitting.
- Sustainable approaches your firm may have for this specific project.
- Cost variances to incorporate a more sustainable approach to this project and any calculated life cycle costs.



VENDOR DISCLOSURE STATEMENT

Vendor Name:			
Address:			
Contact Person:		Contact Phone #:	
Bid/RFP/SOI/Contract/Renewal:	Bid # 23052		

Vendors wishing to contract with Lake County for goods and services in an amount greater than \$30,000 shall submit this form in advance of award. This disclosure statement is not required for utility companies regulated by the Illinois Commerce Commission or local units of government. Vendors shall disclose:

- A familial relationship between a Lake County elected official, department director, deputy director and manager and owners, principals, executives, officers, account managers or other similar managerial positions of the vendor's company. Familial relationship is defined as a spouse (including civil partner), child, stepchild, parent, stepparent, grandparent, in-laws (including parent, grandparent, sibling, or child), relatives and non-relatives living in the same residence, and offspring born to any aforementioned person.
- All political campaign contributions made by the vendor or an owner, principal, executive, officer, account manager, or other similar managerial position of the vendor to any county board member, county board chair, or countywide elected official within the last five years.

If there is nothing to report in a section, please state none in the appropriate space.

FAMILIAL RELATIONSHIPS

List names and departments/agencies of Lake County employees or public officials with whom owners, principals, or officers of the vendor's company have a familial relationship and the nature of the relationship. Attach additional pages as necessary. (Provide all names or state none in the space below. Do not leave blank.)

Name and Department/Agency of Lake County Employee/Public Official	Familial Relationship

CAMPAIGN CONTRIBUTIONS

List campaign contributions that have been made within the last five years that exceed \$150 annually. Attach additional pages as necessary. (Provide all names or state none in the space below. Do not leave blank.)

Recipient	Donor	Description (e.g., cash, type of item, in-kind service, etc.)	Amount/Value	Date Made

Continuing disclosure is required if information changes. This Vendor Disclosure Statement form is available at www.lakecountyil.gov.

The full text of the County's Ethics and Procurement policies and ordinances are available at www.lakecountyil.gov.

I hereby acknowledge that the information above is accurate and complete, that I am an authorized signer on behalf of the vendor, that I have read and understand these disclosure requirements, and that I agree to update this information if there are any related changes by submitting a new Vendor Disclosure Statement.

Authorized Signature:		Title:	
Printed Name:		Date:	

Vendors must insert "x" in the following box indicating exception and provide a brief narrative for exception.

☐



VENDOR CERTIFICATION FORM

Bid/RFP/SOI Number:	Bid # 23052		
Vendor Name:			
Address:			
Primary Contact Name:			
Primary Contact Email Address:			
Primary Contact Phone Number:			
Project Manager Name:			
Project Manager Email Address:			
Project Manager Phone Number:			
# Years in Business:		Number of Employees:	
Annual Sales:	\$	Dunn & Bradstreet #:	
Vendor Certification Statement: Please identify all of the following that apply to the ownership of this firm. This information is collected for reporting purposes only and not vendor selection. Please include a copy of the certification. (Definitions are included on the second page of Vendor Certification Form).			
	Contractor certifies as a Minority – Business Enterprise (MBE)		
	Contractor certifies as a Women Business Enterprise (WBE)		
	Contractor certifies as a Veteran-Owned (VBE) Business Enterprise		
	Contractor certifies as a Persons with Disabilities Owned Business Enterprise (PDBE)		
	Contractor certifies as a Service-Disabled Veteran-Owned (SDVBE) Business Enterprise		
	Contractor certifies as a Business Enterprise Program (BEP)		
	Contractor certifies as a Small Disadvantaged Businesses (SDB)		
	Contractor certifies as a Veteran-Owned Small Business (VOSB)		
	Local Business		
	None		
Other (Specify)			
Certification Number:			
Certified by (Agency):			

I certify that this information is accurate to the best of my knowledge and that I am authorized to provide this information on behalf of my company.

Signature, Title

Printed Name, Title

Date

Vendor Certification Definitions

- **Minority-owned business (MBE)**
A business concern which is at least 51% owned by one or more minority persons, or in the case of a corporation, at least 51% of the stock in which is owned by one or more minority persons; and the management and daily business operations of which are controlled by one or more of the minority individuals who own it.
- **Woman-owned business (WBE)**
A business which is at least 51% owned by one or more women, or, in the case of a corporation, at least 51% of the stock in which is owned by one or more women; and the management and daily business operations of which are controlled by one or more of the women who own it.
- **Veteran-owned Business Enterprise (VBE)**
A small business (i) that is at least 51 percent owned, controlled and managed by one or more Eligible Veterans or in the case of a corporation, at least 51 percent or more of the stock of which is owned, controlled and managed by one or more Eligible Veterans.
 - Eligible Veteran means a person who (i) has been either a member of the armed forces of the United States or, while a citizen of the United States, was a member of the armed forces of allies of the United States in time of hostilities with a foreign country and (ii) has served under one or more of the following conditions: (a) the veteran served a total of at least 6 months; (b) the veteran served for the duration of hostilities regardless of the length of the engagement; (c) the veteran was discharged on the basis of hardship; or (d) the veteran was released from active duty because of a service connected disability and was discharged under honorable conditions.
 - Armed forces of the United States means the United States Army, Navy, Air Force, Marine Corps, Coast Guard or service in active duty as defined under 38 U.S.C. Section 101. Service in the Merchant Marine that constitutes active duty under Section 401 of federal Public Act 95-202 shall also be considered service in the armed forces for purposes of this Division.
- **Persons with Disabilities Owned Business Enterprise (PDBE)**
A small business (i) that is at least 51 percent owned, controlled and managed by one or more Persons with a Disability; or in the case of a corporation, at least 51 percent or more of the stock of which is owned, controlled, and managed by one or more Persons with a Disability.
 - Disability or Disabled means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of the individual, a record of physical or mental impairment that substantially limits one or more of the major life activities of the individual, or being regarded as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of the individual.
- **Service-Disabled Veteran-owned Business Enterprise (SDVBE)**
A small business (i) that is at least 51 percent owned, controlled, and managed by one or more qualified service disabled veterans or in the case of a corporation, at least 51 percent or more of the stock of which is owned, controlled and managed by one or more Service Disabled Veterans.
 - Service-Disabled Veteran means an Eligible Veteran who has been found to have 10 percent or more service-connected disability by the United States Department of Veterans Affairs or the United States Department of Defense.
 - Service-connected disability means a disability incurred in the line of duty in the active military, naval or air service as described in 38 U.S.C. 101(16).
- **BEP – Business Enterprise Program**
Business Enterprise Program (BEP) BEP assists businesses owned by minorities, women and people with disabilities gain access to the State of Illinois procurement process. BEP certification with the State of Illinois can also open the door to opportunities with other public and private entities which are looking for diverse suppliers.
- **Small Disadvantaged Businesses (SDB)**
A Small Disadvantaged Business (SDB) is a small business owned and controlled by socially and economically disadvantaged individuals as defined by Federal Acquisition Regulation (FAR) 19.001
- **Veteran-Owned Small Business (VOSB)**
A Veteran-Owned Small Business (VOSB) is a small business that is at least 51 percent owned by one or more veterans; or, if a publicly owned business, at least 51 percent of the stock is owned by one or more veterans. Also, one or more veterans control management and daily business operations of the firm.
- **Local business**
Lake County launched a Buy Local. Build Local. Work Local initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law.

Exhibit A – Lake County Facility Information Document**FACILITIES RESPONSIBILITIES**

- Restrooms Supplies (Toilet Tissue, Paper towels, Toilet seat covers, Hand soap, Urinal screens)
- Cleaning Supplies (General Purpose Cleaner, Window Cleaner, Floor Cleaner, Toilet bowl cleaner, Microfiber Dusters)
- Trash Removal Supplies (Trash Bags large and small)
- Cleaning Equipment (Vacuum Cleaners, Cleaning carts, Brooms, Mops, Spray bottles, Squeegees and Micro fiber rags)

CONTRACTOR'S RESPONSIBILITIES**Depke Juvenile Courthouse – 24647 North Milwaukee Avenue – Vernon Hills**

Provide One fulltime day porter worker to be assigned to the building 7:30 am to 4:00 pm Monday to Friday. Facilities will provide all cleaning materials, supplies, and equipment used to provide the required janitorial services.

All other Facilities Operations Locations

The Contractor shall be responsible to refill all disposable supply dispensers. The Contractor shall be responsible to advise the appropriate Lake County liaison when the disposable supply inventory needs replenishing. Facilities will provide all cleaning materials, supplies, and equipment used to provide the required janitorial services.

The Contractor shall follow manufacturer's instructions and established industry standards to prevent damage to surfaces as a result of improper cleaning methods. The Contractor shall be responsible and liable for any damage resulting in the misuse of any cleaning supply, product, or equipment.

The Contractor is responsible to provide all of the Contractor's employees with personal protection, this includes, but is not limited to, providing rubber/latex gloves and other safety equipment. The use and frequency of changing rubber/latex gloves is determined by the current requirements of the Illinois Department of Public Health.

CLEANING ACTIVITIES AND FREQUENCY OF THE CLEANING

The following is a comprehensive list of the types and frequencies of the cleaning services required to maintain the various site locations. This list is subject to change at any time during the cleaning contract. This list pertains to all Lake County locations included herein, with the exception of special conditions, by location, which are included herein.

1. Items to be cleaned once a day
 1. Dust mop all non-carpeted floors.
 2. Empty waste and recycling receptacles and replace can liners and clean as needed. Clean outside of waste receptacle and inside of both as needed.

THE CLEANING STAFF MUST BE TRAINED TO DISPOSE OF TRASH IN THE TRASH DUMPSTER AND RECYCLING IN THE RECYCLING DUMPSTER. TRASH AND RECYCLING MUST NOT BE DISPOSED IN THE SAME DUMPSTER.

3. Dust Mop/Wet mop floors.

4. Clean Mop Restrooms floors.
 5. Clean and disinfect wall in restrooms.
 6. Vacuum all carpeted areas and runners.
 7. Dust/wet mop and/or vacuum stairs and landings.
 8. Spot wash/wipe painted/wood walls.
 9. Spot clean doors for fingerprints and disinfect doorknobs and doors around doorknobs.
 10. Clean water fountains and disinfect handles.
 11. Spot wash stained cubicle partitions.
 12. Clean glass mirrors and interior windows.
 13. Disinfect wipe metal/wood handrails.
 14. Check and replenish hand soap, hand sanitizer, hand lotion, toilet paper, hand towels and trash can liners as needed in restrooms only.
 15. Clean commodes and disinfect handles.
 16. Clean urinals and disinfect.
 17. Clean wash basins and disinfect.
 18. Clean and Disinfect paper towel dispensers.
 19. Clean glass in doors with glass cleaner/wipe down entranceway glass with glass cleaner.
 20. Clean and disinfect desks, tables and countertops.
 21. Clean plastic chairs.
 22. Clean elevator floors and wall, dust ceilings and disinfect control buttons.
 23. Clean kitchenette floors, walls, cabinets, and sink.
 24. Clean the outsides and lids of kitchenette waste and recycle containers.
 25. Clean exterior surface and handles refrigerators and microwaves, exclude inside cleaning.
2. Items to be cleaned once per week
 1. Dust all horizontal services; both high and low. This includes but is not limited to the following – sills, partitions, radiators, desk tops, ledges, door frame tops, receptacles, file cabinets, base boards, book shelves, etc.
 2. Spray/buff tile floors.
 3. Clean the insides of kitchenette waste and recycle containers.
3. Items to be cleaned once per month
 1. Dust light fixtures outside of glass or plastic.
 2. Vacuum air vents.
 3. Damp mop desk floor pads.
 4. Polish metal.
 5. Polish wood panels and furniture.
 6. Wash walls to remove ink, pencil, crayon and scuff marks.
 7. Vacuum cloth furniture, wipe down vinyl and leather furniture.
 8. Dust surfaces high and low including, lights, fans and blinds.
 9. Clean all baseboards and corners.
4. Items to be cleaned once every three months
 1. Wash fan blades and light fixtures, inside and outside.
5. Items to be cleaned once every six months
 1. Strip vinyl composite tile floors and wax, apply four coats of wax.
 2. Scrub ceramic tile and grout floors
 3. Shampoo/extraction all carpets.

6. Items to be cleaned once per year
 1. Clean all blinds, in place, at all facilities.

JANITORIAL SERVICES FOR MULTIPLE LAKE COUNTY DEPARTMENTS

SQUARE FOOTAGE - # OF RESTROOMS – TYPE OF CLEANING – FREQUENCY, DAYS, AND HOURS OF CLEANING

GROUP	LOCATION NAME AND ADDRESS	TOTAL SQUARE FT	# OF RESTROOMS	FREQUENCY OF CLEANING
A	Public Works Administration Bldg – 650 West Winchester Road – Libertyville	8,200	2	5 days Mon-Fri After Hours
A	Public Works Main. Shop Offices – 648 West Winchester Road – Libertyville	2,970	2	5 days Mon-Fri After Hours
A	Public Works Water Meter Office - 648 West Winchester Road – Libertyville	630	None	5 days Mon-Fri After Hours
A	Public Works Laboratory - 500 West Winchester Road – Libertyville	8,000	None	5 days Mon-Fri After Hours
A	Public Works Des Plaines WRF Office – 800 Krause Drive – Buffalo Grove	3,400	3	3 days Mon-Wed-Fri After Hours
A	New Century Town Treatment Plant – 50 South American Way, Vernon Hills, IL	3,000	3	3 days Mon-Wed-Fri After Hours
A	Mill Creek Treatment Plant – 16750 W. Ancona Avenue, Old Mill Creek, IL	1,200	2	2 days Weds and Fri After Hours
B	Division of Transportation – 600 West Winchester Road – Libertyville	17,306	16	5 days Mon-Fri After Hours
C	Solid Waste Agency of Lake County – 1311 North Estes Street – Gurnee	2,000	2	1 day a week After Hours
D	Workforce Development Department – 1 N. Genesee Street – Waukegan	10,000	4	5 days Mon-Fri After Hours
E	Adult Probation – 215 Water Street – Waukegan	25,000	10	5 days Mon-Fri After Hours
E	Park City Branch Court – 301 Greenleaf Street – Park City	14,175	7	5 days Mon-Fri After Hours
E	Mundelein Branch Court – 105 East Route 83 – Mundelein	8,000	5	5 days Mon-Fri After Hours
E	Round Lake Beach Branch Court – 1792 Nicole Lane – Round Lake Beach	8,500	5	5 days Mon-Fri After Hours
E	Communications Center – 1303 North Milwaukee Avenue – Libertyville	8,300	5	911 Center is 7 days a week. Balance in 5 days a week
E	Sheriff's Highway Patrol – 1301 North Milwaukee Avenue – Libertyville	8,000	4	7 days a week
E	Central Permit Facility – 500 West Winchester Road – Libertyville	48,000	8	5 days Mon-Fri After Hours
E	Sheriff's Marine Base Unit – 703 North Route 12 – Fox Lake	1,500	1	2 days a week 3pm – 11pm
E	Depke Juvenile Courthouse – 24647 N Milwaukee Ave – Vernon Hills	40,000	14	5 days Mon-Fri After Hours Full Time Day Porter
E	Children's Advocacy Center – 123 North O'Plaine Road – Gurnee	5,300	2	5 days Mon-Fri After Hours

Exhibit B – Cleaning Requirements & Definition of Services

Bidder must provide all labor, materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, and supervision, and otherwise do all things necessary to support the expected outcomes for the janitorial services for Lake County.

Specific Cleaning Requirements: Bidder shall perform the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement:

1. Carpet/Rug Cleaning: All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Carpet cleaning by hot water extraction must be at a temperature that will kill and eliminate bacteria. Hot water extraction by truck-mount is the preferred method where applicable, portable units with heating coils must heat the water to the required temperature are to be used in areas other where a truck mount cannot be used.
2. Carpet Spot Cleaning: Buildup, spillage or crusted material shall have been removed along with spots, smears and stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas and the product to be used is "Spray and Walk Away".
3. Carpet Cleaning by Thorough Vacuuming: Prior to vacuuming, broom all edges not reached by vacuum. Carpets shall be clean and free from dust balls, dirt and other debris; nap on carpet shall lie in one direction upon completion of the vacuuming task. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a Dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.
4. Dust Mop: Thoroughly dust mop all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water-based dust control chemical. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.
5. Damp Mop: Thoroughly damp mop all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean (rayon) cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free.
6. Floor Cleaning / Thorough Sweeping: Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.
7. Damp Mopping and Spray Buffing: Floors shall be slip resistant, free of marks, skipped areas, streaks, and mop strands. Walls, baseboards and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. Leave no dirt in

corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables or chairs.

8. Wet Mopping and Scrubbing: The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
9. Wet Mopping and Buffing: Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.
10. Damp Wiping: This task consists of using a clean Microfiber cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multi-purpose disinfectant and deodorizer.
11. Stripping and Sealing: Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.
12. YEARLY Striping: Prep area by removing all items, i.e. furniture etc. Dust mop to remove all debris, make sure all doors in the strip area are opened or sealed off to prevent seepage. With a mop apply generously properly diluted striper per manufactures specifications to a workable area starting with the edges, allow ample time per specifications for striper to start working avoid applying to a large area as to prevent drying. Using a black pad and a doodle bug applicator remove all accumulated wax and dirt making sure the corners and edges are stripped down to the original tile surface. Once the edges and corners are clean apply diluted striper to rest of the floor, strip the floor using an aggressive black pad and a 175 RPM rotary machine strip floor to achieve the same result as described above, making sure to wipe off any splash marks. Rinse floor to remove ALL striper and old waxy residue repeating the rinse process as many times as needed to achieve the desired effect. Allow ample time for the surface to be thoroughly dry before proceeding to the next step. Using a clean bound Rayon mop apply Six (6) thin coats of Johnson Ultra or Premia wax. The first TWO (2) coats to be applied starting with the perimeter edges working inward to avoid waxing the cove base. The remainder Four (4) coats to be applied Three (3) inches from the edge of all corners and edges. No Fans to be used to accelerate the drying process. High speed buff the waxed floor after a period of 24 hours.
13. Waxing and Buffing: Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor

used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

14. Empty Waste Receptacles: Empty all containers that are provided for the disposal of waste (i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, Sanitary napkin receptacles are contaminated waste (BBP) and need to be disposed in the RED medical waste containers. boxes, etc.) into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. Liners must be used in all waste receptacles and must be changed no less than once per month as needed not less than one time per week in an office work area. Waste containers in restrooms; break rooms, lunchrooms and conference rooms must be changed daily. and changed as needed.
15. Restroom Cleaning: When the restroom cleaning is taking place during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Facility Manager in advance.
 - a. Fill Dispensers (Restroom Cleaning): Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.).
 - b. Dusting (Restroom Cleaning): Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water-based dust control chemical, must be used. A Yellow microfiber rags must be used for dusting. Areas not cleared by office occupant are not to be dusted. This refers to office spaces not in restroom services.
 - c. Disinfect (Restroom Cleaning): Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved *disinfectant solution using a RED Microfiber cloth designated for restroom fixtures only and allow to air dry.
 - d. Clean and Disinfect Sinks (Restroom Cleaning): Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved creme cleanser. Rinse thoroughly as all crème cleanser residues must be removed. Then wipe each item with approved *disinfectant solution and allow to air dry.
 - e. Clean Glass and Mirrors (Restroom Cleaning): Thoroughly clean all glass and mirrors using an approved alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelf are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
 - f. Clean and Disinfect Toilets and Urinals (Restroom Cleaning): Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
 - g. Clean and Disinfect Walls, Doors, Partitions and Handrails (Restroom Cleaning): Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
 - h. Damp Mop - *Disinfectant (Restroom Cleaning): Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on

wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved *disinfectant solution. Allow to air dry.

Note: All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.

16. Clean and disinfect Showers, shower walls and stalls (Restroom/Locker Room where applicable): Thoroughly clean all showers, including bottom, faucets, and spigots, with approved crème cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
17. Service Restroom: Visually check - dispensers must be filled, trash removed and restrooms spot cleaned as needed.
18. Remove Carpet Runners (as applicable): Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.
19. Replace Carpet Runners (as applicable): After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
20. Cleaning / Disinfecting Drinking Fountains: Thoroughly clean entire exterior surface with approved crème cleanser. The grain of the stainless steel must be followed at all times. Rinse thoroughly as all crème cleanser must be removed. Wipe entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth and wipe item dry. The grain of the stainless steel must be followed.
21. Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.): Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.
22. Cleaning, High Traffic Areas: High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, or any area so designated by the CCI.
23. Carpet Cleaning by Hot Water Extraction: Perform vacuuming, and carpet cleaning by extraction method with commercial grade equipment only (preferably truck mounted equipment). Prior to carpet cleaning all carpeting, including carpet runners, must be thoroughly cleaned as follows:
 - a. All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free-standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
 - b. Thoroughly spray next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes.

- c. Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
 - d. All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
 - e. Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet track off mats and runners such as those found in building lobby areas, are exempt for this process with the exception of H06 and H35.
 - f. Replace all items removed for cleaning. All items moved back into place that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.
24. Spray Buff Hard Floors: Hard floor must be properly prepared before spray buffing by removing carpet runners, dust mopping, and damp mopping hard floor areas. Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. Buffing pad must be approved and will depend on type of finish used. Rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed. Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor. Floor shall be dust mopped after scheduled spray buffing is completed. Replace carpet runners to original position post-cleaning.
25. Strip and Refinish: Close and properly mark area "closed" with approved signage. Remove all movable objects from area.
- a. Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
 - b. Thoroughly agitate all floor area to remove all old finish with approved strip pad.
 - c. Use wet vacuum to pick up old finish and stripper.
 - d. Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
 - e. Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
 - f. Allow floor to air dry.
 - g. If any old finish remains, repeat "a" through "f".
 - h. Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
 - i. Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow sealer to thoroughly dry.
 - j. Apply second coat of sealer as described in "i" above. Allow sealer to thoroughly dry.
 - k. Apply top coating and second coat of approved floor finish.
26. Scrub - Restroom Floors/Hard Surface Stairwell Floors: Close restrooms. Remove all movable objects from area and place approved "closed" signage to area prior to completion of task.

- a. Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
 - b. Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
 - c. Use wet vacuum to pick up dirty solution.
 - d. Thoroughly mop rinses area with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed.
 - e. Thoroughly mop rinse a second time with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed a second time.
 - f. After floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
 - g. Scrub all walls including partitions.
27. Wall Spot Cleaning: Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean Microfiber cloth. Also, thoroughly clean all interior glass with approved alcohol-based glass cleaner and wipe dry with clean dry Microfiber cloth. All surfaces must be dirt and streak free.
28. Dusting: There shall be no obvious dust streaks. Corners, crevices, molding and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desk or dusted surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water-based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.
- a. Leave no dust streaks.
 - b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
 - c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.
29. Horizontal surfaces: Include, but are not limited to, counter tops, file cabinets, tables, coat-racks, etc. Do not disturb work papers. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.
30. Remove Recyclable Paper (as applicable): Pick up all recyclable paper from marked containers centrally located throughout the building and remove to designated containers in the loading dock area. This does not include individual boxes on desks.
31. Clean Air Bars and Vents: Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.
32. Glass Cleaning (Lobby): Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including doors, revolving doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door or window to accomplish clean glass.
33. Cleaning Ash Receptacles and Surrounding Areas: Cigarette or cigar butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar, streaks and nicotine stains. Ashtrays placed on the exterior of the building shall be

emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as needed to clean the area. Note: Sand or dry receptacles: Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.

34. Emergency clean up: The Site Supervisor shall assign, when and where needed, cleanup duties to the bidder when an emergency occurs. These assignments will be tracked through the client work order system.
35. Rubbish Removal: Rubbish from a central location is the responsibility of Lake County. Bidder must bag all waste material and place inside exterior containers provided for that purpose.
36. Consumable Supplies: Lake County will be responsible for the purchase and supply of all paper and consumable products. Within the contract final negotiations, the bidder and County Designee will mutually agree on the type of products to be supplied and the reasonable mark-up fee to be passed through to the County from the bidder for providing said products.
37. Facility Condition Issues: Facility conditions observed by the bidder and that may be questionable or deemed not acceptable (i.e., burned out lights, loose railings, ceiling tiles, exposed wiring, broken windows, etc.) must be reported by bidders staff to Lake County Custodial Supervisor by written notification on the date of observation.

General Requirements: When performing the work described above, the bidder must adhere to these general requirements:

- The bidder shall use no products, supplies or equipment that will result in damage or injury to the surface to which they are applied. The bidder shall be liable for restoring, repairing or replacing any equipment or surfaces if damaged.
- No experimentation with products, supplies or equipment shall be performed at County facilities without prior written approval of Lake County. This approval shall in no way limit the liability as defined above.
- The bidder shall provide their own equipment to accomplish all services. The County may from time to time issue equipment to the bidder for use by its employees while on duty at the County. The cost to replace/repair any equipment damage caused by the bidders personnel beyond normal wear and/or usage will be the responsibility of the bidder. Said equipment is not to be removed from site.

Exhibit C – Bidders Responsibilities

Adherence to All Local, State and Federal Laws and Requirements

The bidder shall adhere to all current applicable federal, state, and local laws, codes and ordinances, including, but not limited to, those promulgated by OSHA, EPA, and Lake County.

Personnel

It is essential that the bidder provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The bidder must agree to assign specific individuals to the key positions of Contract Manager and Supervisor(s). The bidder agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to Lake County. All day porters must speak English.

If key personnel are not available for work under this contract for a continuous period exceeding thirty calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the bidder shall immediately notify the County, and shall, subject to the concurrence of Lake County, replace such personnel with personnel of substantially equal ability and qualifications.

A. Supervisors

The bidder shall provide qualified, English-speaking supervision in all areas of operations. The supervision team shall work with Lake County personnel in planning and scheduling work for completion of tasks. The bidder shall furnish only employees who are authorized, competent and skilled for work under this contract.

The bidder shall designate in writing the name of the person assigned as the bidders Contract Manager with full authority to administer the terms of this contract. The bidders Contract Manager shall have the capability to receive requests by telephone, pager, or e-mail to facilitate timely corrective actions. An answering service or answering machine shall NOT be an acceptable means of contact for the bidders Contract Manager. This representative should be available Monday through Friday 8:30 a.m. through 5:00 p.m.

The bidders Contract Manager shall be the overall contract supervisor. Working level supervisors shall verify the cleanliness of facilities prior to releasing personnel each day. Supervisors shall be thoroughly familiar with the content of the bid specifications and intent of the complete agreement. Supervisors shall have been trained in supervision as well as technical training in janitorial services. Any violation by the bidders personnel of these requirements, or others established by Lake County, shall result in the removal of the employee from this contract. Termination of this contract may result for repeated non-compliance of these requirements.

Note: Bidders Contract Manager shall meet with the County's designee at a time to be agreed upon for administration of work, including review of inspection reports. County staff will be responsible for completing periodic inspection reports on all facilities. At a minimum, Quarterly Business Reviews will be conducted every 90 days to ensure the contract requirements are being met and the continuous improvement goals are being achieved.

B. Cleaning and Housekeeping Staff

Personnel employed by the bidder shall be competent, trustworthy and properly trained for the work requirements. The bidder and employees shall be required to comply with all applicable laws and regulations, as directed, and full cooperation shall be expected and required at all times. Bidder shall notify Lake County immediately in writing of all changes on contract personnel by submitting name and address of employee and

effective date of employment or termination. When, in the opinion of the County, an employee does not constitute a satisfactory security risk, his/her employment on the contract will be denied.

1. **Background Check:** The bidders employees who will work in buildings owned by Lake County shall be required to be cleared through a thorough background check procedure prior to employment. The cost of this background check will be the responsibility of the bidder. Upon receipt of notice of award from Lake County Purchasing Agent, the bidder must supply personnel written documentation within ten (10) working days.
2. **Health:** All personnel shall be in good health and free of contagious diseases. Bidder shall not allow any person(s) under the influence of alcohol or drugs on the premises or in the building. Neither shall the bidder allow the use or presence of alcohol or drugs on the premises or in the building.
3. **Identification and Uniforms:** All personnel shall wear uniforms (logo t-shirt or smock is acceptable), furnished by the bidder, at all times during the performance of this work. The personnel will at all times be clean and neat in appearance. Closed-toe and heeled shoes shall be worn for proper safety during tasks being performed. Employees shall wear an identification badge with the employee's picture, name and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on County property. The bidders employees are required to provide proper identification when requested by County or security personnel. Any employee that does not comply with this requirement shall be required to leave County facilities. There is no exception to this requirement, which is to ensure only authorized bidders employees are in County facilities.
4. **Conduct:** No person(s) shall be employed for this work that is found to be incompetent, disorderly, and troublesome, under the influence of alcohol or drugs, which fails or otherwise refuses to perform the work properly and acceptably or is otherwise objectionable. Any person found to be objectionable shall be discharged immediately and not reemployed on this work.
5. **Training:** Bidder shall have an ongoing training program for all staff. Bidder shall provide only personnel that have been fully trained for performance of this work and certified by an accredited agency for the performance of carpet cleaning and Flore care. The bidders employees shall be trained in the following areas, prior to being assigned to work under this contract:
 - Proper cleaning techniques required to perform the standards of the specifications, in accordance with this contract;
 - Specific location training. Please note that staff assigned to the jails or courthouses will require additional training, both for police procedures and in cleaning techniques;
 - Contract specification cleaning requirements, including the use of Green Seal certified cleaning products and other methods (micro-fiber clothes, etc.) to reduce the use of chemicals.
 - All janitorial contract personnel are also required to receive all appropriate safety training in all aspects of custodial/housekeeping operations from the janitorial company. Records to substantiate these requirements must be made available to Lake County within 24 hours of a request.
6. **Nondiscrimination:** The bidder shall not engage in discrimination in employment of persons because of race, color, national origin, ancestry, sex, or religion of such persons.

C. Employee List

The bidder shall provide to the County's Facility Manager or designee an accurate list of all personnel who have any relationship to work performed within the scope of this contract, prior to the employee starting work. List data shall indicate personnel by building(s) in which they are assigned to work and must include full names and confirmation date of background check. Changes to the list shall be reported, in writing, within one working day. Employees terminated by the bidder shall be reported the same day to the County, unless it is after hours, then the next business morning shall be acceptable.

D. Removal of Staff

Lake County requires the bidder to remove all personnel from Lake County property who are deemed careless, incompetent, insubordinate, objectionable, or whose continued employment on the job is deemed to be contrary to public health, safety and welfare. If, in the opinion of Lake County, an employee of the bidder is incompetent or disorderly, refuses to perform in accordance with the terms and conditions of the contract, threatens or uses abusive language while on Lake County property, or is otherwise unsatisfactory, upon Lake County request, the bidder shall remove that employee from all work under this contract. It is the responsibility of the bidder to provide the proper training for their employees.

E. Backup Staff

The bidder shall provide sufficient backup staff to cover absenteeism or extend existing work force hours to compensate for absent staff. The backup staff shall adhere to the same background and security screenings as regular staff. The County reserves the right to request additional backup staff as deemed necessary.

F. Unauthorized Personnel

Employees of the bidder shall not be assisted nor accompanied by any individual that is not an employee of the bidder, while performing duties related to the contract. This includes friends, children and/or other relatives. Employees of the bidder that violate this stipulation shall be deemed objectionable to Lake County and shall not be allowed to work in Lake County facilities.

G. Prohibited Items

Bidders employees shall be prohibited in the use or possession of the following items while working on Lake County premises: guns, knives, other weapons, alcohol and/or controlled substances. Bidders employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be removed immediately from Lake County facilities and replaced with acceptable personnel.

H. County & Personal Property of County Personnel

The bidder shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of Lake County and against unauthorized use of Lake County and personal property, such as: telephones, radios, copy machines, computers, terminals, fax machines, calculators, etc., which may be in any of Lake County facilities. The bidder shall be responsible to see that employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the supervisor. The supervisor shall return the item(s) to the County's Facility Manager within twenty-four (24) hours.

I. Telephones

Shall not be used by the employees for personal or business reasons, with the exception of requesting emergency medical aid, fire or need of law enforcement, (use '911').

J. Care of Facilities

Employees shall regularly observe the general condition of all buildings and report problem areas to the supervisor or lead custodian. Bidder shall be responsible for knowledge of and use of all fire alarms and fire prevention equipment. In case of emergency, employees shall notify the County's Communication Center by dialing 911 and shall then contact Lake County's contract manager, or his designee, immediately. Bidder shall report all required non-emergency repairs by contacting the County's contract manager, or his designee.

K. Security:

Personnel shall not be allowed in Lake County facilities outside of normal business hours unless they are performing work under this contract. All personnel are required to provide proof of identity when requested to do so by Lake County personnel. Keys shall not be left in the door locks. The bidder shall be responsible for securing/locking the interior and exterior portions of the building during hours to be specified by the Lake County contract manager or his/her designee. All work spaces shall be locked and the lights turned off when cleaning in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility.

L. Keys & Badges:

The bidder shall be issued building keys & ID badges, where applicable, for the performance of services as specified herein. Keys required by the bidder will be furnished by Lake County to designated employee and shall be returned to the County on demand. Electronic security system (where installed) shall be properly disarmed and armed each time after-hours access is made. All exit doors are to remain locked while the bidder is in the space. The bidder is not to block open occupant or exterior doors for any reason. The bidder is not to assist entry of anyone except, employees and/or Police/Fire personnel. Close and lock any exterior windows. Personnel shall immediately report to their supervisor and Lake County personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures.

Should a lost or stolen key or badge jeopardize the security of the particular Lake County facility, the bidder shall be solely responsible for all costs incurred by Lake County in re-keying the lock system. No keys shall be duplicated.

M. Alarm System:

Where applicable, the bidder shall be charged a minimum of one hundred dollars (\$100.00) per call-out should bidder, while in the process of entering or leaving the facility, misuse the security alarm system that results in a false alarm and an unneeded response by security officials.

N. Damages:

The bidder will be responsible for all damages to the facility or contents caused by the bidder or their staff during the performance of their duties.

O. Removal of items:

The employees shall not remove any items from the job sites except that which has been specifically authorized by Lake County in writing.

P. Energy Conservation:

Bidder shall instruct all employees performing work within the facility to utilize methods which will maximize energy conservation. This shall include the turning on of light fixtures ONLY IN THE AREAS where work is in progress, and turning off all lights when work is completed.

Q. Safety Program

The bidder shall institute a safety program and submit a written plan to the County. This program shall include at a minimum, detailed training procedures in the following:

1. Safe work habits.
2. Safe use of cleaning chemicals (right-to-know, SDS Sheets).
3. Safe use of cleaning equipment.
4. The use of equipment, signs, barriers, or other devices, to protect the building occupants or equipment.
5. Proper handling of hazardous materials and biological waste (blood-borne pathogens).
6. Recognizing hazardous or other materials, which are not allowed for use in this contract.

R. Safety Procedures

All cleaning chemicals shall be stored in properly labeled containers at all times.

1. The bidder shall provide a floor care procedure using products that meet American Society of Testing Materials (ASTM) and CSMA standards.
2. Any additional or replacement staff hired throughout the life of the contract shall also complete safety training prior to beginning work in the County facilities. Documentation of training completion shall be submitted to the County's Facility Manager.

S. Tools & Equipment

Facilities will provide all cleaning materials, supplies, and equipment used to provide the required janitorial services. Bidder shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, carpet cleaners, stripper and waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, HEPA vacuum cleaners, trash liners, cleaning rags, and all other cleaning equipment for use in Lake County facilities. Lake County reserves the right to inspect equipment to be used to perform this contract. Any equipment determined to be in poor condition must be replaced immediately, at the bidders expense. Failure to provide suitable equipment for carrying out all requirements of this contract may be grounds for termination.

Lake County shall have the right to prohibit the use of any process, material, supply or tool which may damage Lake County property, or which may be a risk to employees, the public, or others using Lake County facilities.