Listed below are important events and the corresponding dates and times relevant to this solicitation. These timeframes are subject to change at Citizens’ sole discretion. It is a Vendor’s responsibility to comply with these timeframes and to monitor Citizens’ website for any changes.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/28/16</td>
<td></td>
<td>Solicitation Released</td>
</tr>
<tr>
<td>2/9/16</td>
<td>9:00AM ET</td>
<td>Tampa: Mandatory On-site Pre-Response Conference (Locations provided below)</td>
</tr>
<tr>
<td>2/10/16</td>
<td>9:00AM ET</td>
<td>Jacksonville: Mandatory On-site Pre-Response Conference (Locations provided below)</td>
</tr>
<tr>
<td>2/11/16</td>
<td>5:00 PM ET</td>
<td>Questions Due</td>
</tr>
<tr>
<td>2/18/16</td>
<td></td>
<td>Answers Posted</td>
</tr>
<tr>
<td>3/3/16</td>
<td>2:00 PM ET</td>
<td>Responses Due</td>
</tr>
<tr>
<td>3/4-3/14/16</td>
<td></td>
<td>Responsiveness Review Period</td>
</tr>
<tr>
<td>3/15-3/23/16</td>
<td></td>
<td>Evaluation of Responses</td>
</tr>
<tr>
<td>3/25/16</td>
<td>2:00 PM ET</td>
<td>Anticipated Date for Evaluation Committee Public Meeting to determine the Vendor(s) to Recommend for Award.</td>
</tr>
</tbody>
</table>

Refer **ALL** Inquiries to:
Kristina DeLeo, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
Phone (850) 513-3929
E-Mail: citizens.purchasing@citizensfla.com

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6) (e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS.
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ATTACHMENTS:
The below list of forms and documents pertain to this competitive solicitation. It is the Vendor's responsibility to review and submit all requested forms and information with their Response.

Attachment A – Minimum Requirements Acknowledgement Form
Attachment B – Vendor Conflict of Interest Disclosure Form
Attachment C – Responsible Vendor Review Form
Attachment D – Financial Review
Attachment E – Vendor Diversity Declaration Form
Attachment F – Vendor Contact Information
Attachment G – Price Sheet
Attachment H – Business Reference Request Form
Attachment I – Draft Contract

SPECIAL NOTE: Failure to provide the specified mandatory submission requirements (outlined in the Initial Responsiveness Checklist, see page 4) prior to completion of the Responsiveness Review Period, will result in disqualification of the Vendor (as non-responsive).
INITIAL RESPONSIVENESS CHECKLIST

The Initial Responsiveness Checklist ("Checklist") identifies the mandatory submission requirements that must be included in the Vendor’s Initial Response. Mandatory submission requirements are identified in the referenced sections of the solicitation by the specific term “shall submit” in bold type. This Checklist identifies every mandatory submission requirement for the Vendor’s initial Response; if an inconsistency exists between the Checklist and the solicitation and Attachments, this Checklist is controlling. Failure to provide any of the below mandatory submission requirements prior to completion of the Responsiveness Review Period will result in disqualification of the Vendor (as non-responsive).

A Vendor may also be deemed non-responsive (and therefore disqualified) if they fail to meet substantive or technical requirements of the solicitation. This Checklist does not detail the substantive or technical requirements that are identified throughout the solicitation.

<table>
<thead>
<tr>
<th>MANDATORY SUBMISSION REQUIREMENTS</th>
<th>SECTION(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Response: Proposals submitted according to the due date, time and location provided page 1, Calendar of Events</td>
<td>3.4</td>
</tr>
<tr>
<td>One (1) electronic version of the Proposal in the form of a compact disk (CD);</td>
<td>3.5</td>
</tr>
<tr>
<td>Attachment A, Minimum Requirements Acknowledgement Form</td>
<td>3.6, Tab 1</td>
</tr>
<tr>
<td>Attachment B, Vendor Conflict of Interest Disclosure Form</td>
<td></td>
</tr>
<tr>
<td>Attachment C, Responsible Vendor Review Form</td>
<td></td>
</tr>
<tr>
<td>Attachment D, Financial Review Supporting Documents</td>
<td>3.6, Tab 2</td>
</tr>
<tr>
<td>Attachment G, Price Sheet</td>
<td></td>
</tr>
</tbody>
</table>
SECTION 1
INTRODUCTORY MATERIALS

1.1 STATEMENT OF PURPOSE: Citizens Property Insurance Corporation (Citizens) is seeking Proposals from Vendor(s) capable of providing janitorial services and supplies for Jacksonville and/or Tampa locations. Respondents must demonstrate, to Citizens’ satisfaction, the ability to deliver product and services in accordance with this solicitation and the resulting contract. These services will include evening janitorial service and day porter services. Services include responsibility for all cleaning supplies, equipment, and trained personnel to carry out and meet the specifications and requirements of this solicitation. Vendor(s) are not required to submit proposals for both Jacksonville and Tampa locations as consideration will be given to award services by city. Citizens reserves the right to add facilities as needed.

1.2 CITIZENS’ BACKGROUND: In 2002, the Florida Legislature created Citizens, a not-for-profit government entity, whose public purpose is to provide property insurance to applicants who are not able to purchase coverage in the private insurance market.

Citizens is governed by Section 627.351(6) F.S., and operates pursuant to a Plan of Operation that is approved by the Financial Services Commission of the State of Florida. Citizens’ operations are supervised by a Board of Governors who are appointed by the Governor, CFO, President of the Senate and Speaker of the House. Additional information about Citizens is available at Citizens’ website: https://www.citizensfla.com.

1.3 DIVERSITY: Florida is a state rich in its diversity and is dedicated to fostering the continued development and economic growth of small, minority, women and service-disabled veteran owned business enterprises in the State of Florida. Participation of a diverse group of vendors doing business with Citizens is central to our effort. To this end, it is vital that small, minority, women and service-disabled veteran owned business enterprises participate in Citizen’s procurement process as both prime contractors and subcontractors under prime contracts. Small, minority, women and service-disabled veteran owned businesses are strongly encouraged to submit Responses to this solicitation.

1.4 TAXES: Citizens Property Insurance Corporation is a State of Florida legislatively created governmental entity which does not pay Federal Excise or State sales taxes on direct purchases of tangible personal property. Citizens will not pay for any personal property taxes levied on Vendor or for any taxes levied on employees’ wages.

1.5 CONTRACT TERM: The contract term is anticipated to be three (3) years, and, at Citizens’ discretion, have three (3) optional, one (1) year renewal terms. All terms, conditions and pricing will remain fixed for the term of the contract unless otherwise specified in the solicitation. Citizens reserves the right to contract with one or more vendors capable of providing these services.

1.6 NO CONTACT OR LOBBYING: Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following Citizens posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. The foregoing prohibition against contact includes contacting any Citizens’ employee (other than the Procurement Officer), members of the Board of Governors, or any Vendor acting on Citizens’ behalf with regards to the solicitation.

1.7 PUBLIC MEETINGS: Public meetings related to this competitive solicitation will be held on the dates and times indicated on page 1, Calendar of Events. The details related to accessing each meeting are identified below. Vendors may, but are not required to, attend the Evaluation
Committee Public Meeting. Any person requiring an accommodation because of a disability should contact the Procurement Officer listed on page one (1) of the solicitation at least five (5) business hours prior to the public meeting.

A. Mandatory On-Site Pre-Response Conference: Although not a public meeting under Chapter 286, F.S., a Mandatory On-Site Pre-Response Conference will be held to provide Vendors with the opportunity to inspect and tour the buildings that the services will be provided for, provide Vendors with pertinent information, answer questions and clarify any points in the solicitation that may not be fully understood. Attendance of the Pre-Response Conference is mandatory in order for the Vendor to be eligible to submit a response for that location; failure to attend and sign in on the attendance sign-in sheet verifying your attendance will result in disqualification of your Response for that location. Vendors are encouraged to bring a copy of the solicitation with them for use during the Question and Answer Session as copies will not be available at each location.

Submission of a response is confirmation that Vendor(s) has familiarized itself with the nature and extent of the services requested as well as the equipment, materials and labor required.

A sign-in sheet will be made available at each site for Vendor(s) to sign in at the beginning of the site visit and sign out at the end of each site visit. It is the responsibility of the Vendor(s) to sign-in to provide evidence of attendance. Failure to attend and complete the mandatory Pre-Response Conference site visits will disqualify the Vendor(s) from submitting a proposal for that location.

The Pre-Response Conference will be held at the locations identified below on the date and time, as specified on page 1, Calendar of Events. Vendors will meet in the lobby of each location on the designated date/time as identified on page 1.

<table>
<thead>
<tr>
<th>TAMPA:</th>
<th>JACKSONVILLE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sabal Park</td>
<td>EverBank Center</td>
</tr>
<tr>
<td>3802 Coconut Palm Drive</td>
<td>301 W. Bay Street, Suite 300</td>
</tr>
<tr>
<td>Tampa, Florida 33619</td>
<td>Jacksonville, Florida 32202</td>
</tr>
</tbody>
</table>

Each building tour will be followed by a Question and Answer (Q/A) session in a conference room at each location. The information for the Q/A Sessions is below:

<table>
<thead>
<tr>
<th>TAMPA: Sabal Park</th>
<th>JACKSONVILLE: EverBank Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Response Q&amp;A Session 10:00 AM ET – 11:00 AM ET</td>
<td>Pre-Response Q&amp;A Session 11:00 AM ET – 1:00 PM ET</td>
</tr>
<tr>
<td>Training Room S171</td>
<td>EverBank Center  Conference Room: S520</td>
</tr>
</tbody>
</table>

If Vendors have additional team members who will be attending the Q&A Session via teleconference the number is:

Teleconference Number: 1-877-873-8018, Access Code: 4941619

B. Evaluation Committee Public Meeting: Citizens will hold a telephonic public meeting at which time each member of the Evaluation Committee will make a recommendation for award to a Vendor(s) for each location. The meeting will be held using the conference call number below at the date and time, as specified on page 1, Calendar of Events.
Discussion between the Evaluation Committee and the Subject Matter Experts is permitted. However, since the purpose of this meeting is to announce the decisions of the Evaluation Committee, no discussion concerning the responses may occur between any of the Evaluation Committee members and any Vendor during this public meeting.
SECTION 2
SCOPE OF SERVICES

2.1 PROJECT BACKGROUND: Citizens’ objective is to contract with a responsive and responsible Vendor(s) to provide janitorial services and supplies for Jacksonville and Tampa locations. Vendor(s) must demonstrate, to Citizens’ satisfaction, the ability to deliver products and services in accordance with this solicitation. These services will include day porter and evening janitorial services.

These services substantially contribute to maintaining healthy, clean, sanitary conditions and an aesthetically pleasant working environment for the staff. Additionally, services such as specialty cleanings (i.e., H1N1, blood-borne pathogens, etc.) may be requested as needed.

The Vendor(s) will provide all cleaning supplies, equipment, and trained personnel to carry out and meet the specifications and requirements of this solicitation. In addition, the awarded Vendor(s) are required to use only environmentally friendly/green products in providing these services and must provide supporting documentation (i.e., Material Safety Data Sheet (MSDS)) for all chemicals and equipment used in performing these services.

All costs in fulfilling the requirements of the Solicitation are at the sole responsibility of the Vendor(s).

2.2 DEFINITIONS:

- **Business Day** – means Monday through Friday, excluding Citizens’ Holidays;
- **Business Hours** – means Monday through Friday, 8:00AM ET – 5:00PM ET, excluding Citizens’ Holidays;
- **Citizens** - means Citizens Property Insurance Corporation, a State of Florida legislatively created governmental entity governed by subsection 627.351(6), Florida Statutes, and the Plan of Operation adopted, which is available on Citizens’ website at www.citizensfla.com;
- **Citizens’ Contract Manager** - means Citizens’ departmental representative who will be responsible for administrating the daily functions of the Contract for Citizens;
- **Common Areas** – means lease space that Citizens is responsible for cleaning that is shared for common usage (e.g., lobbies, hallways, breakrooms, conference rooms, etc.) not designated or assigned to a specific unit. This space will be specified for Jacksonville at the mandatory Pre-Response Conference, as the building and leased space is unique for the EverBank Center Building.
- **Contract** - means the written agreement between Citizens and a Vendor (to which the terms and conditions specified in this solicitation are incorporated) that results from the competitive procurement;
- **Day Porter** – means a member of janitorial staff employed by Vendor assigned to provide janitorial services during a designated time during normal daytime operating hours;
- **Environmentally Friendly** – means products and services deemed “green” and/or eco-friendly by current business industry standards and practices;
- **Facility Manager** – means the Citizens employee(s) who is primarily responsible for the oversight of the Vendor(s) performance of its duties and obligations pursuant to the terms of the Contract. The Facility Managers are currently located in Jacksonville and Tampa, Florida. Citizens may appoint a different Facility Manager, which will not constitute an amendment to the Contract, by sending notice to Vendor(s).
- **Facilities** – means Facilities Management Business Unit of Citizens Property Insurance Corporation;
- **Green Products** – means products, services and practices whose manufacturing,
purchase and use are considered environmentally friendly;

- **Good(s)** - means all tangible or movable property or things, including software that are purchased or leased;
- **IT Spaces** – means designated Information Technology (IT) spaces that are excluded from cleaning services (e.g., Main Equipment Room, Telecom Rooms);
- **MSDS** – means Material Safety Data Sheet;
- **Response** - means all materials submitted by the Vendor pursuant to the solicitation instructions. Depending on the type of solicitation, these materials may also be referred to as the “bid” or the “proposal”;
- **Responsiveness Review Period** – means the period of time when the Citizens will review Vendor Responses for mandatory submission requirements. Citizens may seek clarifications and supplemental items/information during the Responsiveness Review Period;
- **Vacancy Credit Area** – means area of space at one of Citizens’ Facilities that is vacant and does not require daily janitorial services. An agreed Vacancy Credit Area will be designated per square foot and will result in a reduction or credit in Vendor’s monthly charges. A Vacancy Credit Area is defined and agreed upon between both parties and reviewed monthly; and
- **Vendor** – means an entity that responds to this solicitation.

### 2.3 MINIMUM REQUIREMENTS:

The Vendor shall be required to provide or meet the below listed minimum requirements. Failure to satisfy the below requirements may result in not being eligible for award:

A. The Vendor is required to have a minimum of five (5) years’ experience in the janitorial/custodial business.

B. In addition to regular staffing requirements, Vendor supervisors are required to have a minimum of two (2) years janitorial experience.

C. Vendor must also receive a PASS determination regarding financial stability, viability, and capacity as described in Tab 1 and Attachment D of this RFP.

### 2.4 SERVICE LOCATIONS:

A. Jacksonville: EverBank Center Building
- 301 West Bay Street: Approximately 221,059 square feet of space. This number reflects the storage and IT spaces that will not be cleaned. This is a 30 story building of which Citizens has eight (8) full floors (3, 5, 13, 15, 16, 17, 18, and 19) and half of the 12th floor. These occupied floors are mainly office space with hard offices and modular furniture throughout.
- Citizens will provide one parking garage space for the designated day porter at no cost to Vendor. Vendor staff supporting the evening janitorial services may park on the street or other public parking available. Generally, there is no parking fee for street parking after 6:00 PM ET.

B. Tampa: Sabal Park Building
- 3802 Coconut Palm Drive: Approximately 56,104 square feet of space. This is a two (2) story building, occupied as mainly office space with hard offices and modular furniture throughout.
- Open space parking is readily available at no cost, on a first come, first serve basis.
NOTE: The IT Room(s) for both locations are excluded from these basic cleaning services.

Citizens reserves the right to add/subtract facilities or additional square feet as needed in Jacksonville, Tampa and/or Tallahassee. In the event of a Catastrophic Event, Citizens reserves the right to add additional sites and cities to support Citizens’ operational needs. If mutually agreed upon by both parties, new facilities and/or square footage may be added via contract amendment at the fixed square foot price provided in Attachment G, Price Sheet.

2.5 STAFFING REQUIREMENTS: The Vendor(s) agrees to assign only qualified employees and operators who are skilled in the performance of janitorial work to Citizens’ locations. All employees and operators must be able to speak, read and understand English in order to communicate and operate efficiently. The Vendor(s) agrees that in the event it becomes necessary for the Vendor(s) to change key personnel, written notice from the Vendor(s) to the Facility Manager is required and should be submitted in advance. Citizens reserves the right to reject proposed personnel staffing.

A. Supervisor(s): On-site supervisors for the evening janitorial services must have a minimum of two (2) years supervisory experience in the institutional/commercial janitorial field. The on-site supervisor will be required to verify thoroughness and cleanliness of the facilities after each service prior to dismissal of Vendor(s) personnel. The on-site supervisors must perform a Quality Assurance check on a nightly basis for the evening services being performed. Documentation of Quality Assurances performed should be retained by the Vendor and provided to Citizens upon request. The on-site supervisor should have an intimate knowledge of this subsequent contract and its various cleaning tasks, equipment and materials so as to be able to both properly train and direct personnel in their individual tasks, to maintain and control an effective inspection and follow up program.

Vendor(s) on-site supervisor or designee must also be available by appointment between the hours of 8:00 AM ET and 5:00 PM ET, Monday through Friday, to inspect the facility with the Facility Manager or designee and to handle special problems when required.

C. Personnel: Before any Vendor(s) employees can provide services under this contract, the Vendor(s) agrees, at its own expense, to conduct a background check as described in Section 3.11 and 3.12 of Attachment I, Draft Contract.

D. Training: Vendor(s) will train all supervisors and personnel prior to job assignment at the facility. Vendor(s) should submit within thirty (30) business days of contract execution verifiable documentation that supervisors have completed a minimum of eight (8) hours of Hazardous Materials Emergency Response “Operations Level” training and workers have completed a minimum of four (4) hours of Hazardous Materials “Awareness Level” training from an approved training provider. Refreshers and/or recertification should be completed as required.

E. Pre-Service Conference: Prior to the commencement of janitorial services, the Vendor(s) will meet with the Facility Manager and other designated staff to discuss and develop mutual understandings relative to interpretation or questions concerning specifications, administering and scheduling work, material submittals, safety practices, and contract administration. The Vendor(s) should submit at, or prior to this meeting:

- Contact List of Vendor’s key personnel, to include name, title and phone number for:
  a. Vendor Contract Manager
  b. On-Site Supervisor
  c. Evening team lead
  d. Day Porter
- Employee roster of Vendor’s staff assigned to Citizens’ facilities;
- List of cleaning supplies (Must be identified by brand name and manufacturer);
- On-site MSDS binder to be assigned and kept in designated janitorial closet for easy reference; and
- Background checks for personnel and request for approval of these employees.
F. **Employee Roster:** The successful Vendor(s) must provide an employee roster of approved employees prior to the start of services to the Facility Manager indicating the number of employees assigned to perform the work as specified herein. The roster will include all persons assigned to perform work as part of this contract and list the employee name, the shift in which they are assigned and telephone numbers as applicable. This roster should be kept current at all times and submitted electronically to the Facility Manager any time personnel changes are made.

G. **Uniforms/Identification:** Upon commencement of services, Vendor(s) will require employees to be dressed in appropriate work attire when reporting for work. Vendor(s) employees are to wear a Vendor supplied shirt/smock, etc. with company name or logo to make them easily identified in the workspace. Proper shoes should be worn at all times, no flip flops, high heels, or strapless sandals/clogs. Vendor staff must sign in/out at Citizens’ main lobby entrance upon daily arrival and departure. At the conclusion of each service day, all Vendor(s) employees must return the Citizens issued access card and any keys provided or their use while performing their duties in all facilities to the security guard at the main lobby. It is preferred that Vendor(s) provide a Vendor-issued photo ID badge that can be visibly worn by Vendor(s) employees while on site.

H. **Communication:** Vendor Contract Manager and Citizens’ Facility Manager will maintain open communications and ensure phone numbers of designated staff remain in working order. Vendor is to provide a 24/7 contact in the event emergency services are required. It is preferred that the on-site supervisor(s) carry a cell phone provided by the Vendor(s) to allow for easy contact. Day porters that do not carry a cell phone/pager should check in periodically with the Facility Manager and/or designee, as well as review the Facilities’ maintained cleaning log book, for any requests that can be addressed during their shift.

### 2.6 SECURITY AND SAFETY REQUIREMENTS:

A. **Security of Facility:** No one other than Citizens approved Vendor(s) employees will be permitted inside Citizens’ leased office space at any time. Unauthorized personnel including visitors, family members, and/or friends are strictly prohibited. Vendor(s) employees will be provided with an access card to navigate in and throughout the facility. It will be the Vendor’s responsibility to immediately report and reimburse ($20 each) Citizens for replacement cards, or reimburse Citizens for any lock or security costs that are caused by the Vendor’s negligence. All Vendor(s) employees must scan their cards upon each entry to building(s) and as required when entering the lobby or other areas to be cleaned.

B. **Access Control and Security System:** The Vendor(s) Contract Manager and on-site supervisor, once trained by Citizens’ staff, will be responsible for training their janitorial staff on the use of the access control system. It is critical that staff adhere to the access control processes to minimize system false alarms. Vendor(s) authorized staff will not provide access into the building to anyone, including Citizens employees.

C. **Key Management:** The Vendor(s) will be responsible for controlling any master keys or individual keys provided. If a master key is lost, the Vendor(s) is responsible for the cost of any re-keying required by Citizens to maintain the security of the leased office space.

D. **Responsibility:** Citizens will not be responsible in any way for damage to the Vendor(s) stored supplies, materials or equipment kept throughout the building in janitor’s closets or the successful Vendor(s) employees personal belongings brought into the building.

E. **Exterior Doors:** All exterior doors must be locked while work is being performed. No doors are to be propped open, unattended or left ajar.

F. **Internal Doors:** Internal doors with card readers should not be propped open unless required to complete cleaning services and should be kept to a minimum. Office doors that are routinely kept locked for security purposes are to be locked upon completion of work. Citizens has an internal color-coded program to assist with identifying which doors should remain locked and will be implemented with the awarded Vendor(s) at the Pre-Service Conference.
G. **Assigned Work Zones/Stations:** The Vendor(s) agrees that all of its personnel will keep within the limits of their assigned work zones/stations and will not enter any restricted areas during the performance of their assigned duties or any other time.

H. **Citizens and Citizens Employee Property:** The Vendor(s) and their employees are prohibited from the use of Citizens’ audio-visual equipment, computers, telephones, and all other Citizens equipment. The Vendor(s) will prohibit all employees from disturbing papers on desks, opening desk drawers or cabinets and any office equipment provided for official use. Any violation of these prohibited actions may be cause for Citizens to request the removal of the Vendor’s personnel in violation and/or cancellation of the contract. The Vendor(s) must at all times guard against damage or loss to the property of Citizens or Citizens’ employees. The Vendor(s) will be responsible in the event of proven theft or damage of Citizens’ property or personal property of Citizens’ employees caused by Vendor(s) personnel. Citizens reserves the right to withhold payment or make such deductions as deemed necessary to ensure reimbursement or replacement for loss or damage to property through negligence of the Vendor(s). When requested, the Vendor(s) must cooperate with any ongoing investigation involving economic loss or damage to the building or personal property.

I. **Safety:** Vendor(s) will be responsible for instructing employees in safety measures considered appropriate. In addition, the successful Vendor(s) will not permit placing or use of mops, brooms or equipment in hallways, circulation spaces, or other locations in such manner as to create safety hazards and will provide appropriate warning signs for slippery floor areas caused by cleaning or floor finishing operations. Vendor(s) employees will be required to interrupt their work at any time to allow passage or personnel. All supplies, equipment and machines must be kept free of hallways, circulation spaces, and other areas where they might be hazardous and must be secured at the end of each work period in areas provided for this purpose. Cloths, mops, or brushes containing a residue of wax or combustible material subject to spontaneous ignition must be removed from the building and properly disposed of. Cleaning solutions will be disposed of in accordance with legal requirements (See M. below). Vendor(s) is to ensure safety practices are adhered to minimizing the risk of an incident.

J. **Safety Requirements:** The Vendor(s) must comply with all applicable requirements of the “General Industry Standards” of OSHA (Occupational Safety & Health Administration). These requirements must include all primary and refresher training mandated under the OSHA guidelines. It is the responsibility of the Vendor(s) to provide all employees with adequate personal protective equipment as required to fulfill service requirements. Vendor(s) will maintain supporting documentation that proposed staff is trained in the clean-up and disposal of blood-borne pathogens.

K. **Material Safety Data Sheet (MSDS):** The Vendor(s) must provide MSDS’s and description literature for each chemical/compound/mixture used in the performance of the scope of work to the Facility Manager before the commencement of any work hereunder. All MSDS’s must be of the latest version and comply with 29 CFR 1910.1200. Hazardous products must not be used, except with prior approval of the Facility Manager, and must be disposed of properly by the Vendor(s) in accordance with the U.S. Environmental Protection Agency (EPA) 40 CFR 260-265. The Vendor(s) will maintain and have readily accessible on-site, a complete, up-to-date MSDS book of all chemicals, compounds/mixtures used in the execution of the scope of work that complies with applicable federal, state and local regulations. The Vendor(s) is required to use all environmentally friendly "green" products where available.

L. **Hazardous Substances / Hazardous Materials:** The Vendor(s) must provide MSDS’s for approval of new products to be used to the Facility Manager prior to any use in the facility. The Vendor(s) is not to use any product not approved by the Facility Manager anywhere in the facility. The Vendor(s) is not permitted to use any product that the MSDS rates as “Flammable or Toxic” without approval from the Facility Manager.

M. **Proper Disposal of Spent or Used Products:** Certain chemicals, compounds, mixtures require proper disposal after they have been spent or used per the U. S. Environmental Protection Agency (EPA) and Florida DEP (Department of Environmental Protection). The Vendor(s)
required to establish discrete waste streams for any chemicals that require proper disposal according to 40 CFR 260-265.

At no additional cost to Citizens, the Vendor(s) must make arrangements to have a licensed, “Part B Permit”, Hazardous Waste & Universal Waste. Vendor(s) are to properly characterize, manifest, dispose and transport waste or recyclable materials, as applicable. The waste hauler must be licensed by the U.S. Department of Transportation as a Hazardous Waste / Universal Waste Hauler under the Series 49 CFR (Code of Federal Regulations).

N. **Personal Protective Equipment (PPE’s):** All personnel must wear personal protective equipment in the execution of their duties to include gloves, protective eye wear or face shields, respiratory protection or other safety-wear as necessary. Any additional costs incurred resulting from these requirements will be the sole responsibility of the Vendor(s).

### 2.7 SCHEDULE:

Janitorial services for Citizens will be accomplished during and outside of normal business hours. The typical building operation hours are from 8:00 AM ET until 5:00 PM ET Monday through Friday, excluding Citizens’ holidays. A list of holidays will be provided to the awarded Vendor(s). In the event of a catastrophe, Citizens may have a need to increase business hours up to 24/7 operations, including the addition of weekends, at which point additional janitorial services may be required. The EverBank Center location does have a small group of 24/7 staff located on the 15th floor.

A. **Day Porter Service:** The day porter must be able to work from 8:00 AM ET to 4:30 PM ET, with a ½ hour lunch break, excluding Citizens’ holidays. The day porter is required to check in and out with the respective Facility Manager or designee on a daily basis. The on-site supervisor should monitor the day porter’s scheduled work day on a periodic basis to ensure quality. In the event of a catastrophe event, Citizens may need porter services to be extended to a later time at night and/or the weekends, if necessary.

B. **Evening Janitorial Service:** Evening janitorial service will be provided Monday through Friday, between the hours of 5:30 PM ET to 10:00 PM ET, excluding holidays. In some facilities there may be IT support functions ongoing 24/7, 365; however, no special janitorial service is required for IT support functions.

   The Vendor(s) should complete night janitorial services and vacate the facility, with all lights out no later than 10:00 PM ET or such other time as agreed upon by the Facility Manager. Citizens will be flexible where possible to ensure efficient and economical services can be performed. Citizens reserves the right to adjust work hours to serve the specific needs of the facility and will consult with Vendor(s) to minimize impact to staffing requirements. Citizens expects the Vendor(s) and its staff to be proactive in conserving energy by ensuring lights are off in offices, common areas, etc. as they work through each area/section of the facilities. In some cases, lights are automated through the use of occupancy sensors.

### 2.8 JANITORIAL SERVICE REQUIREMENTS:

Vendor should be able to provide the following Janitorial Service Requirements:

**NOTE:** For Jacksonville EverBank Center – only Freight elevators are allowed to be used for housekeeping services.

**A. GENERAL:**

1. Cleaning procedures and chemicals shall be used in accordance with manufacturer’s recommendations and warranty conditions.
2. Maintain janitorial closets and equipment in a clean and odor free environment.
3. All supplies should be organized and kept sealed, with caps on when not in use.
4. All empty containers should be properly discarded.
5. MSDS sheets should be bound in an organized notebook and maintained in agreed upon designated location.
6. All mop buckets should be rinsed and drained. All mop heads should be cleaned and replaced as needed. All mop/utility sinks should be kept clean each day/night.
B. NIGHTLY SERVICES:
1. Office Areas:
   a. Remove all trash/waste, boxes and items marked as such and place in appropriate dumpsters. Spot clean trash cans, remove and replace trash can liners as needed (i.e. if liquids or foods were discarded previously).
   b. Dust and spot clean exposed horizontal surfaces and pay attention to rings or spills on furniture. Wooden surfaces must be maintained with an appropriate polish to avoid residue or damage. Every effort should be made so no rings, spills or noticeable dust is visible on any surface.
   c. Countertop/laminate surfaces must be wet cleaned.
   d. Vacuum traffic areas and any visible debris on carpets.
   e. Spot clean carpets, as needed, within proper cleaning specifications and methods for the carpet type.
   f. Spot clean light switches, doors and walls, tops of modular furniture.
2. Common/Areas Interior and Exterior:
   a. Exterior: Note: Jacksonville location has no exterior building cleaning requirements.
      i. Empty and clean all trash containers and ash urns, remove and replace trash can liners as needed.
      ii. Clean outside door/windows at main entrance.
      iii. Sweep clean mats at main entrance and all landings to ingress/egress locations. Sweep freight loading zone areas.
   b. Interior:
      i. Spot clean doors, walls and switches.
      ii. Clean, disinfect and polish drinking fountains; do not allow mineral deposits on bubbler or metal. No metal polish will be used.
      iii. Clean and wipe down all water bottle dispensers and/or water dispenser stations.
      iv. Clean all entrance glass doors and doorframes in all entryways and lobbies.
      v. Clean all glass surfaces on modular furniture as needed.
      vi. Remove all reachable cobwebs from walls, corners and ceilings of common areas.
      vii. Excluding Jacksonville, wet mop and clean, as needed, the stairwells to be free of debris and ensure overall cleanliness. Wipe handrails.
      viii. Excluding Jacksonville, clean elevators, leaving no debris in grates, tracks or corners. Vacuum/mop and clean inside elevator floor finish as appropriate to maintain clean appearance.
      ix. Vacuum/clean breakroom mats.
3. Food Service Areas/Breakrooms/Coffee Bars: The Vendor(s) will perform all tasks as noted above in the common areas for these break use areas. Services also include wet mopping floors using a general purpose type cleaner, wiping down all cabinet surfaces, specifically countertops, and periodically wiping out any drawers or storage areas upon request.
4. Restroom/Shower Cleaning: Clean, disinfect and stock all restrooms daily (excluding the EverBank Center Building 12th floor restrooms which is a shared floor with other tenants). Stocking of all restrooms may differ by site and will be further clarified during the
mandatory Pre-Response Conference. Vendor is responsible for providing all restroom supplies. Typical supplies include: toilet paper, trash can liners, soap, paper towels, and air fresheners.

a. Maintain the level of appearance and cleanliness at the highest quality. Leave no streaks, discoloration, or visible dust or debris on floors, walls, ceilings, vents, toilet partitions, reachable light fixtures and plumbing fixtures.

b. All metal, porcelain and tiled surfaces will have a polished and clean appearance after each cleaning. Any painted surface will be clean and streak free. A registered germicidal cleaner must air dry to provide maximum effectiveness before buffing or polishing is performed.

c. No mineral deposits will be allowed on any exposed surfaces, including under the rims of toilets and urinals.

d. Floors will be mopped with clean mop heads/equipment and thoroughly edged cleaned to avoid buildup in corners and under/around toilets and urinals.

e. Clean and empty all sanitary disposal containers and replace liners.

f. Replace batteries in air fresheners, auto-flushers and other fixtures as needed. Citizens will provide batteries to Vendor for this purpose with Vendor maintaining inventory and installing as needed.

C. WEEKLY SERVICES:

1. Dust all wall hangings and light fixtures within reasonable reach in common areas.

2. Ensure carpets, edges, and baseboards are dust free and spot free throughout.

3. Lobby tile floors must be wet mopped weekly or more frequently if needed. Rainy days may require more mopping of the area.

4. Thoroughly clean all microwaves.

5. Wipe down door knobs, handles, push bars, handrails, etc. with disinfectant or sanitizer.

6. Vacuum offices, conference rooms, training rooms, modular furniture spaces and all carpeted areas weekly, or more often if needed during nightly inspections.

7. Exterior (Excluding Jacksonville): Clean picnic tables, benches, exterior seating. Wet cleaning may be required with germicidal cleaner in order to maintain clean appearance.

D. MONTHLY SERVICES:

1. **Office and Common Areas:** Detail clean any horizontal or vertical surface so that no visible dirt, dust, cobwebs, or streaks are visible, including all furniture, stands, edges, corners, baseboards, walls, air vents, door frames, dusting in reachable spaces. Other areas include: janitorial closets, stairwells, handrails, entrance areas, lobbies, planters, around copier and printer equipment and any other item or area within the scope of work. Vacuum and/or dust air supply and return vents. Clean all blinds at the same time interior windows are cleaned. After cleaning, all blinds shall operate properly and contain no visible streaks, smears or dust. An ultrasonic blind cleaner is recommended to clean Venetian blinds. Vertical blinds may be cleaned in place using chemicals designed for vinyl cleaning.

2. **Hard Surface Flooring:** Buff, scrub, strip, or refinish all hard flooring to maintain a uniform, high gloss, slip resistant, and clean surface. Perform complete stripping and refinishing according to the appearance of the floor and as mutually agreed upon between the Facility Manager and Vendor(s). Certain high traffic areas will need more frequent stripping, refinishing, and buffing to maintain required appearance.

3. **Break Areas:**
a. Thoroughly clean, sanitize/wipe down all breakroom appliances (e.g. microwaves, ice machines, water dispensers).

b. Refrigerators, including freezer areas, should be cleaned on the last Friday of each month unless otherwise communicated and scheduled with the Facility Manager. Citizens will ensure employees are notified to clean out all items when cleaning is scheduled. Cleaning includes wiping down all shelving and container areas with a sanitizing cleanser. No lunch bags, dishes or personal items should be discarded during this process.

4. Restrooms: At the first of each month, a minimum of one (1) gallon of clean water with a germicidal disinfectant will be poured down each restroom drain to maintain p-trap seals. (Excluding 12th floor of Jacksonville EverBank Center – See Section 2.8.B.4).

E. QUARTERLY SERVICES

1. Detail clean all restroom floors (except 12th floor restroom of Jacksonville EverBank Center) and grout to a clean and uniform appearance; machine scrub floors, and wipe down all reachable walls and doors by the end of the first quarter of the subsequent contract and quarterly thereafter. All services to be schedule with Facility Manager.

2. Maintain hard floors with no build up in corners, no discolored edges from improper finish application or cleaning, and no dull or dirty surfaces; provide a high gloss and uniform appearance. Buff, scrub, and re-coat as needed.

F. SEMI-ANNUAL AND ANNUAL SERVICES

1. Carpet Deep Cleaning: Vendor(s) shall deep clean carpet in all high traffic areas two (2) times a year. High traffic areas will be cleaned during the first six (6) months of subsequent Contract execution and semi-annually thereafter. All other areas will be cleaned once a year as scheduled with the Facility Manager. Deep cleaning carpet should be completed using an extractor and other proper industry techniques. Edges and baseboards must not have fibers, debris, or spills visible after cleaning.

2. All semi-annual/annual carpet cleaning and extraction should be scheduled with the Facility Manager in order to operate air handlers overnight in the section to be extracted to reduce drying time.

3. Vendor(s) shall clean all interior windows every six (6) months with the exception of the high lobby windows. After cleaning, window blinds, sills, trim, and other surroundings shall be free of drippings and other watermarks.

4. Strip and reseal steps and landings with floor finish where applicable on an annual basis.

5. Vendor(s) must completely strip and refinish hard floors during the first six (6) months of the subsequent Contract.

G. OTHER SERVICES: Other services for which separate pricing is requested.

1. Carpet Deep Cleaning: In addition to the required annual cleaning, please provide unit price for a minimum of 5,000 square feet and up to 60,000 square feet, in increments of 5,000 square feet on Attachment G, Price Sheet.

2. Light Fixture Cleaning: Vendor(s) shall provide separate price for light fixture cleaning per light fixture on Attachment G, Price Sheet. Method of cleaning to be discussed and approved with Citizens Facility Manager prior to this cleaning activity.

3. Steam cleaning: Steam cleaning of modular furniture, per panel (both sides). Provide general estimate on Attachment G, Price Sheet as panel size may vary.

4. Forensic and/or Specialty Cleaning: Please provide information as to any other specialty cleaning services your company is certified in and pricing. Provide costs for specialized sanitation and cleaning requests after hours for H1N1, blood-borne pathogens, etc.
5. **Chair Upholstery Cleaning**: Please provide separate pricing breakdown for cleaning office chairs individually and in bulk.

6. **Additional Bacterial Wipes**: Please provide separate pricing for additional bacterial wipes that may be requested.

### 2.9 DAY PORTER SERVICE REQUIREMENTS:

All Vendor(s) employees must sign in/out at the lobby desk upon each visit. For day porter schedule and hours of operation, refer to Section 2.7 of the solicitation. In the event the day porter is unexpectedly absent, the Vendor(s) shall contact the Citizens’ Facility Manager to advise, and a suitable, trained replacement shall be provided within two (2) hours of the day porter’s normal start time. When the day porter has planned absences, Citizens’ Facility Manager shall be notified in advance and a trained replacement provided.

#### A. DAILY GENERAL SERVICES:

1. **Exterior cleaning (Excluded in Jacksonville EverBank Center)**: maintain a general clean appearance in all common areas, including designated smoking areas, smoking shelters and picnic/seating areas. Clean and service outside ashtray urns.
2. **Sweep/vacuum stairways as needed. Check for spills and clean during the day (excluded in Jacksonville).**
3. **Disinfect and wipe down all doors, frames, light switches, kick and push plates, handles and water fountains.**
4. **Spot clean walls and baseboards.**
5. **Sweep, vacuum and mop flooring as needed throughout the day to maintain a neat and clean appearance. Special attention should be given to entryways especially during wet weather days.**
6. **Respond to cleaning requests throughout day as needed to support Facilities.**

#### B. DAILY RESTROOM SERVICES:

**Excluding Jacksonville 12th floor (Per Section 2.8.B.4):**

1. **Wipe down all fixtures including toilet bowls, urinals, countertops, sinks, etc. as needed during each check of all restrooms throughout the day.**
2. **Spot clean and sanitize toilet seats (both sides).**
3. **Clean all glass and mirrors.**
4. **Empty all containers and disposals and insert replacement liners.**
5. **Spot clean partitions as needed.**
6. **Refill all dispensers to normal levels, including soap, tissue, toilet paper, paper towels, seat covers, air fresheners, etc. as needed throughout the day.**

#### C. DAILY BREAKROOM, TRAINING ROOM AND COFFEE STATION SERVICES:

1. **Empty all trash containers and provide liners as needed. Trash cans should be checked after 2:00 PM ET in each breakroom and emptied as needed.**
2. **Wipe out microwave ovens daily and as needed/requested.**
3. **Check sinks in coffee station areas, clean and wipe down as needed.**

### 2.10 CLEANING STANDARDS:

Quality cleaning is expected and required of the Vendor(s). All cleaning will be accomplished in such a way as to prevent discoloration, damage or disfigurement of the surface being cleaned and surrounding areas. The successful Vendor(s) is responsible for the prompt removal of all debris that is a result of the contractual service. This section outlines some of the minimum acceptable standards:

**A. Floor Maintenance – General**: For all operations where furniture and equipment must be moved, no chairs, wastepaper baskets or other similar items will be stacked on desks, tables
or window sills. Upon completion of work, all furniture and equipment must be returned to its original position. Baseboards, walls, fixtures, furniture and equipment should in no way be splashed, disfigured or damaged during floor care operations.

B. **Floor Maintenance:** Proper precautions such as the posting of wet floor signs should be taken to advise building occupants of wet and/or slippery floor conditions. All tools and equipment should be maintained in clean condition at all times and neatly stored each night in the assigned storage area/rooms. All buckets used for cleaning will be emptied and cleaned at the end of each shift. Cleaning of floor services should be done to prevent damage or disfigurement of furniture, doors, or trim.

C. **Dusting – General:** When dusting, dust should not be allowed to fall from high areas onto furniture and equipment below. After the completion of each dusting task, there should be no dust streaks and all corners, crevices, molding and ledges should be free of all dusts. Any items moved during dusting should be returned to its original position.

D. **Clean Up:** Citizens will provide dumpster facility for normal trash (compactor at loading dock in Jacksonville). The Vendor(s) should collect and remove all surplus, discarded materials and any other trash that is not considered normal trash/waste to a proper dumpsite. No separate payment will be made for removal, disposal, or cleanup, but all costs thereof must be included in the unit prices shown on Attachment G, Price Sheet. See also Section 2.6(M), Proper Disposal of Spent or Used Products.

E. **Notification of Damage and Repair:** The Vendor(s) will report to the Facility Manager or designee, in writing, any damages to the facilities as a result of the Vendor(s) operations. The notification will be completed by the next business day and include, at a minimum, the type of damage, location, time and date of occurrence. The Vendor(s) further agrees to repair or replace, to the satisfaction of the Facility Manager, any surfaces, fixtures, or furnishings or other property damaged by the service employee while on the premises.

F. **Quality Control:** It is the responsibility of the on-site supervisor to conduct a nightly inspection of the required services to ensure all areas of responsibility are performed. Any special requests or areas requiring specific cleaning not performed by day porter services will be requested through a work order system implemented between the awarded Vendor(s) and the Facility Manager. In addition, quality control will be addressed in periodic meetings between Vendor(s) and Facility Manager and/or designee. See Section 2.5.A, Supervisor(s).

G. **Emergency Building and Maintenance Problems:** The Facility Manager(s), or other designee, will be the primary point of contact in case of an emergency. In addition, on-site security guards are available for assistance. If at any point an emergency requires janitorial staff to call 911, then they must also notify the on-site security guard and the appropriate Facility Manager as soon as possible. In the event of a building or maintenance problem, the Citizens Facility Manager or designee should be notified immediately. Citizens’ on-call staff contact information for each site will be provided to the awarded Vendor(s). Additionally, the Vendor(s) should report to the Facility Manager at each site any items in need of repair that is not as a result of Vendor(s) services. (e.g., plumbing in restrooms).

#### 2.11 **SUPPLIES, INVENTORY AND EQUIPMENT:**
Vendor(s) are responsible for providing and maintaining all vendor owned equipment used in the performance of this contract. The Vendor(s) must furnish all cleaning supplies, paper products and consumables necessary to perform janitorial services needed throughout each facility in all areas. Upon request, product samples should be made readily available for review and approval by the Facility Manager. All supplies and chemicals must be green, environmentally friendly and nationally recognized in the janitorial profession. All supplies and chemicals are subject to Citizens’ approval prior to the start of services. Supplies may include but are not limited to: paper towels, toilet paper, toilet seat covers, air freshener, garbage bags, trash can liners, disinfectant, hand sanitizer/foam for restrooms, toilet cleaning products and mild antibacterial non-scented foam hand soap.
In the event that additional supplies/materials are required within the scope of providing Janitorial services and that are not listed above, Citizens retains the ability to compensate the Vendor for the cost of any additional supplies/materials required/requested by Citizens, above and beyond what is currently required after the start of the contract.

Vendor(s) should submit a list of all cleaning chemicals, with MSDS, at the Pre-Service Conference. Label data must be transferred to smaller containers and spray bottles to ensure personnel safety and proper use, per 29 CFR 1910.1200.

All restroom dispensers are installed and established in each Facility. Vendors should plan to use all existing dispensers; however, Citizens is open to alternate dispensers if provided by Vendor at no cost and mutually agreed upon in writing, through the solicitation process. Citizens is responsible for replacing any dispensers.

The Vendor(s) will use cleaning supplies in accordance with the manufacturers’ instructions. Germicidal disinfectants will be certified, U.S. Environmental Protection Agency (EPA) registered, hospital-strength quaternary ammonium-type disinfectant effective against the HIV and TB viruses. Vendor(s) will only use sodium hydrochloride (bleach), abrasive cleaners or other acids, except phosphoric acid cleaner when necessary and approved by a Citizens representative. All other cleaners must be industry-standard environmentally friendly/green products, with low flammability and low toxicity. No flammable products, including gasoline, may be stored in the Facility. Any additional costs incurred resulting from these requirements will be the sole responsibility of the Vendor(s).

A. Inventory Levels: The Vendor(s) is responsible for providing a minimum one week inventory levels on hand at the location of the services provided. Storage area will be provided by Citizens and identified during the site visit at each location.

B. Waste Minimization Programs: The U.S. Environmental Protection Agency (EPA) and Florida Department of Environmental Protection (FDEP) require the minimization of waste by the use of water-soluble materials. Vendor(s) is expected to utilize to the extent feasible the use of water-soluble products that are available.

2.12 ADDITIONAL REQUIREMENTS:

A. Professional Requirements: Vendor must be registered to conduct business in the State of Florida.

B. Insurance Requirements: Vendor(s) agrees to maintain at its sole expense, the following insurance purchased from an insurer licensed to transact business in the state of Florida:

1. Workers’ Compensation policy which provides coverage to Vendor’s employees, regardless of the state of hire, in at least the minimum statutory limits required by the state of Florida, and Employers’ Liability with limits of $1,000,000;
2. Commercial General Liability with minimum limits of $1,000,000 per occurrence (to include contractual liability on a blanket basis for liability assumed hereunder) and $2,000,000 in the aggregate;
3. Hired and non-owned automobile Liability with combined single limits of not less than $1,000,000 per accident;
4. Excess liability insurance with minimum limits of $1,000,000 in the aggregate; and
5. Janitorial Services Bond in the amount of $100,000.00.

A certificate of insurance satisfactory to Citizens and evidencing the above coverage must be presented to Citizens at least five (5) business days prior to start of services. Vendor further agrees that it will maintain insurance to cover any indemnity obligation that it has assumed under this Contract. All policies of insurance referenced herein will be primary and will include Citizens as an additional insured with the exception of Workers’ Compensation. Vendor shall provide copies of its policies upon request by Citizens. All policies will include provisions that the insurers waive the rights of recovery or subrogation against Citizens. Citizens shall be exempt from, and in no way liable for, any sum of money which may represent a deductible in
any of the aforementioned insurance policies. The payment of such deductible shall be the sole responsibility of the Vendor.

Specific to the EverBank Building in Jacksonville only, the landlord has the following insurance requirements:

- **Additional Insured Parties**: Vendor’s Commercial General Liability and Automobile Liability policies will name Citizens, Amkin West Bay, LLC and Amkin Management, LLC, their affiliates and/or successors, as additional insured, but only with respect to and to the extent of Vendor’s negligence in the performance of the services, and to the extent of minimum insurance limits required hereunder of:
  - Commercial General Liability per occurrence limit of $2,000,000.
  - Automobile Liability Insurance limit of $2,000,000.
  - Completed coverage and contracted products of $1,000,000.

C. **Employees, Subcontractors, and Agents**: All employees, subcontractors, or agents performing work under the subsequent Contract must comply with all security and administrative requirements of Citizens and should comply with all controlling laws and regulations relevant to the services they are providing under the Contract.

D. **Special Permits, License & Product Notifications**: The Vendor(s) is responsible for obtaining any necessary licenses and permits prior to start of services and throughout the term of the subsequent contract.

E. **Periodic Meetings with Facility Manager**: Within fifteen (15) calendar days following the effective date of the subsequent Contract, the Vendor(s) and the Facility Manager will mutually determine an appropriate set of periodic meetings to be held between Citizens and the Vendor(s) to ensure quality control and satisfaction of the performance of services. The Vendor(s) will not be entitled to additional compensation for meeting preparation or attendance.

### 2.13 DELIVERABLES AND DELIVERABLES SCHEDULE:

<table>
<thead>
<tr>
<th>DELIVERABLE</th>
<th>SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplies List</td>
<td>At the Pre-Service Conference and on-going throughout the life of the subsequent contract. See Section 2.11, Supplies, Inventory and Equipment.</td>
</tr>
<tr>
<td>Background Checks</td>
<td>At least five (5) business days prior to start of services and as staff changes are made. See Sections 3.11 and 3.12 of Attachment I, Draft Contract.</td>
</tr>
<tr>
<td>Employee Roster</td>
<td>Prior to the start of services and as staff changes are made. See Section 2.5(F), Employee Roster.</td>
</tr>
<tr>
<td>Hazardous Materials Emergency Response Training Documents</td>
<td>Thirty (30) days after contract execution. See Section 2.5(D), Training.</td>
</tr>
<tr>
<td>MSDS’s</td>
<td>At Pre-Service Conference and when products change. See Section 2.6(J), Safety Requirements.</td>
</tr>
<tr>
<td>Certificate of Insurance</td>
<td>At least five (5) business days prior to start of services. See Section 2.12(B) Insurance Requirements.</td>
</tr>
</tbody>
</table>
2.14 **PAYMENT SCHEDULE:** Vendor(s) should provide, at the end of each month, a monthly invoice for the work previously performed, and upon proper invoicing and reporting. The invoice should specify the dates of service, location of services performed, unit price and the Contract number. Upon receipt of the Vendor(s) invoice, the Facility Manager will review, approve and submit invoice for payment. The Facility Manager will work with the Vendor(s) in clarifying any discrepancies that may exist prior to payment. Citizens will not authorize payment for any late fees.

**NOTE:** Any discounts offered must be noted on the Attachment G, Price Sheet (i.e., if Citizens pays by the 10th of each month on all correct invoices, Vendor will provide a discount).

2.15 **VACANCY CREDITS:** On or by a mutually agreed upon date each month, Citizens’ Facility Managers, or their designee, will provide the Vendor with documentation to support the vacancy credit amount sought so the Vendor(s) can in turn provide an accurate invoice. This documentation may include .pdf copies of facility drawings highlighting vacant spaces and a corresponding spreadsheet document, and/or other documentation as mutually agreed upon.

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SECTION 3
RESPONSE INSTRUCTIONS & EVALUATION CRITERIA

3.1 **QUESTIONS:** There is an open question period beginning upon release of the solicitation and ending on the date and time specified on page 1, Calendar of Events. Vendors may submit questions in writing to the Procurement Officer identified on page 1 of this solicitation. Citizens will post answers to the questions on Citizens’ website in accordance with the Calendar of Events so all questions and answers are made available at the same time to all Vendors. Questions submitted will not constitute a protest to the solicitation terms. Answers will constitute an amendment to the solicitation only to the extent a substantive change is made to the solicitation.

**VENDORS ARE STRONGLY ENCOURAGED TO RAISE ANY QUESTIONS OR CONCERNS THEY MAY HAVE REGARDING THE REQUIREMENTS OF THIS PROCUREMENT, INCLUDING THE TERMS AND CONDITIONS, DURING THE OPEN QUESTION PERIOD OF THIS SOLICITATION.**

3.2 **CHANGES TO SOLICITATION:** If any changes are made to this solicitation, such changes will be formally noted through an amendment or addendum posted on Citizens’ website. It is the Vendors' obligation to monitor Citizens’ website to review amendments or addendums.

3.3 **RESPONSES SUBMITTED ARE PUBLIC RECORDS:** By participating in this solicitation process and submitting a Response, a Vendor acknowledges the requirements of the Florida Public Record laws found in Ch. 119, Florida Statutes and s. 24(a), Art. I of the Florida Constitution (the “Public Record Laws”), and agrees to the provisions set forth in this section. Citizens is a public entity subject to the Public Record Laws. All Vendor Responses and written communications regarding this solicitation become public records upon receipt by Citizens and therefore are subject to public disclosure. If a vendor asserts that any portion of its Response or written communication is exempt from disclosure under the Public Record Laws (a “Protected Record”) then the Vendor **MUST** comply with the following process:

1. Clearly identify each portion of its Protected Record(s) that it believes is statutorily protected from disclosure;
2. Submit a separate electronic copy of Vendor’s Response or written communication with only protected portions redacted; and
3. Submit a separate redaction log that provides a specific statutory citation justifying each redaction.

If Vendor does not identify each portion of a Protected Record as specified herein, Citizens may produce Vendor’s non-redacted copy in response to a public records request.

If Vendor has complied with the provisions of this section by identifying certain documents are Vendor’s Protected Record(s) and Citizens receives a public record request for a Protected Record, then Citizens will produce the redacted copy provided by Vendor in response to the public record request. In the event a party is seeking the non-redacted portion of Vendor’s Response and Vendor continues to assert in good faith that Vendor’s Protected Record(s) are confidential or exempt from disclosure or production pursuant to Chapter 119, Florida Statutes, then Vendor shall be solely responsible for defending its position, or seeking a judicial declaration.

Notwithstanding the provisions of this section, in accordance with Federal or State law, Citizens will comply with any court order or government agency directive to produce a Protected Record.

3.4 **RESPONSE DUE DATE AND SUBMISSION:** Responses must be received by the Procurement Officer identified on page 1 on or before the date and time specified on page 1, Calendar of Events.

Clearly identify which solicitation your Response is for on the front of your submittal as follows:
3.5 **RESPONSE FORMAT:** This section prescribes the format in which Responses are to be submitted. Any information deemed appropriate by the Vendor may be included, but is required to be placed within the pertinent sections.

Citizens is under no obligation to look for responsive information contained in incorrect sections or that is not organized according to these instructions. All Responses must contain the sections outlined below. All Responses submitted should include numbered sections clearly separating and identifying each section as indicated below.

It is the Vendors’ responsibility to provide complete answers and/or descriptions to all areas which Citizens has requested information. Do not assume Citizens will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with Citizens. **Responses are evaluated solely on the information and materials provided in your written Response, the use of outside materials or external website links is not allowed. Any links provided in a Vendor’s Response will not be reviewed or used to score Responses.** Vendors are required to provide complete information and documentation within their submission which will be used for evaluation.

A. **Original CD Response:** The Vendor shall submit with their Response one (1) CD original of their entire Response.

B. **Additional Response(s) Copies:** Vendor should submit four (4) identical hardcopies of the original Response.

Please Note that the original CD response and additional hardcopy responses will be used for review and evaluation purposes and should be identical in form and content.

C. **Redacted Copy of Response:** In addition to the CD required in Section C. above, the Vendor should submit an additional CD with their Response containing a full “Redacted” electronic version of their Response in accordance with Section 3.3, above. This CD should be labeled “**Redacted Response**” and be void of any information the Vendor deems exempt from Florida’s public record law.

By participating in this solicitation process and submitting a Response, a Vendor acknowledges the requirements of the Florida Public Record laws found in Ch. 119, Florida Statutes and s. 24(a), Art. I of the Florida Constitution (the “Public Record Laws”), and agrees to the provisions set forth in this section. See Section 3.3 for more details.

3.6 **RESPONSE CONTENTS:** The purpose of the Vendors’ Response is to demonstrate its qualifications, competence and capacity to provide services in conformity with the requirements of this solicitation.

- The CD-ROM should have separate folders for each Response “Tab.”
- Tab folders should be plainly titled “Tab 1,” “Tab 2,” etc., as shown below.
  ```
  Tab 1    Tab 4
  Tab 2    Tab 5
  Tab 3
  ```
- Attachments should be plainly titled “Attachment A,” “Attachment B,” “Attachment C,” etc., as shown below.
  ```
  Tab 1
  ```
• Response areas that require form submissions (e.g., occupational licenses, financial
documents, insurance certificates, etc.) should be submitted in PDF format and plainly
titled with file names not exceeding 12 characters in length.

• Each of the “Tab” folders should contain the corresponding Response area as requested
below.

**Tab 1.**  **Forms and Documents:** Tab 1 is separated into two areas as identified below:

A. Vendor **shall submit:**

1. **Attachment A,** Minimum Requirements Acknowledgement Form;

2. **Attachment B,** Vendor Conflict of Interest Disclosure Form;

3. **Attachment C,** Responsible Vendor Review Form; and

4. **Attachment D,** Financial Review supporting documentation. This information
will be reviewed by Citizens’ Vendor Management Office (VMO), with potentially
the assistance of an independent CPA, to evaluate on a PASS/FAIL basis the
Vendor’s financial stability, viability, and capacity.

B. Vendor should submit:

1. Corporate Change: See Section 4, Corporate Change for further details, if
applicable.

2. Proof of entity in good standing in the State of Florida (i.e. Sunbiz or State of
Florida documentation).

3. **Attachment E,** Vendor Diversity Declaration Form

4. **Attachment F,** Vendor Contact Information

**Tab 2.**  **Pricing:** The Vendor **shall submit** a completed copy of **Attachment G,** Price Sheet in
this section.

**Tab 3.**  **Business / Corporate Qualifications:** The Vendor should submit in this section the
following information:

1. Vendor should provide **Attachment H,** Business Reference Request Form to a
minimum of three (3) business / corporate references. References should return
the completed form directly to Citizens per the instructions on the form.

   If Citizens does not receive references by the date specified on the form, the
Vendor will receive no points for this scoring criterion.

**Tab 4.**  **Vendor Experience/Background:** Vendor should submit the following information
about Vendor experience:

• Length of time your organization has existed;

• List past mergers, acquisitions and reorganizations, if applicable;
- The Vendor should submit the qualifications and experience of Vendor’s company as related to projects of similar size, complexity and business that they have provided.
- Disclose business model/practices and ability to meet Citizens’ needs as identified in this solicitation. Include any additional information relative to the services being required in this solicitation.
- Vendor should specify all changes to management structure or executive leadership over the last five (5) years.
- The Vendor should also include any additional literature and product brochures if applicable.

Tab 5. **Staffing Requirements:** The Vendor should submit the following information:
- Describe/document Vendor’s ability to meet adequate staffing resource requirements as identified in this solicitation.
- Describe Vendor’s ability to staff and respond to emergency services that may be required. (Example: Citizens operations extended to a 24/7 operations due to a hurricane or other event; emergency clean-up due to building issue or other event requiring immediate response)

Tab 6. **Sample Paper Products:** The Vendor should submit the following information:
- A small sample of all paper products should be provided in Vendor’s Response that represents products included in your proposal.

3.7 **EVALUATION PROCESS:** Citizens will conduct a comprehensive review to validate all timely submitted Responses for compliance with the mandatory requirements. Failure to meet any mandatory requirement will result in rejection of Vendor’s Response. Responses that comply with mandatory requirements will be forwarded to the evaluation team members for individual and independent review and evaluation using the allocation of scores as indicated below.

**A. PHASE 1 – MANDATORY SUBMISSION REQUIREMENTS:** Only timely submitted Responses will be reviewed and evaluated by staff to determine if they include all mandatory submission requirements. Failure to provide any of the mandatory submission requirements (outlined in the Initial Responsiveness Checklist, see page 4) or a “FAIL” determination will result in disqualification of Vendor (as non-responsive or non-responsible).

**B. PHASE 2 - WRITTEN RESPONSE EVALUATION:** For the purpose of evaluation, scoring and ranking, review categories have been divided into multiple sections.

1. **Evaluation Criteria:** The following reflects the maximum number of points that may be awarded by category:

<table>
<thead>
<tr>
<th>TAB NO.</th>
<th>EVALUATION CRITERIA</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of All Mandatory Forms and Documents</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>2</td>
<td>Pricing</td>
<td>30 Points</td>
</tr>
<tr>
<td>3</td>
<td>Business/Corporate Qualifications</td>
<td>10 points</td>
</tr>
<tr>
<td>4</td>
<td>Vendor Experience / Background</td>
<td>35 points</td>
</tr>
<tr>
<td>5</td>
<td>Staffing Requirements</td>
<td>20 points</td>
</tr>
<tr>
<td>6</td>
<td>Sample Paper Products</td>
<td>5 points</td>
</tr>
<tr>
<td><strong>Total Points:</strong></td>
<td></td>
<td>100 Points</td>
</tr>
</tbody>
</table>
2. **Pricing Points Allocation**

Pricing will be scored as follows:

**INDIVIDUAL LOCATION RESPONSES:**
The following formula will be used to evaluate Price. The lowest proposed total price from all responsive Vendors on Attachment G will be awarded 30 points and henceforth be known as Lowest Total Cost (LTC). Responses of other Vendors will be scored using the following methodology: LTC divided by the Response Cost (RC) being considered times maximum points score of 30 will equal the points awarded.

Formula: \( \frac{\text{LTC}}{\text{RC}} \times 30 = \text{Score} \)

**BOTH LOCATION RESPONSES:**
The following formula will be used to evaluate Price. Vendor’s proposed price for each location will be added together, the lowest proposed total price, by location, from all responsive Vendors on Attachment G will be awarded 30 points and henceforth be known as Lowest Total Cost (LTC). Responses of other Vendors will be scored using the following methodology: LTC divided by the Response Cost (RC) being considered times maximum points score of 30 will equal the points awarded.

Formula: \( \frac{\text{LTC}}{\text{RC}} \times 30 = \text{Score} \)

3. **Evaluation Team Rankings**

After the Responses are evaluated and scored by the individual evaluators the scores will be combined and averaged to determine the initial ranking of each Vendor. The Evaluation Team will meet in a public meeting to review the scores and rankings in order to determine which Vendor(s) to recommend for Award.

3.8 **EXCEPTIONS TO CONTRACT TERMS:** It is not permissible to submit exceptions to the Contract terms with your Response. If a Vendor has any questions or suggestions, including proposals for alternative solicitation or contractual terms, such questions or suggestions must be presented in writing to the Procurement Officer prior to the Questions Due deadline of this solicitation as described on page 1, Calendar of Events. Citizens will consider all proposed contractual terms submitted during the Questions period and will reflect any accepted alteration of contract terms through an amendment to this solicitation. Responses that contain provisions that are contrary to the requirements found in this solicitation and not addressed through an amendment to the solicitation in response to a question raised in the Question period will be deemed non-responsive.

3.9 **VENDOR’S REPRESENTATION AND AUTHORIZATION:** Submission of a Response to this solicitation by a Vendor certifies its acceptance of and agreement to the requirements, terms and conditions of this solicitation.
SECTION 4
SOLICITATION GENERAL CONDITIONS

4.1 PROTESTS: There are two conditions under which this solicitation may be challenged:

1. There may be a protest of the terms, conditions, and specifications contained in the solicitation, including any provisions governing the methods for ranking bids, proposals, replies, awarding contracts, reserving rights for further negotiations, or modifying or amending any contract. A notice of intent to protest, made pursuant to this condition, must be filed in writing with Citizens’ Clerk within 72 hours after the posting of the solicitation (excluding Saturdays, Sundays and state holidays); or

2. A person adversely affected by Citizens’ decision or intended decision to award a contract pursuant to Sections 287.057(1) or (3)(c) may challenge the decision. A written notice of intent to protest, made pursuant to this condition, must be filed in writing with Citizens’ Clerk within 72 hours after Citizens posts notice of its decision or intended decision. A decision or intended decision that can be challenged must be made from a determination of a single source award, rejection of all responses of a competitive solicitation, or a notice of intent to award a contract pursuant to a competitive solicitation for purchases of commodities or contractual services that exceed the Category Two threshold amount (as defined in Section 287.017, F.S.).

After the timely filing of a written notice of intent to protest, the protestor must then file a formal written protest. The formal written protest must be filed within 10 days after the date of the notice of protest is filed. The formal written protest must state with particularity the facts and law upon which the protest is based and comply with Citizens’ Board of Governors Procedures: Procurement Protests (Section 4-5.00). Questions to the Procurement Officer do not constitute formal notice of a protest.

Any protest concerning this solicitation shall be governed by Section 627.351(6)(e), F.S., and Citizens’ Board of Governors Procedures: Procurement Protests at: https://www.citizensfla.com/shared/generalInfo/pdf/ProcurementProtestsProcedure.pdf. Failure to timely file an intent to protest or timely file a formal written protest, within the time prescribed pursuant to 627.351(6)(e), F.S., constitutes a waiver of proceedings.

The address of Citizens’ Clerk for the filing of: the notice of intent to protest or the formal written protest is:

Citizens Property Insurance Corporation
Attn: Althea Gaines, Clerk
2312 Killearn Center Blvd, Building A
Tallahassee, FL 32309
Email: Agency.Clerk@citizensfla.com

4.2 CORPORATE CHANGE: If Vendor is involved in or undergoing a sale, purchase, merger, or other change in ownership or control ("Change") that will in any way alter the Vendor’s legal entity, name, structure, financial status or business operations, Vendor should submit in Tab 1 of its response, if applicable:

• A section disclosing all current entities involved in the Change, when the Change is anticipated to take place and any information related to the Change that may affect the Response;
• Each area in Vendor’s Response should contain a separate section that discusses whether
the Change will alter, modify or otherwise affect the Vendor’s Response; and

- If this is not applicable to your Response, Vendor should provide a statement that this section is “not applicable”.

4.3 **COSTS OF PREPARING RESPONSES:** Citizens is not liable for any costs incurred by a Vendor in responding to this solicitation, including costs for materials, meetings and/or travel, if applicable.

4.4 **DISPOSAL OF RESPONSES:** Other than the Vendor’s intellectual property, all Responses become the property of Citizens and will be a matter of public record subject to the Public Record provisions of Chapter 119, Florida Statutes, and 24(a), Article I of the Florida Constitution. To the extent allowed by law, Citizens shall have the right to use all ideas, or adaptations of those ideas, contained in any Response received in response to this solicitation. Selection or rejection of the Response will not affect this right.

4.5 **ELECTRONIC POSTING:** Citizens will electronically post all notices, solicitation documents and addenda on Citizens’ website which is located at https://www.citizensfla.com/about/purchasing/purchasing-solicitations.cfm.

4.6 **FIRM RESPONSE:** The Procurement Officer may make an award within one hundred and eighty (180) calendar days after the date of the opening, during which period Responses will remain firm and may not be withdrawn. If award is not made within one hundred and eighty (180) calendar days, the Response shall remain firm until either the Procurement Officer awards the Contract or the Procurement Officer receives from the Vendor written notice that the Response is withdrawn. Any Response that expresses a shorter duration may, in the Procurement Officer’s sole discretion, be accepted or rejected.

4.7 **WITHDRAWAL OF A RESPONSE:** A submitted Response may be withdrawn from consideration by written request signed by an authorized representative of the Vendor, delivered to the Procurement Officer before the opening date listed in the competitive solicitation. Any Response submitted, and not properly withdrawn, shall remain a valid Response for one hundred and eighty (180) calendar days after the opening date. All Responses submitted shall remain property of Citizens and may be subject to the Public Record provisions of Chapter 119, Florida Statutes and 24(a), Art. I of the Florida Constitution.

4.8 **MINOR IRREGULARITIES / MATERIAL DEVIATIONS:** Citizens reserves the right to waive any minor irregularity which reflects a non-material deviation, if Citizens determines that doing so will serve Citizens’ best interests. Citizens may reject any Response with a material deviation or Response not submitted in the manner specified by the solicitation documents.

4.9 **MISREPRESENTATION:** All information provided and representations made by the Vendor are material and important and will be relied upon by Citizens in awarding the contract. Any intentional or negligent misstatement may be treated as a fraudulent inducement to award Vendor the contract and a fraudulent concealment from Citizens of the true facts relating to submission of the Response. A misrepresentation may be punishable under law, including, but not limited to, Chapter 817 Florida Statutes. Furthermore, any misrepresentation may be immediate grounds for termination of any contract related to this solicitation and said Vendor will not be able to participate in future solicitations or other business opportunities with Citizens for the duration of this contract term, including renewal period.

4.10 **NO PRIOR INVOLVEMENT AND CONFLICTS OF INTEREST:** The Vendor may not compensate in any manner, directly or indirectly, any officer, agent or employee of Citizens for any act or service which he/she may do, or perform for, or on behalf of, any officer, agent, or employee of the Vendor. No officer, agent, or employee of Citizens may have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made, by anyone for, or on behalf of, Citizens. The Vendor shall have no interest and shall not acquire any interest that will conflict in any manner or
degree with the performance of the services required under this solicitation.

4.11 **REJECTION OF RESPONSES:** Submission of a Response indicates acceptance by Vendor of the conditions contained in this solicitation, and any attachments including the Standard Terms and Conditions unless otherwise specified, as indicated in the competitive solicitation.

4.12 **TIE BREAKING PROCESS:** In the event a tie occurs in price and / or score between two (2) or more Vendors during a competitive solicitation, Citizens will determine the recommended Vendor for award based upon the following criteria (listed in order of priority):

- All goods / services of the Vendor are manufactured / performed in Florida;
- The Vendor has implemented a drug-free workplace program that meets the requirements of Section 287.087, Florida Statutes;
- All goods / services of the Vendor are manufactured / performed in the United States; and
- Certain foreign manufacturers with employees in Florida, as designated in Section 287.092, Florida Statutes.

If none of the above criteria resolves the tie, Citizens shall conduct a coin toss to determine the recommended Vendor for award. The tied Vendors will be informed of the tie, and will be provided with reasonable notice of the time and location of the coin toss, which they may attend. The Director of Purchasing Services or designee will ensure at least one (1) witness is present during the coin toss and document the results.

4.13 **NEGOTIATION SUBSEQUENT TO TERMINATION FOR CAUSE:** In the event that a Contract entered into pursuant to this solicitation is terminated for cause by Citizens, Citizens reserves the right to re-procure substitute contractual services through negotiations with the next-ranked eligible Vendor under this solicitation. If Citizens fails to contract with the next-ranked eligible Vendor it may continue in this manner sequentially through all eligible Vendors until a Vendor willing to perform at acceptable pricing under the solicitation’s terms and conditions is found. See Section 3.13 of Attachment H, Draft Contract for Citizens’ standard term regarding termination for cause.

4.14 **VERBAL INSTRUCTIONS:** No negotiations, decisions, or actions shall be initiated or executed by the Vendor as a result of any verbal discussions with a Citizens’ employee. Only written communications from authorized Citizens’ staff will be considered as authorized on behalf of Citizens. Only written communications from the Vendor signed by an authorized representative will be recognized by Citizens.

4.15 **PURCHASE ORDERS:** In contracts where goods or services are ordered by Citizens via purchase order, Vendor shall not deliver or furnish products until Citizens transmits a purchase order. All purchase orders will bear the Contract or solicitation number, will be placed by Citizens directly with Vendor, and shall be deemed to incorporate by reference the Contract and solicitation terms and conditions. Any discrepancy between the Contract terms and the terms stated on Vendor’s order form, confirmation, or acknowledgement will be resolved in favor of terms most favorable to Citizens.

END OF DOCUMENT