

**UTILITIES COMMISSION
City of New Smyrna Beach, Florida
Request for Quotation
18-406**

WE HEREBY INVITE YOUR COMPANY TO SUBMIT A FORMAL QUOTATION FOR WINDOW & ALUMINUM FRAME CLEANING ON THE CENTRAL OFFICE BUILDING FOR THE UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH, FLORIDA, PER THE ATTACHED SPECIFICATIONS.

SUBMIT COPIES OF YOUR QUOTES BY MAIL, FAX, E-MAIL OR HAND DELIVERING TO:

The logo of the Utilities Commission of the City of New Smyrna Beach is a circular emblem. It features a central lightning bolt in a vibrant pink color, set against a background of four quadrants in light blue, light green, light yellow, and light purple. The words "UTILITIES COMMISSION" are written in a semi-circle at the top, and "CITY OF NEW SMYRNA BEACH" is written in a semi-circle at the bottom, both in a light grey font.

Utilities Commission
City of New Smyrna Beach
Attn: Caleb Fisher
Purchasing Agent
(386) 424-3045
(386) 424-2748 Facsimile
cfisher@ucnsb.org

MAILING ADDRESS:
200 Canal Street
New Smyrna Beach, FL 32168

WALK IN DELIVERY ADDRESS:
200 Canal Street
New Smyrna Beach, FL 32168

QUOTATIONS DUE PRIOR TO: Friday June 1, 2018 at 2:30 P.M.

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SCHEDULE

Distribution of the Request for Quotation

May 9, 2018

RFQ Return Deadline by 2:30PM
Location: UCNSB Finance Office
200 Canal St. New Smyrna Beach
FL, 32168

June 1, 2018



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GENERAL INSTRUCTIONS AND CONDITIONS

1. The term **COMMISSION** used herein refers to the Utilities Commission, City of New Smyrna Beach, Florida, or its duly authorized representative.
2. The term **VENDOR** used herein refers to the dealer/manufacturer or business organization submitting a bid to the **COMMISSION** in response to this solicitation.
3. **VENDORS** are expected to examine, when applicable, the drawings, specifications, delivery requirements, performance sites and all instructions to satisfy themselves of conditions affecting cost of performing this contract.
4. No material, labor or facilities will be furnished by the **COMMISSION** unless specifically stated.
5. The **VENDOR** hereby attests that the prices in this offer have been arrived at independently without consultation, communication or agreement with any competitor for the purpose of restricting competition.
6. The **VENDOR** warrants that the prices of the items set forth herein do not exceed the prices charged by the **BIDDER** under a contract with the State of Florida.
7. The **VENDOR** agrees that the supplies and services furnished under this award shall be covered by the most favorable commercial warranties the **BIDDER** gives any customers for comparable quantities of such supplies or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the **COMMISSION** by any other provision of this award.
8. A duly authorized representative of the **COMMISSION** will accomplish inspection and acceptance of the supplies/services purchased herein at the designated delivery point.
9. All invoices resulting from the award of this bid will be paid within 30 days of receipt of invoice or receipt of goods or acceptance of work performed.
10. Carelessness in quoting prices or in preparation of bid otherwise, will not relieve the bidder. Bidders are expected to examine specifications, delivery schedule, extensions, and all terms and conditions in the bid documents. Bids having erasures or corrections must be initialed in ink by the Bidder. In the event of an extension error(s), the unit price will prevail. Written amounts shall take precedence over numerical amounts.
11. **Public Entity Crimes:** UNDER SECTION 287.133(2)(a), FLORIDA STATUTES, A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for Category two for a period of 36 months from the date of being placed on the convicted vendor list.
12. Quotes shall be **addressed and mailed or delivered as specified on page 1.**
13. The **Commission** reserves the right to reject bids containing any additional terms or conditions not specifically requested in the original conditions and specifications.
14. Failure of the contractor to deliver within the time specified, or within a reasonable time as interpreted by the Purchasing Authority or failure to make replacements of rejected articles as directed, shall permit the

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Purchasing Authority to purchase on the open market articles of comparable grade to take the place of those rejected or not delivered. On all such purchases, the contractor shall reimburse the **Utilities Commission**, within a reasonable time specified by the Purchasing Authority, for any expenses incurred in excess of the defaulted price. Payments due the contractor by the **Utilities Commission** may be withheld until reimbursement is received.

15. When brand or trade names are used in the bid invitation, it is for the purpose of item identification and to establish standards for quality; style and features. Bids on equivalent items will be considered unless items are noted as no substitutes. Equivalent bids must be accompanied by descriptive literature and/or specifications to receive consideration. Demonstrations and/or samples may be required and shall be at not charge to the Utilities Commission. The **UTILITIES COMMISSION** reserves the right to determine if bid goods are equivalent to specified goods.
16. Awards shall be made as required for the best interest of the **Commission**. The right is reserved to make award(s) by individual items, group of items, all or none, or any combination thereof, with one or more suppliers.
17. **INDEPENDENT CONTRACTORS:** Contractor is an independent contractor, and all persons employed by Contractor in connection herewith shall be its employees and not employees of Commission in any respect.
18. **INSURANCE:** The Contractor shall, at its sole expense, maintain in effect at all times during the performance of the services insurance coverage with limits not less than those set forth below and with insurers and under forms of policies satisfactory to Commission.

<u>Coverage</u>	<u>Minimum Amounts and Limits</u>
(a) Worker's Compensation	Statutory requirements at location of work
Employer's Liability	\$ 100,000 Each occurrence \$ 300,000 Disease, aggregate \$ 100,000 Disease, each employee
(b) General Liability	\$1,000,000 General Aggregate \$1,000,000 Products – Comp Ops Agg \$ 500,000 Each Occurrence \$ 50,000 Fire Damage \$ 5,000 Medical Expense
(c) Automobile Liability (owned, hired and non-owned)	\$1,000,000 Combined Single Limit
Option of Split Limits:	
(1.) Bodily Injury	\$ 500,000 Per Person \$1,000,000 Per Accident
(2.) Property Damage	\$ 500,000

Coverage shall apply to the indemnity agreement and shall include the **UTILITIES COMMISSION** their officers and employees, each as additional insured but only as regards to their liability arising out of Contractor's performance of the work or out of operations performed by others on behalf of Contractor under this Contract. The insurance as afforded to such additional insured shall state that it is primary insurance and shall provide for a severability of interest or cross-liability clause. Prior to commencing performance of any work or site mobilization, Contractor shall furnish Commission with Certificates of Insurance (identifying on the face thereof the Project name and Contract number) as evidence of the above required insurance and such Certificates shall provide for thirty (30) days written notice to Commission prior to cancellation thereof.

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Commission is not maintaining any insurance on behalf of Contractor covering loss or damage to the work or to any other property of Contractor unless otherwise specifically set forth herein.

None of the requirements contained herein as to types, limits and approval of insurance coverage to be maintained by Contractor are intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by Contractor under this contract.

Contractor shall deliver the original Certificate of Insurance and one copy to the agent of the Commission.

Notices, in original and one copy, of cancellation, termination and alternation of such policies shall also be provided to the agent of the Commission.

19. **WARRANTY AND ACCEPTANCE:** All material shall be new and workmanship shall be first class in every respect. The work shall be subject to inspection and acceptance by Commission. Contractor guarantees its work hereunder for a period of 12 months after completion and acceptance of the work unless otherwise set forth herein. In the event Commission discovers defects in material or workmanship at any time before the expiration of the specified warranty period, Contractor shall, upon written notice from Commission, repair or replace at its sole expense any such defects. Commission may perform such repairs or replacements by other reasonable means and Contractor agrees to pay for such corrective measures. Neither acceptance of the work by Commission nor payment shall relieve Contractor from liability under the indemnity clause or any of the guarantees or warranties contained or implied herein.

20. **LAWS, REGULATIONS, PERMITS AND TAXES:** Contractor shall comply with Commission's jobsite procedures and regulations and with all applicable local, state and federal laws, rules and regulations and shall obtain all permits required for any of the work performed hereunder. Contractor shall procure and pay for all permits and inspections required for any of the work performed hereunder and shall furnish any bonds, security or deposits required to permit performance of the work. Contractor shall, to the extent permissible under applicable law, comply with the jobsite provisions which validly and lawfully apply to work on the specific jobsite being performed under this Contract.

21. **WORK RULES, SECURITY:** For work performed on Commission premises, Contractor shall strictly observe Commission work rules and security requirements. All work shall be carried out during normal Commission working hours unless specifically agreed to in writing by Commission. Contractor shall, at Commission's request remove from site any employee whom Commission deems to be incompetent, dishonest or uncooperative.

22. **CHANGES:** Commission may, at any time, direct in writing additions, deletions or changes to all or any part of the work. If any such change causes an increase or decrease in the cost of or in the time required to perform such work, Contractor shall submit detail information substantiating such claims and an equitable adjustment shall be made to the price or time of performance.

23. **RELEASE AGAINST LIENS OR CLAIMS:** Contractor shall promptly pay all claims of persons or firms furnishing labor, equipment or materials used in performing the work hereunder. Commission may require Contractor to submit satisfactory evidence of payment and releases of all such claims. If there is any evidence of any such unpaid claim, Commission may withhold any payment until Contractor has furnished such evidence of payment and release.

24. **ASSIGNMENT:** Any assignment by Contractor of this Contract or of any rights hereunder or hypothecation thereof in any manner, in whole or in part, by operation of law or otherwise, without the prior written consent of Commission shall be voided.

25. **SAFETY AND FIRE PREVENTION:** Contractor shall at all times conduct all operations under the Contract in a manner to avoid risks of bodily harm to persons, damage to any property and fire. Contractor shall be responsible to take all precautions necessary and continuously inspect all work, materials and equipment to discover, determine and correct any such conditions which may result in any of the aforementioned risks.

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26. SUSPENSION OF WORK AND TERMINATION

Utilities Commission May Suspend Work - The Utilities Commission may at any time and without cause suspend the Work or any portion thereof by notice in writing to the Contractor. The Project Manager shall fix the date on which Work shall be resumed and the Contractor will resume the Work on the date so fixed. The Contractor will be allowed an extension of the Contract Time or both, if directly attributable to any suspension. However, no change to the contract price will be allowed on claims for suspended work or delays, whatever the course or reason. Also, during any period of suspension, the Contractor shall take all available measures to mitigate costs such as taking on new work, reassigning resources to other contracts, etc.

Utilities Commission May Terminate for Cause - If the Contractor is adjudged bankrupt or insolvent; if he makes a general assignment for the benefit of his creditors without Utilities Commission approval; if a trustee or receiver is appointed for the Contractor or for any of his property; if he files a petition to take advantage of any debtor's act or to reorganize under the bankruptcy or similar laws; if he fails to prosecute and complete the Work in accordance with the established Project Schedule or within the Contract Time allowed; if he repeatedly fails to supply sufficient skilled workers or suitable materials or equipment; if he repeatedly fails to make prompt payment to subcontractors for labor, materials or equipment; if he disregards laws, ordinances, rules, regulations or orders of any public body having jurisdiction; if he disregards the authority of the Project Manager; or if he otherwise substantially violates any provisions of the Contract Documents, then the Utilities Commission may, without prejudice to any other right or remedy and after giving the Contractor and his Surety seven (7) days written notice, terminate the services of the Contractor and take possession of the Work and of all materials, equipment, tools, construction equipment and machinery thereon owned by the Contractor and assign the completion of the Work to the Surety, or finish the Work by whatever method it may deem expedient. In such case, the Contractor shall not be entitled to receive any further payment until the Work is finished. If the unpaid balance of the Contract Amount exceeds the direct and indirect cost of completing the Work, including compensation for additional professional services, such excess shall be paid to the Contractor. If such cost exceeds such unpaid balance, the Contractor will pay the difference to the Utilities Commission. Such cost incurred by the Utilities Commission will be determined by the Utilities Commission and incorporated in a Change Order.

Where the Contractor's services have been so terminated by the Utilities Commission, said termination shall not affect any rights of the Utilities Commission against the Contractor then existing or which may thereafter accrue. Any retention or payment of moneys by the Utilities Commission due the Contractor will not release the Contractor from liability.

Upon Termination for Cause, the Contractor shall not be entitled to payment for any anticipated supplemental costs, administrative expenses and/or profit for uncompleted Work.

If after notice of termination of the services of the Contractor for cause, it is determined that the Contractor was not in default, the termination shall be deemed to have been for the convenience of the Utilities Commission. In such event the Contractor may recover from the Utilities Commission payment for Work completed and reasonable termination costs as provided in the following paragraph.

Termination for Convenience: Upon seven (7) days written notice to the Contractor and the Surety, or sooner if reasonable under the circumstances, the Utilities Commission may, without cause and without prejudice to any other right or remedy, elect to terminate any part of the Work, or the Contract in whole or in part, as the Utilities Commission may deem appropriate. In any termination for convenience, the Contractor shall be paid for Work completed by the Contractor and subcontractors at the time of termination provided, however, that the payment to the Contractor will exclude any and all anticipated supplemental costs, administrative expenses and profit for uncompleted Work. Upon termination for convenience, the Utilities Commission shall have full power and authority to take possession of the Work, assume any sub-agreements with Subcontractors and suppliers which the Utilities Commission selects, and prosecute the Work to completion by contract or as the Utilities Commission may deem expedient.

27. MAINTENANCE OF RECORDS

The Contractor will keep adequate records and supporting documents applicable to this contract. Said records and documentation will be retained by the Contractor for a minimum of five (5) years from the date of final payment on this Contract. The Utilities Commission and its authorized agents shall have the right to audit, inspect and copy records and documentation as often as the Utilities Commission deems necessary during the period of this contract and a period of

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five (5) years after completion of contract performance; provided however, such activity shall be conducted only during normal business hours. The Utilities Commission during the period of time defined by the preceding sentence shall also have the right to obtain a copy of and otherwise inspect any audit made at the direction of the Contractor as concerns the aforesaid records and documentation.

28. Conflict of Interest of Officers or Employees of the Contracting Entity/Local Jurisdiction, Members of the Local Governing Body, or Other Elected Officials

No member or employee of the contracting entity/local jurisdiction or its designees or agents; no member of the governing body; and no other public official of the Utilities Commission who exercises any function or responsibility with respect to this contract, during his/her tenure or for one year thereafter, shall have any interest, direct or indirect, in any contract or subcontract, or the proceeds thereof, for work to be performed. Further, the Contractor shall cause to be incorporated in all subcontracts, the language set forth in this paragraph prohibiting conflict of interest.

29. **Employee Conflict of Interest-** It shall be unethical for any Utilities Commission employee to participate directly or indirectly in a procurement contract when the Utilities Commission employee knows that:

(1) The Utilities Commission employee or any member of the Utilities Commission employee's immediate family has a financial interest in the procurement contract; or

(2) any other person, business, or organization with whom the Utilities Commission employee or any member of a Utilities Commission employee's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement contract.

A Utilities Commission employee or any member of a Utilities Commission employee's immediate family who holds a financial interest in a disclosed blind trust shall not be deemed to have a conflict of interest with regard to matters pertaining to that financial interest.

30. Gratuities and Kickbacks.

(1) **Gratuities.** It shall be unethical for any person to offer, give, or agree to give any Utilities Commission employee or former Utilities Commission employee, or for any Utilities Commission employee or former Utilities Commission employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity Utilities Commission in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.

(2) **Kickbacks.** It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier sub-contractor or any person associated therewith, as an inducement for the award of a subcontract or order.

(3) **Contract Clause.** The prohibition against gratuities and kickbacks prescribed in this Section shall be conspicuously set forth in every contract and solicitation therefore.

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REFERENCES

Provide the business names, contact persons and telephone numbers of three (3) references for which the firm has provided the services described in this RFQ. Include relationships with utility and governmental agencies. It is our intent to contact these references during the award process. Award of this contract will be based on price AS WELL AS REFERENCES AND EXPERIENCE.

1. Name of Company: _____
Address: _____

Point of Contact: _____
Phone Number: _____
Dates of Service: _____

Service(s) Provided: _____

2. Name of Company: _____
Address: _____

Point of Contact: _____
Phone Number: _____
Dates of Service: _____

Service(s) Provided: _____

3. Name of Company: _____
Address: _____
Point of Contact: _____
Phone Number: _____
Dates of Service: _____

Service(s) Provided: _____

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VENDOR INFORMATION

In addition to General Conditions, your quote may be disqualified if the following vendor information is not returned with your quote.

Vendor is:

- () Corporation
- () Partnership
- () Sole Proprietorship
- () Other _____ (Explain)

Federal Employer Identification
Number or Social Security Number: _____

Do you collect Florida State Sales Tax? ()Yes ()No

Firm Name: _____

Mailing Address: _____

Telephone Number: _____

Facsimile Number: _____

E-mail: _____ Web Address: _____

If vendor is bidding as a manufacturer's representative and the purchase order should be addressed to the manufacturer in care of the bidder, so indicate.

If remittance address is different from the mailing address so indicate below.

Firm Name: _____

Mailing Address: _____

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.)	
	Requester's name and address (optional)	
	6 City, state, and ZIP code	
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number											
				-			-				
or											
Employer identification number											
				-							

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

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GENERAL INFORMATION:

The Utilities Commission, City of New Smyrna Beach, Florida ("COMMISSION") is seeking a quote from a licensed & Insured Contractor to perform the following:

The Utilities Commission is seeking quotations for the Annual contract Window Glass and Frame Cleaning at its Central Office Building (COB) located at 200 Canal St. The frequency of cleaning will be outlined below. The COB has just recently had all exterior Windows and frames replaced and would like a standard maintenance schedule on it.

This would be a one year annual contract with the option to renew for an additional three one year periods.

Contractor shall provide insurance, materials, tools, labor, equipment and supervision to perform all work necessary to complete this scope of work.

Exterior Window Glass Maintenance/Cleaning: All Exterior Glass to be cleaned on a Monthly Basis.

Exterior Aluminum Frame Maintenance/Cleaning: Per AAMA 609 & 610-09 Guidelines. All Exterior Aluminum to be cleaned on a Quarterly Basis.

Interior Aluminum Frame & Window Glass Maintenance/Cleaning: All Interior Aluminum & Glass to be cleaned on an Annual Basis.

Address for Site Inspection

Central Office Building

200 Canal ST.

New Smyrna Beach FL, 32168

The COMMISSION reserves the right to waive informalities in any bid, to reject any and all bids in whole or part, with or without cause, and/or accept the bids or portions thereof that in its judgment will be for the best interest of the COMMISSION.

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Architecturally Finished Aluminum Maintenance/Cleaning

CLEANING CYCLE

- Quarterly

PRECAUTIONS

- Never use aggressive alkaline or acid cleaners.
- Do not use cleaners containing trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, fluorides, or similar compounds.
- Do not use excessive, abrasive rubbing to remove stubborn stains as it can adversely affect the finish.
- Do not use wire brushes, steel wool, metal spatulas, etc. for cleaning.

CLEANING

- Cleaning should be done on the shaded side of the building or ideally on a mild, cloudy day.
- All cleaning solutions, equipment, and techniques must be spot tested first to make sure the solution, equipment, or technique does not adversely affect the paint, finish, or sealants.
- Cleaner and technique should be matched to the soil and painted surface.
- Always rinse after removal of any surface soil. Dry to prevent streaking or spotting.
- Removal of:
 - Light Surface Soil
 - Clean building top to bottom with forceful water spray.
 - Mild detergent may be needed/used.
 - Mild detergents ruled safe for bare hands should be safe for coated aluminum.
 - Rinse
 - Medium to Heavy Surface Soil
 - Clean with the assistance of cleaning pads – rub in direction of metal grain
 - Use Mild detergent or pumice powder
 - Power cleaning tools may be necessary
 - Surface must be continually wetted with clean water to provide lubrication and medium for carrying the dirt away.
 - Mild solvent such as mineral spirits may be used to remove grease.
- Trap areas (metal seams, crevices, sills or other area that traps water) should be thoroughly dried to prevent rundown streaks of “puddling” which will later cause discoloration.

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Window Maintenance/Cleaning

CLEANING CYCLE

- Monthly

PRECAUTIONS

- Do not:
 - Use scrapers for cleaning glass.
 - Clean tinted/coated glass in direct sunlight.
 - Allow water or cleaning residue to remain on glass or adjacent materials.
 - Use abrasive cleaning solutions or materials.
 - Allow metal parts of cleaning equipment to contact glass.
 - Trap abrasive particles between the cleaning materials and the glass surface.

CLEANING

- Start cleaning at top of the building and continue to lower levels.
- Spot test (on one window) any cleaning solutions and equipment to see if procedures cause any damage.
- Use a mild, non-abrasive commercial window cleaning solution.
 - Soak glass surface with clean water and solution to loosen dirt and debris.
 - Use a squeegee to remove all of the cleaning solution.
 - Dry all cleaning solution from window gaskets, sealants, and frames.



ASSOCIATION OF NORTH AMERICA

DIVISIONS: Building Envelope Contractors Distribution Laminating Mirror Tempering

Glass Informational Bulletin

GANA 01-0300

Proper Procedures for Cleaning Architectural Glass Products

Architectural glass products play a major role in the comfort of living and working environment of today's homes and commercial office spaces. By providing natural daylight, views of the surroundings, thermal comfort and design aesthetics, glass usage and condition often affect our selection of where we live, work, shop, play and seek education.

Architectural glass products must be properly cleaned during construction activities and as a part of routine maintenance in order to maintain visual and aesthetic clarity. Since glass products can be permanently damaged if improperly cleaned, glass producers and fabricators recommend strict compliance with the following procedures for properly cleaning glass surfaces.

As dirt and residue appear, interior and exterior glass surfaces should be thoroughly cleaned. Concrete or mortar slurry which runs down (or is splashed on) glass can be especially damaging and should be washed off as soon as possible. Before proceeding with cleaning, determine whether the glass is clear, tinted or reflective. Surface damage is more noticeable on reflective glass as compared with the other glass products. If the reflective surface is exposed, either on the exterior or interior, special care must be taken when cleaning, as scratches to the reflective glass surface can result in coating removal and a visible change in light transmittance. Cleaning tinted and reflective glass surfaces in direct sunlight should be avoided, as the surface temperature may be excessively hot for optimum cleaning. Cleaning should begin at the top of the building and continue to the lower levels to reduce the risk of leaving residue and cleaning solutions on glass at the lower levels. Cleaning procedures should also ensure that the wind is not blowing the cleaning solution and residue onto already cleaned glass.

Cleaning during construction activities should begin with soaking the glass surfaces with clean water and soap solution to loosen dirt or debris. Using a mild, non-abrasive commercial window washing solution, uniformly apply the solution to the glass surfaces with a brush, strip washer or other non-abrasive applicator. Immediately following the application of the cleaning solution, a squeegee should be used to remove all of the cleaning solution from the glass surface. Care should be taken to ensure that no metal parts of the cleaning equipment touch the glass surface and that no abrasive particles are trapped between the glass and the cleaning materials. All water and cleaning solution residue should be dried from window gaskets, sealants and frames to avoid the potential for deterioration of these materials as the result of the cleaning process.

It is strongly recommended that window washers clean a small area or one window, then stop and examine the surface for any damage to the glass and/or reflective coating. The ability to detect certain surface damage, i.e. light scratches, may vary greatly with the lighting conditions. Direct sunlight is needed to properly evaluate a glass surface for damage. Scratches that are not easily seen with a dark or gray sky may be very noticeable when the sun is at a certain angle in the sky or when the sun is low in the sky.

The glass industry takes extreme care to avoid glass scratches by protecting all glass surfaces during glass manufacturing and fabrication, as well as during all shipping and handling required to deliver the glass to the end user. A large percentage of damaged glass results from non-glass trades working near glass. This will include painters, spacklers, ironworkers, landscapers, carpenters and others who are part of the construction process. They may inadvertently lean tools against the glass, splash materials onto the glass and/or clean the glass incorrectly, any of which can permanently damage glass.

One of the common mistakes made by non-glass trades people, including glass cleaning contractors, is their use of razor blades or other scrapers on a large portion of the glass surface. Using 2, 3, 4, 5 inch and larger blades to scrape a window clean carries a large probability for causing irreparable damage to glass.

The entire industry of glass manufacturers, fabricators, distributors, and installers neither condones nor recommends widespread scraping of glass surfaces with metal blades or knives. Such scraping will often permanently damage or scratch the glass surfaces. When paint or other construction materials cannot be removed with normal cleaning procedures, a new 1" razor blade may need to be used only on non-coated glass surfaces. The razor blade should be used on small spots only. Scraping should be done in one direction only. Never scrape in a back and forth motion as this could trap particles under the blade that could scratch the glass. This practice may cause hairline concentrated scratches, which are not normally visible when looking through the glass, but may be visible under certain lighting conditions.

Jobsite storage and construction conditions can lead to stains on the glass surface. Cleaning and removal of such stains may require the use of a more aggressive cleaning solution and procedure. If conditions are found that cannot be cleaned using the above procedures, contact the glass supplier for guidelines on stain removal.

Members of the Glass Association of North America (GANA) publish information relating to jobsite protection and cleaning of architectural glass products. In order to ensure long-term performance of the glass in a building, GANA encourages glazing contractors, general contractors, building management and owners to be aware of conditions that can damage glass and to follow the handling and cleaning guidelines provided by their glass producer and fabricator.

Consult the GANA website (www.glasswebsite.com) for additional information on glass and glazing applications and links to members providing additional technical resources.

The Glass Association of North America (GANA) has produced this Glass Information Bulletin solely to provide general information as to basic proper procedures for cleaning architectural glass products. The Bulletin does not purport to state that any one particular type of glass cleaning process or procedure should be used in all applications or even in any specific application. The user of this Bulletin has the responsibility to ensure the cleaning instructions from the glass supplier are followed. GANA disclaims any responsibility for any specific results relating to the use of this Bulletin, for any errors or omissions contained in the Bulletin, and for any liability for loss or damage of any kind arising out of the use of this Bulletin.

Quick-Reference Guide to Cleaning Architectural Glass Products

The following "Do's" and "Do Not's" are offered as a supplement to the Glass Association of North America (GANA) Glass Informational Bulletin – *Proper Procedures for Cleaning Architectural Glass Products*:

The following are things to DO:

- DO clean glass when dirt and residue appear
- DO determine if coated glass surfaces are exposed
- DO exercise special care when cleaning coated glass surfaces
- DO avoid cleaning tinted and coated glass surfaces in direct sunlight
- DO start cleaning at the top of the building and continue to lower levels
- DO soak the glass surface with a clean water and soap solution to loosen dirt and debris
- DO use a mild, non-abrasive commercial window cleaning solution
- DO use a squeegee to remove all of the cleaning solution
- DO dry all cleaning solution from window gaskets, sealants and frames
- DO clean one small window and check to see if procedures have caused any damage
- DO be aware of and follow the glass supplier's specific cleaning recommendations
- DO caution other trades against allowing other materials to contact the glass
- DO watch for and prevent conditions that can damage the glass
- DO read the entire GANA bulletin on glass cleaning before starting to clean glass

The following are things to NOT do:

- DO NOT start cleaning without reading the entire GANA bulletin on glass cleaning
- DO NOT use scrapers of any size or type for cleaning glass
- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT begin cleaning glass without knowing if a coated surface is exposed
- DO NOT clean tinted or coated glass in direct sunlight
- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt and debris
- DO NOT use abrasive cleaning solutions or materials
- DO NOT allow metal parts of cleaning equipment to contact the glass
- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow other trades to lean tools or materials against the glass surface
- DO NOT allow splashed materials to dry on the glass surface

UTILITIES COMMISSION
City of New Smyrna Beach, Florida
Request for Quotation
18-406

QUOTE FORM

Item No.	Description	Qty	Unit	Unit Price	Total
1	Exterior Glass Cleaning & Maintenance	12	Monthly	\$ _____	\$ _____
2	Exterior Aluminum Frame Cleaning & Maintenance	4	Quarterly	\$ _____	_____
3	Interior Aluminum Frame/Glass Cleaning & Maintenance	1	Annual	\$ _____	_____
TOTAL					\$ _____

Total Base Cost Written in Words _____

One Year Annual Contract with three additional one year renewals

The Utilities Commission reserves the right to waive informalities in any quotation, to reject any and all quotations in whole or in part, with or without cause, and/or accept the quotations or portions thereof that in its judgment will be in the best interest of the Utilities Commission. The quotation shall be valid for award within sixty (60) days from the date of opening unless specified otherwise.

Submitted By:

Name of Company: _____ Please Print

Name & Title: _____ Please Print

Signature: _____

Telephone No. _____ **Facsimile No.** _____

E-Mail: _____