

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

## **SCOPE OF WORK**

The purpose of this Request for Proposal (RFP) is to evaluate and select a vendor that can provide Janitorial Services for the Downtown facilities listed in “**Appendix B - Proposal Workbook.**” JEA owns the following buildings in the Downtown area: JEA Tower (Plaza I), Customer Center (Plaza II), Adair Building (Plaza III) and Motor Pool. The work to be performed by the Company includes all labor, supervision, materials, tools and equipment, and reporting requirements necessary for performing the work. The Proposal Workbook represents estimated quantity and is to be used as a guideline and not a guarantee of work.

### **1. GENERAL REQUIREMENTS**

- 1.1 The Company shall perform the work in strict environmental compliance with applicable standards, specifications, and regulations including Federal (EPA), State (FDEP) and Local Environmental Protection Agencies and the Department of Agriculture.
- 1.2 If caused by the Company, then, the Company shall be accountable for timely clean-up and remediation associated with any contaminant spills, accidental or otherwise, including, but not limited to chemicals, diesel fuel, gasoline, lubricants, cleaning fluids, or toxic chemicals at no additional charge to JEA.
- 1.3 The janitorial work shall be furnished through the Company who shall be responsible for satisfactory results.
- 1.4 Each janitorial worker must have a valid, individual JEA badge prior to accessing JEA property. The cycle time for requesting and approval of ID badges is approximately two (2) weeks.
- 1.5 “Appendix B - Proposal Workbook” is a one (1) year estimate based on annual expected needs and is to be used as a guideline and is not a guarantee of work.
- 1.6 JEA may take action to perform work in house and, thereby, reduce Company workload. JEA shall have the right to add or delete facilities or services throughout the duration of the contract; pricing shall be negotiated consistent with Unit Prices stated in the Contract Documents.
- 1.7 At the start of the contract, the Company shall furnish a single phone number where service management personnel can be contacted by JEA twenty-four (24) hours a day, seven (7) days a week. The Company shall provide the JEA Contract Administrator a phone number at least five (5) days prior to any change.
- 1.8 The Company shall respond by phone, text or email to the JEA Contract Administrator’s call within sixty (60) minutes.
- 1.9 The Company shall provide two dedicated mobile devices to be used by the male and female daytime rovers assigned to support JEA on any given day. These mobile numbers will be the means by which the Contract Administrator will communicate with the daytime rovers.
- 1.10 All Company personnel are expected to be proactive in maintaining cleanliness at JEA facilities.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

**2. DISPOSAL OF WASTE GENERATED DUE TO COMPANY WORK**

- 2.1. All trash/recyclables removed from JEA facility buildings shall be placed in the designated dumpsters: (trash or recycle) where furnished by JEA. If a dumpster is full, the Company shall notify the JEA Contract Administrator.
- 2.2. Trash shall be placed into bags provided by JEA and tied. The color of the bag shall be clear for trash or transparent green for recyclables.

**3. SITE CONDITIONS**

- 3.1. The Company shall prevent access by the public to materials, tools, and equipment during the course of the work.
- 3.2. When unattended, all doors and gates shall be re-locked and secured if they were locked upon arrival.
- 3.3. The Company shall be responsible for the daily securing and clean-up of its equipment at the facility, after all work has been completed.
- 3.4. It is the policy of JEA to provide healthy, tobacco-free facilities for all employees and visitors. This policy prohibits the smoking of any tobacco product and the use of oral tobacco products, as well as e-cigarettes and it applies to employees, contractors, and visitors. Company employees will not use tobacco products while on JEA property or in the course of performing work on behalf of JEA.

**4. SAFETY**

- 4.1. The Company shall familiarize all employees with all fire and safety regulations recommended by OSHA and other industry or local governmental groups and maintain a safe working environment at all times. OSHA available at: <https://www.osha.gov/>
- 4.2. All Company personnel, including Supervisors who perform work on JEA property, must be JEA safety certified and adhere to JEA Safety and Training regulations prior to beginning actual work at JEA.
- 4.3. The Company is responsible for ensuring ALL personnel have received the appropriate training prior to beginning work.
- 4.4. The Company shall furnish JEA with Safety Data Sheets for all chemical products utilized.
- 4.5. The Company shall take all precautions to protect the safety of its employees and others. Work safety requirements shall comply with JEA Contractor Safe Work Practices Manual, available on-line at: [https://www.jea.com/About/Procurement/Become\\_a\\_Vendor/Contractor\\_Safety/Contractor\\_Safety\\_Manual.aspx](https://www.jea.com/About/Procurement/Become_a_Vendor/Contractor_Safety/Contractor_Safety_Manual.aspx)
- 4.6. The Company shall provide, and personnel must wear, proper Personal Protective Equipment (PPE), as required at specific locations. Hearing protection may be required for specific tasks. Footwear must have closed toes and slip resistant soles.
- 4.7. The Company shall be responsible for all damages to JEA property and personal injury caused by non-compliance with safety and training requirements.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

**5. ADMINISTRATIVE COST AND PROFIT**

- 5.1. The administrative cost, profit, transportation, rental equipment and other indirect Company costs shall not be permitted as separate billable costs. These costs should be included in the Response unit prices.
- 5.2. Travel costs and travel time shall not be paid by JEA.
- 5.3. Response unit prices shall include all labor expenses including, but not limited to, small tools, cleaning equipment, meals, per diem, salaries, and benefits to perform the work.
- 5.4. There shall be no truck fee, trip fee, or fuel adjustment.

**6. INVOICING**

- 6.1. Invoices shall be submitted no later than thirty (30) calendar days after the service is provided. See “Invoicing and Payment Terms” Section of enclosed “Solicitation Document” for details regarding additional liquidated damages for late submission of invoices.
- 6.2. Annotated on the Company’s letterhead invoice (containing company name and address) shall be the JEA purchase order number and JEA work order numbers when provided. Included on the invoice shall be the date, location of service provided, the type of work, scheduled or ad hoc service provided, amount payable, detailed unit cost including unit types and quantities.
- 6.3. Invoice pricing shall agree with the Unit Prices stated in the Proposal Workbook.
- 6.4. The Company’s purchase receipt shall be attached to the invoice in order to document the price paid for any parts and materials mark-up calculation.
- 6.5. Any invoice that omits the required information will be rejected and not paid until a corrected invoice is submitted.

**7. COMPANY PERSONNEL**

- 7.1. All services shall be rendered by uniformed employees wearing company identified shirts or aprons, at all times during performance of this work.
- 7.2. Shirts with offensive logos or messages, ripped jeans, shorts, and sleeveless shirts are not acceptable.
- 7.3. The Company shall complete a Seven (7) Year Background Check for each employee assigned to work at any JEA site at no additional cost to JEA. Each background check shall be performed through First Coast Security through which JEA has obtained pricing of \$70.00 per background check. In the event of a price increase, JEA will either pay the surplus amount in excess of \$70.00 per background check, or at its discretion, source an alternative vendor to complete the Seven (7) Year Background Check for an amount not to exceed \$70.00.
- 7.4. First Coast Security shall review each background check for “Meets Requirements” / “Does Not Meet Requirements” based on Florida statutes. Any Company employee with a “Does Not Meet Requirements” determination shall be disqualified for JEA service.
- 7.5. Assigned Company personnel shall be issued JEA badges and access to non-occupied areas. This badging process may require mandatory training and may take up to two (2) weeks for approval. Badges must be visible at all times while on JEA Property.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 7.5.1. The Company should allow two (2) weeks for background checks and badge processing.
- 7.5.2. No sharing of JEA badges is allowed and no Company employee shall be granted access without his/her JEA badge.
- 7.5.3. Should a Company employee's badge become inactive due to non-use for a period of ninety (90) or more days, the Company may be asked to provide an additional Seven (7) Year Background Check on that employee at no additional cost to JEA prior to reactivating the badge.
- 7.5.4. The JEA Contract Administrator will be notified within twelve (12) hours of any worker, that resigns and immediately if an employee is dismissed for cause or if a badge is lost or stolen. Badges should be turned in to the JEA Contract Administrator.
- 7.6. Parking is the responsibility of the Company. Parking on JEA property may be approved at the sole discretion of the JEA Contract Administrator.
- 7.7. Company personnel shall be categorized as (1) Company Supervisor or (2) Janitor.
- 7.8. The Company shall provide competent, experienced employees. Any worker employed by the Company, who exhibits inadequate experience and knowledge or is incapable in his/her field, shall be removed from the work site at the discretion of the JEA Contract Administrator.
- 7.9. The daytime custodial workers (rovers) in the Tower/Customer Center will each have a set of keys for the Tower, Customer Center, and Adair Buildings. Two additional sets of keys will be issued to the evening supervisor through the duration of the contract.
- 7.10. Company employees are not permitted to remove trash or other items from JEA facilities where dumpsters are provided. Nor are they to remove items from the trash for personal use.
- 7.11. As published by the U.S Bureau of Labor Statistics as of May 2018, the Median Hourly Wage for Janitors and Cleaners, except Maids and Housekeeping Cleaners is **\$12.55** per hour. The Company shall set and maintain an hourly pay for all Employees no less than this wage, in an effort to encourage retention. Occupational Employment Statistics are available to the public at: <https://www.bls.gov/oes/current/oes372011.htm>

## **8. SCHEDULING**

- 8.1. Unless otherwise designated herein, cleaning services shall be performed Monday through Friday starting at 7:00 AM and ending at approximately 9:00 PM, fifty-two (52) weeks per year, excepting only JEA Holidays. Company is expected to provide custodial coverage as needed during the specified hours of operation to accomplish scheduled tasks.
- 8.2. The Company shall not schedule work on JEA Holidays or outside of specified hours without obtaining prior written approval from the JEA Contract Administrator.
- 8.3. General Office area cleaning at the Tower (Plaza I)/Customer Center (Plaza II) buildings is to be accomplished after 5:30 PM.
- 8.4. The JEA Contract Administrator (or their on-site designee) shall contact the Company or any on-site worker directly when needed for an assignment. The Company employees shall proceed immediately, as directed, to complete the new assignment. No additional payment (labor) will be allowed for regularly scheduled requirements.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 8.5. The Company shall provide, in unison, a minimum of one (1) male and one (1) female) daytime worker for regular cleaning duties at the Downtown Campus from 7:00 AM – 6:00 PM, Monday through Friday, excluding JEA holidays.
- 8.6. During regular business hours, each daytime worker shall only service restrooms and locker rooms of their gender. An exemption can be made in the event of an emergency request when accompanied by a JEA Facility employee.

**9. PROTOCOL FOR USING GLOVES**

**In an effort to prevent cross-contamination, the following protocols are expected to be followed by Janitors when performing cleaning tasks.**

- 9.1. Each Janitor is expected to wear color coded gloves while performing cleaning tasks and to use gloves that are appropriate for the task being performed.
- 9.2. Janitors shall use color coded gloves in the following situations:
  - 9.2.1. Red gloves – when cleaning high risk areas such as bathrooms, showers, toilets and urinals. Janitor shall remove gloves before departing to the next location.
  - 9.2.2. Green gloves – when cleaning food areas such as kitchens and breakrooms. Janitor shall remove gloves before departing to the next location.
  - 9.2.3. Blue gloves – (optional) when emptying trash, vacuuming or cleaning general low risk areas such as windows, glass doors, mirrors and offices.
- 9.3. Gloves should be replaced when they become visibly dirty, torn or punctured.
- 9.4. The Company shall notify the JEA Contract Administrator in the event a specific color is not available or where there are special circumstances and request approval to use a different color.

**10. PROTOCOL FOR USING MICRO-FIBER DUSTING /CLEANING CLOTHS AND WET MOPS (EQUIPMENT)**

**In an effort to prevent cross-contamination, the following protocols are expected to be followed by Janitors when using dusting cloths, cleaning cloths and wet mops.**

- 10.1. Each Janitor is expected to use the color coded dusting/cleaning cloth and wet mop appropriate for the task being performed.
- 10.2. Janitors shall use color coded equipment in the following situations:
  - 10.2.1. Red - when cleaning high risk areas such as bathrooms, showers, toilets and urinals.
  - 10.2.2. Yellow (cloth or paper towels) - when cleaning bathroom sinks, counters, mirrors and partitions.
  - 10.2.3. Green - when cleaning food areas such as kitchens, breakrooms, tables, kitchen sinks and water fountains.
  - 10.2.4. Blue - when cleaning general low risk areas, such as windows, glass doors, mirrors and office spaces.
- 10.3. Equipment should be replaced when they become visibly dirty, torn or worn out.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 10.4. The Company shall notify the JEA Contract Administrator in the event a specific color is not available, and request approval to use a different color.

## **11. DAY ROVER CUSTODIAL TASKS**

**In addition to their regular tasks, day Rovers are expected to resolve issues upon request from the Contract Administrator or Facilities Management. These requests are typically safety related and should be addressed promptly. Examples are; clean up spills, mop and sanitize after plumbing overflows have been repaired. Emptying trash during large events upon request.**

- 11.1. **Tasks:** The following tasks should be performed at minimum once during the day with more frequent visits to specific areas. Customer Center public and Tower public bathrooms should be visited early morning, mid-morning and early afternoon. In addition, CC2 and CC4 should be visited at least three times per day.
- 11.1.1. Clean spills while still fresh. Use the proper cleaning solutions and use only what is necessary.
  - 11.1.2. Monitor and empty exterior trash containers on Plaza deck and install new plastic bags.
  - 11.1.3. Damp wipe all counter tops and tabletops to remove dust, dirt and smudges.
  - 11.1.4. Disinfect door knobs, light switches, push plates and other metal surfaces in breakrooms, restrooms and public spaces (high touch points).
  - 11.1.5. Sweep and wet mop floors when needed.
  - 11.1.6. Police loading docks and around dumpsters. Make sure that all loose debris is placed in appropriate waste containers.
  - 11.1.7. Utilizing the below criteria, Company shall create and complete a check sheet for each restroom and locker room to be available upon request by Contract Administrator:
    - 11.1.7.1. Pick up and remove any toilet paper rolls and trash that is left on the floors.
    - 11.1.7.2. Check all water fixtures to ensure proper operation. Company shall report any and all failures to JEA Contract Administrator via weekly report.
    - 11.1.7.3. Ensure all toilet paper dispensers are stocked and working properly. Replace or report any defective dispensers to JEA Contract Administrator via weekly report.
    - 11.1.7.4. Ensure all paper towel dispensers are stocked and working properly. Replace or report any defective dispensers to JEA Contract Administrator via weekly report.
    - 11.1.7.5. Inspect all soap dispensers to ensure they are operating properly and properly stocked. Replace or report any defective dispensers to the JEA Contract Administrator.
    - 11.1.7.6. Spot clean all mirrors.
  - 11.1.8. Food Areas: Cafeterias, Break Rooms, etc.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 11.1.8.1. Wipe down and sanitize tables.
- 11.1.8.2. Clean and sanitize fixed counters and faucets.
- 11.1.8.3. Empty trash and install new plastic bags. All trash/recycle removed from facility is to be placed in the appropriate facility containers (trash or recycle) furnished by JEA.

**12. REGULAR (SCHEDULED) CLEANING SERVICES, EXCLUDING WELLNESS CENTER**

**Pricing for this Section shall be submitted in the, “Regular (Scheduled) Cleaning Services” Section 1 of “Appendix B – Proposal Workbook.”**

**12.1. Task Execution and Procedures:** The list below details the expected janitorial duties for Plaza I (including basement and parking decks), Plaza II, Plaza III public areas, hallways and parking decks, and the motor pool. Company personnel are expected to inspect regularly for additional cleaning opportunities. Regularly scheduled cleaning sites are listed in “Appendix B -Proposal Workbook.”

**12.2. Daily Tasks**

- 12.2.1. Clean facility entrances. Remove all foreign matter, debris, etc. from sidewalks, steps, landings and handrails at all exterior entrances. This includes the sidewalks on Church Street and Laura Street adjacent to JEA buildings.
- 12.2.2. Maintain walk-off mats at JEA facilities which currently have mats. JEA may place additional mats, if needed. Entryway matting shall be vacuumed daily.
- 12.2.3. Clean spills while still fresh. Use the proper cleaning solutions and use only what is necessary.
- 12.2.4. Clean entrance and exit doors, both sides, including surrounding glass, door handles and transoms over all entrance doors.
- 12.2.5. Spot clean inside all windows, partitions and fixed glass.
- 12.2.6. Spot clean mirrors.
- 12.2.7. Clean office areas; dust all furniture, desktops and tops of file cabinets.
- 12.2.8. Spot clean all desk(s) glass. Paper, folders and other personal items on desks are not to be moved.
- 12.2.9. Empty all interior waste baskets and trash containers and install new plastic bags. Remove all bagged trash from floors to the designated trash areas.
- 12.2.10. Empty exterior trash containers on Plaza deck and install new plastic bags.
- 12.2.11. Remove trash daily and ensure that it is not left in buildings overnight. Recyclables shall be placed in appropriate containers and removed daily. Trash is to be kept separate from recyclables.
- 12.2.12. Return chairs and waste baskets to proper positions. Install new plastic bags for all individual trash/recycle receptacles.
- 12.2.13. Damp wipe all counter tops and tabletops to remove dust, dirt and smudges.
- 12.2.14. Spot clean door knobs, light switches, push plates and other metal surfaces.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 12.2.15. Vacuum all carpeted high traffic areas (hallways, lobbies, conference rooms and classrooms), carpeted stairways and spot vacuum remainder.
- 12.2.16. Vacuum, sweep or dust mop all hard floor surfaces.
- 12.2.17. Damp mop all hard floor surfaces where needed, including elevators. Remove all oil drips, dirt and any other foreign matter. Elevator floors must be completely dry or occupied by a janitor until dry to caution employees entering the elevator.
- 12.2.18. Spot clean and vacuum all upholstered furniture; which includes chairs, couches and fabric partitions.
- 12.2.19. Lights shall be turned off in each unoccupied room when leaving the room.
- 12.2.20. Police loading docks and around dumpsters. Make sure that all loose debris is placed in appropriate waste containers.
- 12.2.21. Restrooms, locker rooms and showers (Plaza I and Plaza II) - Because of their heavy use and moisture, restrooms must be cleaned using appropriate cleaning procedures and products as specified in "Company Cleaning Products and Supplies" section of this document. Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals.
- 12.2.22. Utilizing the below criteria, Company shall create and complete a check sheet for each restroom and locker room to be available upon request by Contract Administrator:
  - 12.2.22.1. Clean all wash basins to be free from stains, scale, and soap scum deposits.
  - 12.2.22.2. Clean and polish all fixtures.
  - 12.2.22.3. Clean and wipe down all walls and partitions as needed.
  - 12.2.22.4. Clean/scrub urinals. Replace the deodorant blocks, as needed.
  - 12.2.22.5. Clean all toilets, ensuring they are properly scrubbed with seats being cleaned and towel dried.
  - 12.2.22.6. Empty and sanitize all hygiene disposal containers.
  - 12.2.22.7. Pick up and remove any toilet paper rolls and trash that is left on the floors.
  - 12.2.22.8. Check all water fixtures to ensure proper operation. Company shall report any and all failures to JEA Contract Administrator via weekly report.
  - 12.2.22.9. Ensure all toilet paper dispensers are stocked and working properly. Replace or report any defective dispensers to JEA Contract Administrator via weekly report.
  - 12.2.22.10. Ensure all paper towel dispensers are stocked and working properly. Replace or report any defective dispensers to JEA Contract Administrator via weekly report.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

12.2.22.11. Inspect all soap dispensers to ensure they are operating properly and properly stocked. Replace or report any defective dispensers to the JEA Contract Administrator.

12.2.22.12. Clean all mirrors.

12.2.22.13. Sweep and wet mop all floors.

12.2.22.14. Clean shower stalls including: floors, walls, showerheads, fixtures and soap dispensers.

12.2.23. Food Areas: Cafeterias, Break Rooms, etc.

12.2.23.1. Wipe down and clean tables and chairs.

12.2.23.2. Clean all fixed counters, sinks and drain boards.

12.2.23.3. Remove fingerprints, water marks, spillage etc. from exteriors of appliances such as micro-wave ovens, cabinets, stoves, refrigerators and ice makers.

12.2.23.4. Remove all stains, smudges, etc. from the exterior of all vending machines.

12.2.23.5. Empty trash, wipe out and install new plastic bags for all individual trash/recycle receptacles. All trash/recycle removed from facility is to be placed in the appropriate facility containers (trash or recycle) furnished by JEA.

**12.3. Weekly Tasks**

12.3.1. All carpeted floor areas will be detailed vacuumed at least once weekly, including offices, cubicles and restroom foyers.

12.3.2. Complete spot buffing of all composite floors (not concrete) adding spray wax, where needed.

12.3.3. Maintain walk-off mats at JEA facilities, which currently have mats. JEA may place mats at additional JEA sites, if needed. Roll up and remove exterior matting, when not affixed, and sweep or pressure wash underneath matting weekly. Clean washable entryway mats, sidewalks, steps, landings and handrails with high-pressure washer weekly. Reinstall when dry.

12.3.4. Empty trash cans, including at each parking level at elevator landings, and inside stairwells in Plaza III.

12.3.5. Dust and spot clean all doors, ledges, handrails and partitions (horizontal surfaces).

12.3.6. Clean all interior glass walls on Plaza I, 14<sup>th</sup> and 16<sup>th</sup> floor.

12.3.7. Restrooms

12.3.7.1. Remove uric acid scale, mineral and organic accumulations from inside of toilet bowls, urinals, flush holes, traps and pipes leading from fixtures. Inspect work with mirror to see under and behind flush rims.

12.3.7.2. Thoroughly clean outside surfaces of fixtures including stud bolts, hinges, toilet seats and flush tanks.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

12.3.7.3. Apply a JEA approved disinfectant to all hard surfaces, excluding floors.

12.3.7.4. Install urinal screens and install air freshener, as requested.

12.3.8. Elevators

12.3.8.1. Plaza I and Plaza II, sweep and machine scrub passenger elevator floors. Elevator floors must be dried before being released into service. Spot clean interior metal.

12.3.8.2. Plaza III, sweep and mop elevator floors. Spot clean interior metal.

12.3.8.3. Sweep or vacuum freight elevators.

12.3.8.4. Spot clean outside surfaces of all elevator doors and frames.

12.3.8.5. Vacuum all elevator car door tracks and elevator door tracks at each floor. It would be easiest to use a cordless vacuum with brush attachment.

12.3.9. Food areas: Cafeterias, Break Rooms, etc.

12.3.9.1. In addition to Daily Food Area tasks specified in [12.2.23](#), the Company shall clean and sanitize floors and tables.

12.3.9.2. Company shall dust tops of appliances and cabinets.

**12.4. Monthly Tasks**

12.4.1. At the beginning of contract award, clean all blinds and dust monthly thereafter. This may require the use of a stepladder.

12.4.2. Clean all interior glass walls.

12.4.3. Damp wipe or sponge-clean all office partitions.

12.4.4. Shampoo all carpeted high traffic areas monthly on Friday evening and/or Saturday – excluding only offices and individual work space(s). (Wet extraction method).

12.4.5. Buff composite floors, applying additional coats of sealer and wax.

12.4.6. Machine scrub or pressure wash restroom floors with a cleaner disinfectant.

12.4.7. Scrub/clean interior stairwell floors, handrails, stairs, etc.

12.4.8. Spot clean garage stairwell walls.

12.4.9. Wipe down stairwell handrails.

12.4.10. Sweep or vacuum Plaza I and Plaza III garage stairwells.

12.4.11. Remove cobwebs from garage lighting fixtures (approximately 460 in total) in Adair garage and Tower I garage.

12.4.12. Clean elevator light fixtures.

12.4.13. Scrub and clean all exterior sidewalks, steps and landings with a pressure washer.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

12.4.14. Replace shower curtains in bathroom showers, as needed. JEA will provide new, plastic shower curtains, when needed, as determined by the JEA Contract Administrator or their designee.

12.4.15. Wash and disinfect trash/recycle receptacles.

**12.5. Quarterly Task**

12.5.1. Clean all interior glass quarterly, (includes interior windows and glass partitions of offices, conference rooms and breakrooms). Does not include insides of exterior windows.

12.5.2. Wax and polish all metal furniture and all wood furniture quarterly.

**12.6. Annual Tasks**

12.6.1. Clean lenses of light fixtures.

12.6.2. Clean inside light reflectors.

12.6.3. Shampoo all upholstered furniture.

12.6.4. Ventilation louvers shall be cleaned at the beginning of contract award, then, cleaned annually thereafter. This may require the use of a stepladder.

**13. REGULAR (SCHEDULED) CLEANING SERVICES - WELLNESS CENTER**

**Pricing for this Section shall be submitted in the, “Regular (Scheduled) Cleaning Services” Section 1 of “Appendix B – Proposal Workbook.**

**13.1. Task Execution and Procedures:** The list below details the expected janitorial duties for JEA’s Downtown Wellness Center, located in JEA’s Adair Building Plaza III. It includes **locker rooms, showers, all building restrooms, fitness floor, and group exercise areas.** Company personnel are expected to look for additional things that need to be cleaned.

**13.2. General Daily Tasks**

13.2.1. Clean spills while still fresh. Use the proper cleaning solutions and use only what is necessary.

13.2.2. Clean entrance and exit doors, both sides including surrounding glass, door handles and transoms over all entrance doors.

13.2.3. Spot clean inside all windows, partitions and fixed glass.

13.2.4. Dust and spot clean all doors, ledges, handrails partitions, horizontal surfaces including tops of lockers.

13.2.5. Where present, clean office areas; clean all furniture, desktops and tops of file cabinets. Paper, folders and other personal items on desks are not to be moved.

13.2.6. Empty all waste baskets and trash containers. Remove all bagged trash from floors to the designated trash areas.

13.2.7. Remove trash daily and ensure that it is not left in buildings overnight. Recyclables shall be placed in appropriate containers and removed daily. Trash is to be kept separate from recyclables.

13.2.8. Return chairs and waste baskets to proper positions. Install new plastic bags for all individual trash/recycle receptacles.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 13.2.9. Spot clean door knobs, light switches, push plates and other metal surfaces.
- 13.2.10. Spot clean and vacuum all upholstered furniture; which includes chairs, couches and fabric partitions.
- 13.2.11. Lights shall be turned off in each unoccupied room when leaving the room.
- 13.2.12. Fitness floor and group exercise areas. These tasks are in addition to common general daily tasks.
  - 13.2.12.1. Ensure all paper towel dispensers are stocked and working properly. Report any defective dispensers to JEA Contract Administrator via weekly report.
  - 13.2.12.2. Verify all soap and sanitizer dispensers have product and are operating properly.
  - 13.2.12.3. Spot clean walls, doors, trim, and switch plates.
- 13.2.13. Restrooms, locker rooms and showers (Plaza III) - Because of their heavy use and moisture, restrooms must be cleaned using appropriate procedures and cleaning products as specified in "Company Cleaning Products and Supplies" Section of this document. These tasks are in addition to common general daily tasks. Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals.
- 13.2.14. Utilizing the below criteria, Company shall create and complete a check sheet for each restroom and locker room to be available upon request by Contract Administrator:
  - 13.2.14.1. Empty all waste baskets and trash containers. Remove all bagged trash from floors to the designated trash areas.
  - 13.2.14.2. Vacuum carpets.
  - 13.2.14.3. Clean all wash basins and countertops.
  - 13.2.14.4. Clean and polish all fixtures.
  - 13.2.14.5. Clean and wipe down all walls as needed.
  - 13.2.14.6. Clean/scrub urinals. Replace the deodorant blocks, as needed.
  - 13.2.14.7. Clean/scrub toilets and seats. Ensure seats are dry.
  - 13.2.14.8. Pick up and remove any toilet paper rolls, trash, or debris that is left on the floors.
  - 13.2.14.9. Check all water fixtures to ensure proper operation. Company shall report any and all failures to JEA Contract Administrator via weekly report.
  - 13.2.14.10. Clean all partitions.
  - 13.2.14.11. Ensure all toilet paper dispensers are stocked and the dispensers are working properly. Report any defective dispensers to JEA Contract Administrator via weekly report.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 13.2.14.12. Ensure all paper towel dispensers are stocked and working properly. Report any defective dispensers to JEA Contract Administrator via weekly report.
- 13.2.14.13. Verify all soap dispensers have soap and are operating properly.
- 13.2.14.14. Clean all mirrors.
- 13.2.14.15. Empty and sanitize hygiene disposal containers.
- 13.2.14.16. Sweep, mop and disinfect all hard surface floors.
- 13.2.14.17. Clean the shower areas including: changing areas, shower floors, walls, showerheads and soap dispensers.
- 13.2.14.18. Spot clean doors, handles, light switches, walls, and lockers.

**13.3. Weekly Tasks**

- 13.3.1. Complete spot buffing of all composite floors (not concrete) adding spray wax, where needed.
- 13.3.2. Restrooms: Locker rooms, locker room restrooms/showers, hall restroom and upstairs restroom).
  - 13.3.2.1. Kaivac or (equivalent machine or disinfectant) shower areas and bathrooms, including walls, floors and partitions.
  - 13.3.2.2. Monitor shower curtains on twice a week basis, or as needed to keep them in good condition (shower curtains must be replaced at least quarterly).
  - 13.3.2.3. Clean non-slip mat at showers, if present.
  - 13.3.2.4. Remove uric acid scale, mineral and organic accumulations from inside of toilet bowls, urinals, flush holes, traps and pipes leading from fixtures. Inspect work with mirror to check under and behind flush rims.
  - 13.3.2.5. Thoroughly clean outside surfaces of fixtures including stud bolts, hinges, toilet seats and flush tanks.
  - 13.3.2.6. Apply a disinfectant to all hard surfaces, excluding floors.
  - 13.3.2.7. Install urinal screens and install air freshener, as requested.

**13.4. Twice a week Tasks (Fitness Floor and Group Exercise Areas)**

- 13.4.1. Vacuum all carpeted areas.
- 13.4.2. Sweep, mop and disinfect all hard surface floors.

**13.5. General Monthly Tasks**

- 13.5.1. Clean all lighting fixtures.
- 13.5.2. Dust audio equipment (fitness floor, group exercise areas).
- 13.5.3. Clean all ceiling fans.
- 13.5.4. Clean all mirrors and glass surfaces.
- 13.5.5. Damp wipe or sponge-clean all office partitions.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 13.5.6. Wash and disinfect trash/recycle receptacles.
- 13.5.7. Buff composite floors, applying additional coats of sealer and wax.
- 13.5.8. At the beginning of contract award, clean all blinds and dust monthly thereafter. This may require the use of a stepladder.

**13.6. Quarterly Tasks**

- 13.6.1. Clean all interior glass quarterly, (includes interior windows and glass partitions of offices, conference rooms and breakrooms.) Does not include insides of exterior window.
- 13.6.2. Wax and polish all metal furniture and all wood furniture quarterly.
- 13.6.3. Carpet extraction of non-padded carpeted areas.
- 13.6.4. Replace shower curtains in bathroom showers. JEA will provide new plastic shower curtains under the janitorial supply contract.

**13.7. Annual Tasks**

- 13.7.1. Clean lenses of light fixtures annually.
- 13.7.2. Clean inside light reflectors annually.
- 13.7.3. Clean all wall surfaces thoroughly.
- 13.7.4. Shampoo all upholstered furniture annually.
- 13.7.5. Ventilation louvers shall be cleaned at the beginning of contract award, then, cleaned annually thereafter. This may require the use of a stepladder.

**14. AD HOC AND EMERGENCY CLEANING SERVICES**

**14.1. Emergency Cleaning Services**

Pricing for this Section shall be submitted in the, “Emergency Cleaning Services” Section 2.1 of “Appendix B – Proposal Workbook.

(Normally after Regular work hours of 7:00 AM – 8:00 PM, Monday – Friday and on JEA Holidays-DOWNTOWN and outside normal cleaning hours at OTHER SITES).

- 14.1.1. The Company shall respond by phone to the JEA Contract Administrator’s (or their designee) call within sixty (60) minutes. The JEA Contract Administrator or their designee shall specify if the event is an emergency service. If there is an emergency service, the Company shall be on site within two (2) hours after contact. The Company’s responsibility during an emergency event shall be to stabilize the situation. Cleanup shall be completed during regular cleaning hours.
- 14.1.2. The Company shall perform any additional emergency work only after written and/or verbal authorization from the JEA Contract Administrator (or their designee). Prior to approval, the Company shall provide the JEA Contract Administrator with a cost and time estimate to complete the work. This estimate must be based on the prices stated on “Appendix B – Proposal Workbook.”
- 14.1.3. For an emergency service, the Company shall be paid the (1) Per Visit Charge and the (2) Hourly Rates as stated in the Emergency Cleaning Services Section 2.1 of “Appendix B - Bid Workbook”. There shall be no pay for

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

travel mileage or travel time. The (1) Per Visit Charge is a per event charge, and not a per person charge. If a Janitorial Worker is already on site, then no Per Visit Charge shall be paid. For example, if a Janitorial Worker is called out for an emergency service on Saturday or a holiday and arrives on site at 5:00 pm, the Company shall be paid the Per Visit Charge and the hourly labor rates would apply starting at 5:00 pm.

- 14.1.4. The JEA Contract Administrator (or their designee) shall determine if more than one (1) worker is needed to be called out for an Emergency Service.

**14.2. Ad Hoc Cleaning Services**

**Pricing for this Section shall be submitted in the, “Ad-hoc Cleaning Services” Section 2.2 of “Appendix B – Proposal Workbook”**

- 14.2.1. When directed by the Contract Administrator (or their designee), the Company may be required to perform ad hoc cleaning services which may not be listed in the “Regular (Scheduled ) Cleaning Services,” “Emergency Cleaning Services,” “Ad-hoc Specialized Cleaning Services,” or “Parts and Materials” sections of this document. The Company shall not begin this work without JEA Contract Administrator (or their designee) approval.
- 14.2.2. When ad hoc work not included in the bid workbook is required, the hourly rate shall be applied on a per-hour basis with a minimum of one (1) hour and shall begin when the employee arrives at the job site.
- 14.2.3. On an ad hoc basis, the Company shall be required to clean vacant offices and cubicles in anticipation of occupation. This includes furniture (surfaces and the interiors of drawers), carpet, vents, blinds, glass partitions, and baseboards.
- 14.2.4. On an ad hoc basis, the Company may be required to provide cleanup services resulting from on-site light construction.
- 14.2.5. Whenever JEA activates its Emergency Operations Center (EOC), JEA will staff the Customer Center, round the clock. On an ad hoc basis, when directed by the Contract Administrator and in support of JEA’s Emergency Plan, the Company may be required to have at least one janitorial staff member at JEA’s EOC to shelter in place prior to, and during a storm event.
- 14.2.5.1. This individual will maintain the cleanliness and janitorial supplies of the facility as the storm passes and will work with facility crews to remediate the effects of water intrusion. They may be asked to keep floors dry, extract wet carpet, clean up fallen ceiling tiles, clean up after plumbing overflows, etc.
- 14.2.5.2. Additional duties will include emptying trash prior to and following each meal, cleaning and restocking restrooms and showers at least every four hours, keeping breakrooms clean and sanitary, and maintaining a clean and safe working environment.
- 14.2.6. On an ad hoc basis, after a storm has passed, the Company may be required to assign one additional daytime rover to JEA sites between the hours of 6:00 a.m. and 8:00 p.m.; to specifically support JEA’s Emergency Operations Center and Customer Call Center downtown. The downtown site will

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

experience extended high volumes of employees and activity during the assessment and restoration processes.

- 14.2.6.1. Expected duties will include emptying trash prior to and following each meal, cleaning and restocking restrooms and showers at least every two hours, keeping breakrooms clean and sanitary, and maintaining a clean and safe working environment.
- 14.2.6.2. In addition, the extra rover may also be asked to assist facility crews with cleaning up areas damaged by roof leaks or water intrusion, and help keep floors dry, extract wet carpet, clean up fallen ceiling tiles, clean up after plumbing overflows, etc.
- 14.2.6.3. Excluding rest periods, the extra rover should perform other duties included in the tech specs when not otherwise occupied. (This is in addition to the downtown day rovers who will perform their normal daily duties at their normal times.)
- 14.2.7. On an ad hoc basis, during a pandemic event, the company may be required to assign one additional daytime rover at the customer business office between the hours of 8:00 a.m. and 5:00 p.m.; to constantly disinfect all customer touch points. In addition, JEA may request that day rovers be assigned downtown and to other sites within this contract for set hours or visits to provide accelerated janitorial and disinfecting services.
  - 14.2.7.1. Contractor shall provide masks, hand sanitizers and any other personal protection equipment (PPE) required to protect its employees at no additional cost to JEA.
  - 14.2.7.2. Contractor employees shall adhere to all JEA established processes relating to pandemic situations.
  - 14.2.7.3. Contractor employees exhibiting symptoms should not report to work at JEA facilities.
  - 14.2.7.4. Contractor shall familiarize all employees with guidelines recommended by the Center for Disease Control (CDC), OSHA and other industry or local governmental groups and maintain a safe working environment at all times.
  - 14.2.7.5. Standard guidelines include social distancing, face masks, washing hands frequently, avoiding touching eyes, nose or mouth, and avoiding contact with sick people.

**14.3. Ad Hoc Specialized Cleaning Services**

**Pricing for this Section shall be submitted in the, “Ad-hoc Specialized Cleaning Services”  
Section 3 of “Appendix B – Proposal Workbook”**

**14.3.1. Composite or Terrazzo Floor Treatment**

When directed by the JEA Contract Administrator (or their designee), the Company shall strip and reseal with two (2) coats of sealer, then apply two (2) complete coats of floor finish/ wax to composite or terrazzo floors. No additional labor charges will be added.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

14.3.2. Wet Extraction Shampoo of Carpet

When directed by the JEA Contract Administrator (or their designee), the Company shall perform wet extraction shampoo of carpet areas. No additional labor charges will be added.

14.3.3. Pressure Wash – JEA Plaza Deck Area

When directed by the JEA Contract Administrator (or their designee), the Plaza deck area is to be pressure washed and cleaned with “Simple Green all-purpose cleaner.” The goal is to prevent mold from forming on the deck area, which creates a slip hazard. No additional labor charges will be added. Estimated requirement is four (4) times per year.

14.3.4. Pressure Wash – Adair Garage Parking Area

When directed by the Contract Administrator (or their designee), the Company shall pressure wash the Parking Garage located in the Adair Building, 421 Laura St N. The Company shall not begin this work without JEA Contract Administrator (or their designee) approval. No additional labor charges will be added.

14.3.5. Marble Floor and Marble Counter Treatment

Marble Floor and Marble Counter restoration shall be completed only when approved by the JEA Contract Administrator. When treating marble floors or marble counters, Company shall conduct these activities on weekends, nights or holidays. Company shall strip, finish, and restore marble floors, marble counters on Customer Center Plaza II, Floor 1.

14.3.6. Pressure Wash –Loading Dock Areas

Loading dock shall be pressure washed after coordination with on-site management to ensure that dock is clear of material. JEA Tower Plaza I, JEA Customer Center Plaza II, and JEA Adair Building Plaza III.

14.3.7. Parquet Wood Floor Treatment

Clean, reseal, and buff Tower 19<sup>th</sup> Floor parquet wood floor.

14.3.8. Brick Floor Treatment

Completely strip, pressure clean, polish and seal, Tower First Floor brick flooring, including; lobby, café customer area, downstairs lobby, and stairs leading to downstairs lobby. Estimated required treatment is once a year.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

## **15. PARTS AND MATERIALS**

Pricing for this Section shall be submitted in the, “Parts and Materials” Section 4 of “Appendix B – Proposal Workbook”

### **15.1. Parts and Materials Provision**

It is JEA’s intent to provide cleaning restroom supplies as included in JEA’s Janitorial Supplies contracts. The JEA Contract Administrator shall make the decision if supplies will be provided by JEA or the Company. Supplies provided by JEA shall not be subject to a parts and materials markup.

### **15.2. Parts and Materials Pricing**

When requested by JEA Contract Administrator, the cost of Parts and Materials supplied by the Company shall be based on a cost plus markup. The mark-up percentage on the Proposal Workbook shall not exceed 10%. For example, if the markup stated on the bid form is 10 percent (10 %) and the Company cost is hundred dollars (\$100), JEA shall pay the Company one hundred and ten dollars (\$110) for those parts and/or materials.

## **16. MINIMUM EQUIPMENT AND MATERIAL REQUIREMENTS**

### **16.1. Disinfectant**

Company shall use Spartan NABC Hard Surface Disinfecting Wipes or approved equivalent. Company shall follow disinfecting protocol per manufacturers’ instructions.

### **16.2. Dusting**

Company shall use Micro-fiber, lint-free dusting cloths and/or vacuums.

### **16.3. Dust mopping**

Company shall use micro-fiber flat mop for dust mopping task.

### **16.4. Pressure Washer**

Company shall have one (1) 1500 psi Pressure Washer available.

### **16.5. Vacuum**

Company shall also have at least one (1) industrial HEPA filter vacuum available, for fine particle (to 0.3 microns) removal to be used when vacuuming is required in occupied spaces during normal JEA business hours.

## **17. COMPANY RESPONSIBILITIES**

### **17.1. Communications Plan**

Within fifteen (15) calendar days of executed contract, the Company shall prepare a comprehensive Communications Plan for interacting with JEA representative(s). The plan shall describe procedures for cleaning personnel to communicate with building management and occupants, and emergency procedures, as well as a system for providing feedback from building management and occupants.

### **17.2. Work Plan**

Within fifteen (15) calendar days of executed contract, the Company shall provide the JEA Contract Administrator a site specific written Work Plan. This plan shall include employee work schedules, timing (daily, weekly, monthly, quarterly, semi-annually and annually) of

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

cleaning specific sites and name of supervisor on duty. This plan shall also describe the methods by which JEA facilities shall be cleaned effectively while protecting human health and the environment. In addition to typical cleaning concerns, the Company shall:

- 17.2.1. Develop and implement a floor maintenance plan to extend the life of flooring through preventive, routine and periodic cleaning operations.
- 17.2.2. Determine schedules for routine cleaning operations, activities performed periodically, equipment operation and maintenance, and cleaning inspections. Schedule of cleaning operations shall be reviewed at a minimum of four (4) times per year and adjusted as needed in response to the changing needs of the sites and their occupants.
- 17.2.3. Provide a detailed description of how cleaning operations shall account for:
  - 17.2.3.1. Cleaning procedure requirements for special areas or high-traffic areas, such as dining and food preparation areas, and entryways.
  - 17.2.3.2. Storage and use of chemicals within the facility, including consideration of proper ventilation, adequate security, and proper management of the area.

**17.3. Quality Plan**

As consideration for award, the Company shall provide the JEA Contract Administrator a Quality Plan addressing specific areas of service quality including:

- 17.3.1. Coverage, Adequacy and Frequency of Inspection.
- 17.3.2. Frequency and Delivery of Metric Reporting.
- 17.3.3. Follow Up Action Plan for Failed Inspections.
- 17.3.4. Background Checks.

**17.4. Compliance Standards**

The Company shall ensure Janitorial Services at JEA facilities are performed to the highest standards and local, state, and Federal requirements are satisfied, i.e. Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), etc. This includes proper separation of cleaning materials to prevent cross-contamination.

**18. COMPANY CLEANING PRODUCTS AND SUPPLIES**

**18.1. Measuring/Diluting Concentrated Cleaning Products**

- 18.1.1. Use appropriate personal protective equipment when mixing concentrated cleaning products.
- 18.1.2. Follow manufacturer's dilution directions. Do not under - or over - dilute concentrated cleaning products.
- 18.1.3. Make sure that all spray bottles (secondary containers) have appropriate OSHA approved labels.
- 18.1.4. Never mix different cleaning products together.

**18.2. Paper Products, Restroom Supplies and Cleaning Supplies**

- 18.2.1. The Company shall only use approved supplies which are provided by a JEA vendor through a separate contract, or, if approved by the JEA Contract Administrator, through Company purchase.

**RFP 006-21 FACILITIES JANITORIAL SERVICES - OPEN MARKET  
DOWNTOWN CAMPUS  
APPENDIX A - TECHNICAL SPECIFICATIONS**

- 18.2.2. The Company is responsible for ordering, distributing and maintaining adequate restroom supplies (toilet paper, paper towels, dispensers and batteries, seat covers, hand soap, etc.) for each facility.
- 18.2.3. The Company is responsible for ordering, distributing and maintaining adequate cleaning supplies (floor cleaning concentrate, disinfectant, glass cleaner, etc.) for each facility.
- 18.2.4. No bleach products are to be used.

## **19. REPORTS**

- 19.1. **Report Requirements:** Company shall provide the following reports to the JEA Contract Administrator by email:
  - 19.1.1. Each Janitor shall maintain a daily or weekly log. The log shall include; Date, Time, Location, Comments and Janitor's initial as they perform each duty. Comments shall include all facility deficiencies and activities that are not the daily norm, such as when floors are scrubbed or sealed, vents cleaned, carpets cleaned, mats exchanged, etc. These are to be made available upon request for review by JEA Contract Administrator.
  - 19.1.2. Every Monday the Company shall send an email to the Contract Administrator to summarize the previous weeks completed regularly scheduled tasks, any unscheduled or Ad Hoc tasks and provide a list of any Facility deficiencies. JEA Contract Administrator will reference this report to perform random inspections and during invoice review.
  - 19.1.3. By the 10<sup>th</sup> calendar day of month, the Company shall submit via email to the JEA Contract Administrator the previous month's pay slips (names and social security numbers covered/redacted) showing hours worked and pay rates of all employees.

## **20. VENDOR PERFORMANCE EVALUATION**

- 20.1. **Vendor Performance Details:**
  - 20.1.1. JEA shall utilize Vendor Performance Evaluation Scorecards as described in "Solicitation Document" and in "Appendix C – Vendor Performance Scorecard" to monitor Company performance.
  - 20.1.2. JEA requires a minimum performance level. For any performance below the minimum, remedial action will be required to improve Company's performance level, or the company may be in default of its contract. For specific details of this process, review the Vendor Performance Evaluation section of the "Solicitation Document."