

**PEST CONTROL SERVICES
REQUEST FOR PROPOSAL**

RELEASE DATE: Wednesday, August 21, 2019
MANDATORY PRE-BIDDER'S MEETING: 2:00P.M. EST, Tuesday, August 27, 2019
Bidding Contractors only may obtain Project's Drawings & Specifications
prior to this meeting at www.browardhealth.org/construction
PRE-BID RFI QUESTIONS DUE DATE: Prior to 12:00 P.M. EST, Friday, August 30, 2019
DUE DATE: Prior to 3:00 P.M. EST, Wednesday, September 11, 2019
RFP OPENING: 9:30 A.M. EST, Thursday, September 12, 2019

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BROWARD HEALTH REQUEST FOR PROPOSAL

SECTION I: INSTRUCTIONS FOR SUBMITTING A RESPONSE

1. North Broward Hospital District d/b/a Broward Health (Broward Health) will receive sealed responses ("Response[s]") to this Request for Proposal ("RFP") from persons or entities who wish to provide Pest Control Services ("Contractor"). **Contractors must submit one (1) original and seven (7) copies of the sealed Specification Response with Contractor Name clearly printed on the front cover page of each submitted response. Additionally, Contractor shall submit two (2) complete responses on virus-free CD-ROM media with Contractor Name clearly labeled on each CD. USB drives cannot be accepted.**

IF CONTRACTOR IS ASSERTING ANY EXEMPTION(S) FROM CHAPTER 119, FLORIDA STATUTES, CONTRACTOR MUST SUBMIT ONE (1) REDACTED COMPLETE RESPONSE WITH THE FLORIDA STATUTORY BASIS FOR REDACTIONS ON VIRUS-FREE CD-ROM MEDIA WITH CONTRACTOR NAME CLEARLY LABELED ON CD. SEE CLAUSE 38 OF SECTION V FOR MORE DETAIL.

IF CONTRACTOR IS ASSERTING ANY EXEMPTION(S) FROM CHAPTER 119, FLORIDA STATUTES, IN A SEPARATE SEALED ENVELOPE, CONTRACTOR MUST SUBMIT ONE (1) HARD-COPY REDACTED COMPLETE RESPONSE WITH THE FLORIDA STATUTORY BASIS FOR REDACTIONS WITH CONTRACTOR NAME CLEARLY PRINTED ON THE FRONT COVER PAGE OF THE REDACTED RESPONSE. SEE CLAUSE 38 OF SECTION V FOR MORE DETAIL.

2. RFP Responses may be delivered in person, by registered mail, by U.S. mail or overnight delivery. All RFP Responses must be directed to Broward Health Corporate Resource Bids Department, 1800 NW 49th Street, Ft. Lauderdale, FL 33309. All RFP Responses must arrive in the Corporate Resource & Materials Management, **no later than 3:00 P.M. EST, Wednesday, September 11, 2019.** If submitting an RFP Response by mail, Contractors must allow sufficient time for mailing. If submitting an RFP Response by registered mail, the registered certification card will be returned to the Contractor acknowledging receipt of the RFP Response only if requested.
3. RFP Responses received after the closing time and date, for any reason whatsoever, will not be accepted or considered. Any disputes regarding timely receipt of an RFP Response shall be decided in the favor of Broward Health.
4. Contractors responding to this RFP may return your RFP response including the correct number of copies by placing your response (s) into a sealed container utilizing the suggested RFP identification label in this formal RFP. Please complete required information on the mailing label, complete company name and address in the upper left hand corner, check the appropriate block on the lower left corner indicating a "RFP RESPONSE ENCLOSED".
5. All submitted RFP Responses must be complete. If Conflict of Interest or Physician Ownership Disclosure forms and/or CD-ROMS are not included as part of the response, Contractor's will be advised and will be allowed 48 business hours to provide the missing documents. Should the Contractor not provide the documents within the 48 hours provided, the RFP Response shall be deemed incomplete and not acceptable. Supplemental information may be attached to the RFP Response, but must be designated as such. Broward Health reserves the right to request additional clarifying information from Bidders after RFP Responses are opened but before entering into a contract with any Bidder as may be determined to be necessary, in Broward Health's sole and absolute discretion, to assist in the evaluation of any RFP Responses timely submitted.
6. Under no circumstance may a Contractor modify an RFP Response after **3:00 P.M. EST, Wednesday, September 11, 2019.**
7. Broward Health understands that the supplies, products, equipment, software or services requested in this RFP may vary from company to company in technique and material. All specifications set forth in this RFP

are to be considered and construed as a general description of function, purpose and performance of the items desired. Any use of brand names or catalog numbers in the specifications is intended only as a description of the type of product and does not restrict bidding to any endorsed product. No RFP Response will be disqualified from consideration where items offered by the Contractor are substantially equivalent in quality, purpose and standards, even though it does not correspond exactly to the description contained in the specifications. Where differences exist, they shall be separately identified in an addendum to the RFP Response with a specific and concise explanation of what differences exist and why such differences do not substantially deviate from the quality, purpose and standards of the items specified. Further data on such difference shall be provided if requested. The items and sizes shown on specification sheets are estimated requirements. Actual purchases may be more or less than quantities shown on specifications, but only the actual quantities required will be purchased.

8. Broward Health will consider qualified Contractors that can meet the requirements and specifications outlined in this RFP.
9. **Broward Health Employees and Officers not to Benefit** - No Broward Health employee or officer shall have any ownership or monetary interest in, share in the benefits of, or be a part of any contract, either directly or indirectly pursuant to this RFP. Additionally, no Broward Health employee or officer shall personally benefit monetarily or otherwise as a result of the execution of any contract related to this RFP.
10. **Conflict of Interest and Ownership Disclosure** - There shall be no dealings between any Contractor and Broward Health that might be construed as a conflict of interest. All Contractors shall provide Broward Health with any and all information pertaining to any dealings with Broward Health that might be construed as a conflict of interest. Broward Health has adopted, implemented and codified its Conflict of Interest Policy, which is codified in its General Administrative Policy No. GA-001-015, and is reflected in its procurement code. As such, all Contractors acknowledge and agree to read and to abide by Broward Health's Conflict of Interest Policy, a copy of which shall be provided as part of this Request for Proposal. Furthermore, Contractor shall include fully completed copies of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms as well as Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements as part of its RFP Response.
11. **Broward Health Environmentally Preferred & Sustainable Procurement Practices (EPSPP)** – Broward Health is committed to the protection of the environment and providing a safe and healthy environment for our employees, patients and visitors. Recognizing the challenge to reduce the environmental footprint, Broward Health understands its responsibility to minimize waste, to use less toxic products, to improve occupational and patient health, and to reduce the use of hazardous material, while maintaining tight control on expenses and improving community relations. Being a good environmental steward does not end with Broward Health, but also applies to our vendors, as we recognize our impact as a major procurer of goods and services. Broward Health shall consider “green / sustainability initiatives” in its vendor solicitation and selection processes, whenever feasible, supporting environmentally responsible products and services that do not compromise existing sourcing practices and patient care and safety. To aid our efforts to sustain the environment, Broward Health requests all vendors to provide information on their company's Green / Sustainability / Environmental Protection Policy, Practices and Products. This would include products and services whose environmental impacts have been considered and found to be less damaging to the environment and human health, when compared to competing products and services.
12. **Broward Health Supplier Diversity Program** - Broward Health (BH) is committed to ensuring the participation of Certified Diverse Vendors (CDV) in its procurement of goods and services. Broward Health's Certified Diverse Vendors include Small Business Enterprises (SBEs), Minority Business Enterprises (MBEs), and Women Business Enterprises (WBEs) approved by one of BH's certification partners.

Pursuant to this commitment, Broward Health, by an act of its Board of Commissioners, has adopted and implemented a Supplier Diversity Program; the provisions for which are coded in its General Administrative Policy No. GA-001-045 and reflected in its Procurement Code. In accordance therewith, Broward Health, at its discretion, applies certain Diverse Vendor Enhancements to ensure the participation

of BH Certified Diverse Vendors in the procurement process. Per the Supplier Diversity policy, a Diverse Vendor Enhancement of 10 evaluation points - RFP Scoring Criteria has been approved for this RFP.

We highly encourage all of our business partners to join with us in our commitment to increase certified diverse vendor participation, by utilizing Broward Health's Certified Diverse Vendors, as sub-contractors, sub-consultants and 2nd Tier vendors. Prime Vendors/Consultants/Contractors can obtain a list of Broward Health Certified Diverse Vendors for sub-contracting via our online Certified Diverse Vendor Directory at www.browardhealth.org/diversity. Any questions, please contact the Office of Supplier Diversity (OSD) at 954-473-7289.

14. **Contractor contact with Broward Health Representatives** - Questions during the bidding process regarding the RFP process and protocol as well as technical questions regarding the scope of service should be directed via e-mail only to bids@browardhealth.org.

Questions regarding the Scope of Service must be sent prior to 12:00 P.M. EST Friday, August 30, 2019 Broward Health will provide a response to all timely received questions regarding Scope of Services via a single written addendum to the RFP.

15. The submission of an RFP Response shall constitute Contractor's representation to Broward Health that the Contractor is familiar with and agrees to comply with the contents of this RFP.
16. As a political subdivision, Broward Health is subject to the Florida Sunshine Act and Public Records Law. By submitting an RFP Response, Contractor acknowledges that the materials submitted with the RFP Response and the results of Broward Health's evaluation are open to public inspection upon proper request in accordance with Chapter 119, Florida Statutes. Contractor should take special note of this as it relates to proprietary information that might be included in its RFP Response.
17. Access to Books and Records – As applicable, under the Omnibus Reconciliation Act of 1980 and in accordance with 42 C.F.R. 420.300 et. Seq. and with Section 1981 of the Social Security Act (42 U.S.C. 1395 x (v) (1), until the expiration of four years after the furnishing of services pursuant to any agreement, Contractor shall, upon receipt of a written request, make available to the Secretary of the Department of Health and Human Services, the Comptroller General, or any of their duly authorized representatives, any agreement, and books, documents and records of Contractor that are necessary to certify the nature and extent of costs incurred by Broward Health under any agreement. If Contractor carries out any of the duties of any agreement through a subcontract with a value or cost of \$10,000 or more over a 12-month period, with related organization, such subcontract shall contain a clause to the effect that until the expiration after furnishing of such services pursuant to such subcontract, the related organization upon receipt of a written request, shall make available to the secretary, comptroller general, or any of their duly authorized representatives, the subcontract, and books, documents and records of such organization that are necessary to verify the nature and extent of costs incurred by Broward Health by reason of the subcontract.
18. PUBLIC ENTITY CRIMES: Section 287.133(2)(a) of the Florida Statutes states that a person or affiliate who has been placed on the convicted Contractor list following a conviction for a public entity crime may not submit a Response on a contract to provide any goods or services to a public entity, may not submit a Response 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 Contractor list. Contractor's Response should include a verified certification that it has not been placed on the State's convicted Contractor list within the last 36 months. Please complete "Sworn Statement," Section of RFP document.
19. Any person or affiliate, both as defined in section 287.133, Florida Statutes, who has been placed on the convicted vendor list following a conviction for a public entity crime, as defined in section 287.133, Florida Statutes, may not submit a bid, proposal, or reply to Broward Health on a contract to provide any goods or services, for the construction or repair of a building or other public work, nor for leases of real property; may

not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under any contract with Broward Health; and may not transact business with Broward Health in excess of Thirty-Five Thousand (\$35,000.00) Dollars for a period of thirty-six (36) months following the date of being placed on the convicted vendor list.

20. RFP Responses will be opened in a Public RFP Opening at the Broward Health Corporate Office, 1800 NW 49th Street, Ft. Lauderdale, FL 33309 beginning at **9:30 A.M. EST, Thursday, September 12, 2019.**

SECTION II: INFORMATION CONCERNING THE RFP PROCESS

1. This Request for Proposal (RFP) invites qualified firms to submit a proposal for consideration by Broward Health to provide Pest Control Services to Broward Health. The successful candidate will have documented healthcare experience providing Pest Control Services.
2. Broward Health will use a two-part evaluation process for this RFP. In the first part (the Part A evaluation), the Broward Health RFP Committee will review all timely submitted RFP Responses with respect to completeness, accuracy and content, at a public scoring/evaluation meeting that will be held at a subsequent time; the particular dates, times and location will be noticed 72 hours prior to the public scoring meeting on the Broward Health "Sunshine Board" located in the lobby of the Broward Health Corporate Office, 1800 NW 49th Street, Ft. Lauderdale, FL 33309. The evaluation criteria for this "Part A" evaluation is more fully set forth in Section III below. Broward Health anticipates selecting and inviting several Contractors whose scores on the "Part A" evaluation ranked the highest to make in-person oral presentations to the Broward Health Committee (the "Part B" Presentation Process, which is more fully detailed in Section III below). After the Contractors have made their oral presentations, the Committee will score each Contractor based on his or her performance. Following the "Part B" presentation, the Contractors shall be given a weighted score which shall be based on their corresponding Part A & Part B scores, the process to which is also detailed in Section III below (the "Part C" Process). This combined score shall constitute the Contractor's final total score. The Broward Health Committee will then rank the Contractors based upon their final total scores and will submit the ranking to the Broward Health Vice President of Supply Chain Services for approval. Upon approval, Broward Health will then negotiate a contract with one or more (a number to be determined at a later date) of the highest ranking scores among the selected Contractors. If Broward Health is unable to negotiate a satisfactory contract with any and/or all of the subset group of Contractors for any reason, then Broward Health shall formally terminate negotiations with the Contractor(s) in question, and shall then undertake negotiations with the next highest Contractor(s) not previously selected. Should Broward Health be unable to negotiate a satisfactory contract with any of the ranked Contractors, then Broward Health shall, at its sole discretion, either cancel or withdraw this RFP.
3. The issuance of this RFP constitutes only an invitation to submit a RFP Response to Broward Health. Broward Health reserves the right to determine, in its sole discretion, whether any aspect of the RFP Response satisfies the criteria established in this RFP.
4. No provision in the RFP is intended as a mandatory restriction or a limitation on the lawful authority and discretion of Broward Health. Broward Health reserves the right to waive, at any time prior to the acceptance of an RFP Response, any RFP procedure or requirement that is not made mandatory by statute.
5. The issuance of this RFP and the receipt of information in response to this document shall not, in any way, cause Broward Health to incur any liability, financial or otherwise. Broward Health assumes no obligation to reimburse and shall have no liability to any Contractor for any costs, losses or expenses incurred by Contractor in connection with submitting an RFP Response or otherwise. Broward Health reserves the right to use the information contained in any Response in any manner deemed appropriate.
6. Broward Health reserves the right, in its sole and absolute discretion, to change any of the terms and conditions of this RFP at any time.
7. Broward Health reserves the right to accept or reject, in whole or in part, for any reason whatsoever any or all RFP Responses submitted. RFP Responses that are not submitted on time and/or do not conform to Broward Health's requirements will not be considered.
8. Broward Health reserves the right to award the contract under this RFP to a Contractor based on the complete RFP Response, on any portion of the RFP Response, or on any particular items of the RFP Response, as it deems to be in the best interest of Broward Health.
9. Broward Health reserves the right, in its sole and absolute discretion, to withdraw, postpone or cancel this RFP at any time, including after an award is made and contract negotiation have begun. Broward Health

further reserves the right to re-advertise this RFP, which may be also be modified to meet the current needs of Broward Health.

10. Broward Health reserves the right to waive any formalities of or irregularities in the RFP process.
11. **RFP Disputes, Administrative Remedy** - If a Contractor disputes any matter arising out of this RFP or the RFP process, including the award of the Contract, Contractor shall provide written notice of dispute to Broward Health Vice President of Supply Chain Services at 1800 NW 49 Street, Ft. Lauderdale, FL 33309 within five (5) business days after the issue arises or the Contract is awarded. Failure of a Contractor to timely provide its written notice of dispute shall be deemed a waiver of the dispute by the Contractor. Within ten (10) business days from the date of receipt of the Contractor's dispute, the Vice President of Supply Chain Services will render a written decision on the dispute and forward the decision to the Contractor via the appropriate chain of command. A Contractor may appeal this decision by giving written notice of appeal to the Senior Vice President/Chief Financial Officer of Broward Health at 1800 NW 49 Street, Ft. Lauderdale, FL 33309 within five (5) business days after receipt of the Vice President of Supply Chain Services written decision. The notice of appeal shall be accompanied with copies of the Contractor's notice of dispute, the Vice President of Supply Chain Services written decision and any other documents the Contractor requests to be considered. Failure of a Contractor to timely give written notice of appeal shall be deemed a waiver of the appeal by the Contractor. The Senior Vice President/Chief Financial Officer of Broward Health shall render a written decision within five (5) business days after receipt of the notice of appeal. This decision shall be a final order on the RFP dispute. Until a final order is entered under this administrative remedy procedure, Contractor shall not be entitled to institute an action contesting this RFP, the RFP process, or the Contract award.
12. **Disclaimer** – Broward Health reserves the right to conduct site visits to Contractor's business location(s) and/or may request that Contractor participate in live presentations. The selection of a contractor may be based wholly or in part upon the result of site visits or live presentations.
13. **Cone of Silence** - To ensure fair consideration for all Contractors, Broward Health prohibits communication to/or with any member of the Broward Health Board of Commissioners, Broward Health official, any department, division or employee during the submission process, except as otherwise provided for herein. Additionally, Broward Health prohibits communications initiated by a Contractor to the Broward Health official or employee evaluating or considering the RFP proposals prior to the time an award decision has been made. Any communication between a Contractor and Broward Health in order to obtain information or clarification needed to develop a proper, accurate evaluation of the RFP shall be subject to and shall be in compliance with Section I, article 14, set forth above. Communications initiated by a Contractor to anyone other than those permitted individuals shall be grounds for disqualifying the offending Contractor from consideration for award of the proposal and/or any future proposal.

SECTION III: SELECTION PROCESS AND CRITERIA AND KEY DATES

A. SELECTION PROCESS AND CRITERIA

1. Part A - Evaluation Process

The RFP Committee shall review all RFP Responses received **prior to 3:00 P.M. EST, Wednesday, September 11, 2019** with respect to completeness, accuracy and content. The Committee shall then evaluate and score (rank) the RFP Responses based upon the following criteria:

<u>Criteria</u>	<u>Percentage Weight</u>
Diverse Vendor Participation	10%
Corporate Profile	15%
Quality Control	15%
Proposed Solution	30%
Pricing	30%
Total	100%

2. Part B - Presentation Process

Upon completion of the Part A – Evaluation Process, Broward Health shall invite those firms acceptable to Broward Health to participate in the Part B - Presentation Process.

Broward Health shall schedule these presentations and notify the Contractor of the date, time and place of the presentation. The Contractors shall have approximately two (2) weeks to prepare their presentations to Broward Health's Selection Committee. The order of the presentations shall be at the sole discretion of Broward Health. Contractors who are unable to make a presentation on the appointed date and time shall be disqualified. Each finalist will be provided with a document detailing the topics to be covered during the presentation.

Upon completion of a Contractor's Part B oral presentation, the RFP Committee shall evaluate and score (rank), the Oral Presentations based on how close in compliance the presentations were in relation to the requirements detailed in the notification letter sent to all Contractors invited to participate in the Part B process.

3. Part C - Calculation of Scoring and Ranking For Contract Negotiations

Upon completion of the Part B - Presentation Process, the scores for each Contractor from the Part A - Evaluation Process and Part B - Presentation Process shall be combined and calculated as follows to arrive at a total score for each Contractor:

Score from Part A - Evaluation Process	50%
Score from Part B - Presentation Process	<u>50%</u>
Total	100%

The Vice President of Supply Chain Services submits results and recommendation of RFP scoring committee and the Sourcing Manager to Broward Health Senior Vice President/Chief Financial Officer or designee for approval. The process will then follow the process outlined in Section II, article 2, until a satisfactory contract is reached.

B. RFP PROCESS KEY DATES

1. **RFP Advertisement and Submission Date.**
 - a. **Wednesday, August 21, 2019**- Copies of the RFP will be available. RFP will be available on web page <https://vendor.browardhealth.org/pages/current-opportunities>.
 - b. Vendor Inquiry Deadline: **Prior to 12:00 P.M. EST Friday, August 30, 2019**
 - c. **Prior to 3:00 P.M. EST, Wednesday, September 11, 2019** – RFP Responses must be received.
 - d. **9:30 A.M. EST, Thursday, September 12, 2019** - Public RFP Opening to be held in Broward Health Corporate Office, Corporate Resource & Materials Management 1800 NW 49th Street, Ft. Lauderdale, Florida, 33309.
2. **“Part A” - Evaluation Process**

RFP Responses shall be evaluated and ranked.
3. **“Part B” - Presentation Process**

Highest ranked Contractors will present their in-person oral presentations to the RFP Committee on the dates and at the times to be scheduled. Approximately two weeks’ notice will be provided.
4. **“Part C” - Calculation of Scoring and Ranking For Contract Negotiations**

Upon completion of the “Part B” Presentation Process and the meeting immediately following, the scores for each Contractor will be calculated mathematically. The final ranking (Part C Scoring) for each Contractor will be based upon the combined totals of “Part A” and “Part B” as detailed in this RFP.
5. The Part C scoring will then be presented to the Board of Commissioners at the next Board meeting for approval. Following approval, contract negotiations will commence with the highest ranked Contractor.

SECTION IV: DIVERSE VENDOR PARTICIPATION

Broward Health is committed to ensuring the participation of Certified Diverse Vendors (CDV) in its procurement of goods and services. Broward Health's Certified Diverse Vendors include SBEs, MBEs, and WBEs approved by one of Broward Health's certification partners.

Pursuant to this commitment, Broward Health, by an act of its Board of Commissioners, has adopted and implemented a Supplier Diversity Program; the provisions for which are coded in its General Administrative Policy No. GA-001-045 and reflected in its Procurement Code. In accordance therewith, Broward Health, at its discretion, applies certain Supplier Diversity Enhancements to ensure the participation of Broward Health Certified Diverse Vendors in the procurement process. Per the Supplier Diversity policy, a Supplier Diversity Enhancement of 10 evaluation points - RFP Scoring Criteria has been approved for this RFP.

We highly encourage all of our business partners to join with us in our commitment to increase certified diverse vendor participation, by utilizing Broward Health's Certified Diverse Vendors, as sub-contractors, sub-consultants and 2nd Tier vendors. Prime Vendors/Consultants/Contractors can obtain a list of Broward Health Certified Diverse Vendors for sub-contracting via our online Certified Diverse Vendor Directory at <https://www.browardhealth.org/pages/diversity>. Any questions, please contact the Office of Supplier Diversity (OSD) at 954-473-7289.

The scoring evaluation points will be awarded to respondents who are Broward Health Certified Diverse Vendors and Non-Certified Diverse Vendors, who document Certified Diverse Vendor solicitation and utilization (past and planned for this RFP). *All vendors must respond to each section; if negative or not applicable, please note "NO" or "N/A" accordingly.*

Shown hereunder are the criteria for awarding the RFP Scoring Criteria evaluation points:

- 1) The maximum evaluation points, as approved in this RFP, will be awarded to all Broward Health Certified Diverse Vendors. Certified Diverse Vendors responding to this RFP **MUST** submit a copy of their SBE/MBE/WBE certification from a Broward Health approved certification partner with their RFP response. Broward Health approved certification partners are:
 - National Minority Supplier Development Council (NMSDC)
 - Women Business Enterprise National Council (WBENC)
 - National Women Business Owners Corporation (NWBOC)
 - State Of Florida– Office of Supplier Diversity (OSD)
 - School Board of Broward County –Supplier Diversity & Outreach
 - Broward County Government – Office of Small Business Development
 - Miami Dade County Government – Office of Business Development
 - Miami Dade County Public Schools - Office of Economic Opportunity
 - Palm Beach County Government – Office of Small Business Assistance
 - School District of Palm Beach County – Office of Diversity in Business Practices
 - City Governmental Agencies -Tri-County Area (Miami-Dade, Broward & Palm Beach)
 - Florida State-wide Governmental Agencies – (i.e. City of Tampa, Leon County...)
 - SBA - 8A Business Development
 - SBA - HUBZone Small Business
 - SBA - Women-Owned Small Business
 - SBA - Service-Disabled Veteran-Owned Small Business
 - SDVOSB/VOSB –US Dept of VA –Service Disabled/Veteran-owned Small Business
 - DBE - US Department of Transportation – Disadvantage Business Enterprise
- 2) Evaluation points will be awarded to Non-Certified Diverse Vendors, who respond in *specific detail* to the following:

- a. **Solicitation** - Explain how your company solicits, invites, and encourages SBE/MBE/WBE participation in your company's procurement of goods and services. Include relevant sections of your company's policies and procedures on procurement of goods and services with diverse vendors. Documentation **MUST** be submitted with the RFP response to receive the full evaluation points assigned to this section.

- b. **Planned Utilization** – Provide a description of the planned utilization of Broward Health's Certified Diverse Vendors, as sub-contractors. Please include the type of work, dollar value, and percentage of work to be performed by the Certified Diverse Vendor(s) on this RFP. Documentation of planned utilization **MUST** be submitted with the RFP response to receive the full evaluation points assigned to this section.

- c. **Past Utilization** – Please provide documentation / reports of your company's past utilization of SBEs/MBEs/WBEs on prior projects/contracts. Documentation of past utilization **MUST** be submitted with the RFP response to receive the full evaluation points assigned to this section.

SECTION V: BROWARD HEALTH GENERAL TERMS AND CONDITIONS

The following terms and conditions shall apply to and become a part of any agreement entered as a result of this RFP process. Broward Health will consider incorporating any of Contractor's proposed terms and conditions if they do not conflict with, alter or modify any of the following terms and conditions.

- 1. Termination for Default.** If either party defaults in its performance under this Agreement and does not cure the default within 30 days after written notice of default from the non-defaulting party, the non-defaulting party may terminate this Agreement upon written notice to the defaulting party without penalty and without any further liability after the date of termination. Notwithstanding the foregoing, if Broward Health seeks to terminate this Agreement for Contractor's default, and Broward Health determines in its sole discretion that the event giving rise to the default cannot be remedied or cured, then no cure period will be provided and Broward Health may immediately terminate this Agreement without penalty and without any further liability. In the event that this Agreement is terminated early for any reason, within thirty (30) days of the termination effective date, Contractor shall reimburse Broward Health for the unused portion of any advance payments made to Contractor by Broward Health in amounts that will be pro-rated.
- 2. Termination for Convenience.** Broward Health may terminate this Agreement at any time without cause upon 120 days prior written notice to Contractor. If this Agreement is for supplies, products, equipment, or software, Broward Health will pay Contractor in accordance with the payment provisions of the Agreement through the date of termination. If this Agreement is for services, Broward Health shall compensate the Contractor in accordance with the payment provisions of the Agreement for those services rendered prior to the date of termination. In the event that this Agreement is terminated early for any reason, within thirty (30) days of the termination effective date, Contractor shall reimburse Broward Health for the unused portion of any advance payments made to Contractor by Broward Health in amounts that will be pro-rated.
- 3. Tax Exempt Status.** Broward Health is a tax-exempt entity (State Tax Exempt Certificate No 85-8012646292C-5) and is not obligated to pay sales, use or other similar taxes. If Broward Health is not exempt for a particular tax, it will reimburse Contractor for those taxes. Contractor shall assume full responsibility for payment of all federal, state, and local taxes or contributions imposed or required under unemployment insurance, Social Security, and income tax laws, with respect to Contractor's performance of this Agreement.
- 4. Sovereign Immunity.** The parties hereto acknowledge that Broward Health is a political subdivision of the state of Florida and enjoys sovereign immunity. Nothing in this Agreement shall be construed to require Broward Health to indemnify Contractor or insure Contractor for its negligence or to assume any liability for Contractor's negligence. Further, any provision in this Agreement that requires Broward Health to indemnify, hold harmless or defend Contractor from liability for any other reason shall not alter Broward Health's waiver of sovereign immunity or extend Broward Health's liability beyond the limits established in section 768.28, Florida Statutes. To the contrary, all terms and provisions contained in this Agreement, or any disagreement or dispute concerning it, shall be construed or resolved so as to insure Broward Health of the limitation from liability provided to Florida's subdivisions under Florida law.
- 5. Term.** The term of this Agreement shall be three years, unless otherwise agreed to in writing ("Initial Term"). Broward Health, in its sole discretion, may renew this Agreement for two- (2) additional one- (1) year terms upon giving Contractor written notice of its intent to renew at least (90) days prior to the expiration of the current term ("Renewal Term"). Any Renewal Term shall be on the same terms and conditions of the Initial Term, including all payment and pricing provisions.
- 6. Warranty and Indemnification.** Contractor warrants the performance of the Services to be furnished hereunder and agrees to indemnify, hold harmless and defend Broward Health, and its agents, employees and servants, from any and all claims, demands, actions, costs, expenses (including reasonable attorney's fees), and judgments arising out of or in any way anyway connected with any negligence, wrongful acts or omissions of Contractor, or its agents, employees, or independent contractors in the performance of Contractor's Services, duties and obligations under this Agreement. If it becomes necessary for Broward Health to defend any action seeking to impose any such liability, Contractor will pay Broward Health all costs of court and

reasonable attorneys' fees incurred by Broward Health` in such defense, in addition to any other sums which Broward Health may be called upon to pay by reason of the entry of a judgment or decree against Broward Health in the litigation in which such claim is asserted. This obligation shall survive termination of this Agreement.

7. **Insurance.** Contractor shall, at all times during the Initial Term of this Agreement and any Renewal Term, maintain at its cost the following minimum insurance coverage, from an insurer acceptable to Broward Health, with an AM Best "A" rating. The following have been established by Broward Health as acceptable coverages and limits. Any deviations from the limits and coverages must be approved by Broward Health in writing prior to contract implementation.

Comprehensive General Liability	\$1 million per occurrence/\$3 million aggregate
Professional Liability (covering all employees)	\$1 million per occurrence/\$3 million aggregate
Professional Liability (covering Company, P.A., Inc. LLC)	\$1 million per occurrence/\$3 million aggregate
Employee Dishonesty	\$50,000
Worker Compensation	Statutory Limits
Automobile (owned, non-owned & leased)	\$1 million
Umbrella Liability	\$5 million

Contractor shall agree to waive all right of subrogation against Broward Health for losses arising from work performed by Contractor for Broward Health. Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to the same insurance requirements as Contractor.

Contractor shall provide Broward Health with a certificate of insurance naming Broward Health as an additional insured prior to the execution of the final Agreement. All policies shall contain a provision that the insurer shall give Broward Health at least 30 days written notice prior to cancelling, terminating, or reducing the amount of Contractor's insurance. Along with the RFP submission, Contractor shall provide proof of insurance information or letter from insurance carrier that Contractor shall qualify for coverage prior to execution of an Agreement with Broward Health.

8. **Equal Opportunity Employment.** Contractor agrees that it will not discriminate against any employee or applicant for employment for work under this Agreement because of race, color, religion, sex, age or national origin and will take affirmative steps to ensure that applicants are employed and employees are treated during employment without regard to race, color, religion, sex, age or national origin. This provision shall include, but shall not be limited to the following; employment upgrading, demotion, or transfer, recruitment advertising, layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeships. Contractor further agrees to comply with Executive Order No. 11246 entitled "Equal Employment Opportunity" as amended by Executive Order No. 11375, as supplemented by the Department of Labor Regulations (41 CFR, Part 60).
9. **Compliance with Law.** Contractor is familiar with and shall comply with all federal, state, and local laws, ordinances, rules and regulations applicable to the supplies, products, equipment, software or services furnished under or pursuant to this Agreement.
10. **Compliance Education.** Contractor who is awarded a contract pursuant to this RFP, along with each principal (as used herein, "principal" include any officer, director, employee, agent, or any person or entity with any ownership interest in Contractor) of Contractor that performs functions under the Contract on behalf of Broward Health, shall complete at least one (1) hour of training regarding the Anti-Kickback Statute and the Stark Law including examples of arrangements that potentially implicate the Anti-Kickback Statute and the Stark Law. Furthermore, Contractor who is awarded a contract pursuant to this RFP, along with each principal of Contractor that performs functions under the Contract shall certify that s/he has completed such training and document such certification as and in the manner requested by Broward Health. In addition, by signing below, each party certifies that it will not violate the Anti-Kickback Statute Policies and Procedures, and Contractor shall distribute such

documents to its principals that perform functions under this RFP. Contractor and its principals shall review such documents and shall certify that each such person has received and reviewed such documents and understands them, and shall document such certification as and in the manner requested by Broward Health.

11. Compliance. The parties acknowledge that there is no obligation of Contractor or any of Contractor's principals (as used herein, "principals" includes any officer, director, employee, agent, or any person or entity with any ownership interest in Contractor) to refer patients to Broward Health or any Affiliate of Broward Health, and there is no obligation of Broward Health to refer patients to Contractor or any of Contractor's principals. The parties intend to comply with 42 U.S.C. § 1320a-7b(b) (commonly known and hereafter referred to as the Anti-Kickback Statute), 42 U.S.C. § 1395nn (commonly known and hereafter referred to as the Stark Law) and any other federal or state law provision governing fraud and abuse or self-referrals under the Medicare or Medicaid programs, as such provisions may be amended from time to time. This Agreement will be construed in a manner consistent with compliance with such statutes and regulations, and the parties hereto agree to take such actions necessary to construe and administer this Agreement accordingly. The parties in good faith believe that this Agreement fully complies with the provisions of the Anti-Kickback Statute and applicable exceptions to the Stark Law self-referral regulations (42 C.F.R. §§ 411.351 – 357). No amount paid hereunder is intended to be, nor shall be construed as, an inducement or payment for referral of or recommending referral of, patients by Contractor or any principal to Broward Health (or its employees or agents) or by Broward Health (or its employees and agents) to Contractor or any of Contractor's principals. In addition, fees charged hereunder do not include any discount, rebate, kickback or other reduction in charge, and the fees charged hereunder are not intended to be, nor shall they be construed as, an inducement or payment for referral, or recommendation of referral, of patients by Contractor or any of Contractor's principals to Broward Health (or its employees and agents) or by Broward Health (or its employees and agents) to Contractor or any of Contractor's principals. The sole purpose of the payments to Contractor hereunder is to pay fair market value for the services provided by Contractor and/or any of Contractor's principals to Broward Health hereunder. This Agreement shall be interpreted and construed at all times in a manner consistent with applicable laws and regulations governing the financial relationships among individuals and entities that provide or arrange for the provision of items or services that are reimbursable by governmental health care programs or other third party payors.

12. Contractor Warranties. Contractor hereby represents and warrants to Broward Health that:

- a. Neither Contractor nor Contractor's principals, employees, representatives, agents, assistants, associates, and subcontractors (individually, "Employee" and collectively, "Employees"), nor the immediate family of Contractor or Employee has a compensation arrangement of any kind with Broward Health. For purposes of this subsection, the term "immediate family" shall include a spouse, natural or adoptive parent, child or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, grandparent, grandchild or spouse of a grandparent or grandchild. For purposes of this subsection, compensation shall be defined as any type of remuneration directly or indirectly, overtly or covertly, paid in cash or in kind. The Corporate Compliance Office and the General Counsel's Office of Broward Health are authorized, in their sole discretion, to waive this requirement upon a showing of good cause and a demonstration that such waiver does not violate any applicable Federal or State statute, rule or regulation.
- b. Neither Contractor nor any Employees have been indicted for, charged with, or convicted of: (i) a felony offense, including a felony offense for which revocation of enrollment and billing privileges in the Medicare program is authorized under 42 C.F.R. § 424.535; (ii) a misdemeanor or felony offense related to the delivery of health care services; (iii) a misdemeanor or felony offense related to the practice of medicine; (iv) a crime of moral turpitude; (v) a misdemeanor or felony offense related to Contractor's or any Employee's conduct as an employee of a public entity; or (vi) a misdemeanor or felony offense within the scope of 42 U.S.C § 1320a – 7(a).
- c. Neither Contractor nor any Employees are undergoing any type of audit or are under investigation by a public or private, state or regulatory body or auditing entity.
- d. Contractor and its Employees have not engaged in, and during the Term of this Agreement shall not engage in, any activities prohibited under the federal anti-kickback laws (42 U.S.C. 1320a-7, 1320a-7a, 1320a-7b), the regulations promulgated pursuant to such federal statutes, related state or local statutes or regulations, or rules of professional conduct.

- e. Neither Contractor nor any Employees are or have been excluded, debarred, suspended, or has been otherwise determined to be, or identified as, ineligible to participate (including revocation of enrollment and billing privileges) in any Federal or State Health Care Program, including but not limited to, the Medicare and Medicaid Programs, nor has Contractor or any Employees received notice that he or she is to be excluded, debarred, suspended or otherwise determined to be, or identified as, ineligible to participate (including revocation of enrollment and billing privileges) in any Federal or State Health Care Program. Neither Contractor nor any Employees further have received any information or notice, or has become aware, by any means or methods, that Contractor or any Employees are the subject of any investigation or review regarding Contractor's or any Employees' participation in any Federal or State Health Care Program or is subject to investigation related to his or her conduct as an employee of a public entity.
- f. Contractor shall, prior to and during the Term of this Agreement, conduct periodic reviews of all Employees, including any officers, directors and persons or entities with any ownership interest in Contractor, to ensure that no Employee has been debarred, disqualified, excluded, suspended, or is otherwise ineligible to participate in any federal health care program ("Exclusion Checks"). If Contractor fails to perform Exclusion Checks or otherwise fails to prevent or permits an Employee who has been debarred, disqualified, excluded, suspended, or who is ineligible to participate in any federal health care program, to perform any services or obligations under this Agreement, the Contractor shall fully indemnify and hold Broward Health harmless from and against any and all claims, demands, costs, expenses, liabilities, causes of action and damages of every kind and character (including reasonable attorneys' fees), which may be asserted by any state or federal entity or regulatory authority or other third party, that is in any way related or incident to, arising out of, or in connection with the Contractor's failure to perform Exclusion Checks on its Employees. This subsection f. shall survive the expiration or termination of this Agreement.
- g. Contractor shall provide the names and any other information requested by Broward Health of any and all Employees who will be performing any services or obligations pursuant to this Agreement. The Contractor's use of any Employee is subject to the prior written consent of Broward Health, in its sole discretion.
- h. Contractor has not employed or retained any company or person, other than a bona fide employee working solely for Contractor, to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working solely for Contractor, any fee, commission, percentage, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For a breach or violation of this provision, Broward Health shall have the right to terminate this Agreement without liability at its discretion, or to deduct from the Agreement price or otherwise recover the fully amount of such fee, commission, percentage, gift or consideration.
- i. Contractor agrees to notify Broward Health in writing immediately, but in no event more than one (1) business day, after it becomes actually aware (or should have been aware) that any of the foregoing warranties has changed.
- j. Contractor acknowledges and understands that the failure to comply with the foregoing constitutes a material breach of this Agreement and that Broward Health may determine, in its sole discretion and notwithstanding any other provision of this Agreement to the contrary, that the material breach may be not able to be cured. In such event, Broward Health may immediately terminate this Agreement.

13. Ownership Disclosures. Contractor expressly agrees to disclose to Broward Health its ownership and financial relationships as they may relate to Broward Health in accordance with the following:

- a. Broward Health is required pursuant to Florida and federal law to ensure that any payments made to persons for services or supplies are compliant with such law.
- b. Contractor agrees to fully disclose in writing via the completion of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms and Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements to Broward Health upon the execution of the Agreement the identity of any person who: 1) has an ownership interest in any portion of Contractor, or is employed by or contracted with Contractor; and, 2) is also able in any manner to refer a patient to a Broward Health facility for the provision of any healthcare service.

- c. Contractor agrees to fully disclose in writing via the completion of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms and Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements to Broward Health upon the execution of the Agreement the identity of any person who: 1) has an ownership interest in any portion of Contractor, or is employed by or contracted with Contractor; and, 2) is also an "immediate family member" of any person who is able in any manner to refer a patient to a Broward Health facility for the provision of any healthcare service.
- d. "Ownership interest" is hereby defined as any form of equity or debt, whether direct or indirect. "Immediate family member" is hereby defined as: husband or wife; birth or adoptive parent, child, or sibling; stepparent, stepchild, stepbrother, or stepsister; father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law; grandparent or grandchild; and spouse of a grandparent or grandchild.
- e. Contractor expressly acknowledges that the aforementioned requirements of Florida and federal law are ongoing, and as such, Contractor agrees to immediately notify Broward Health in writing, (including but not limited to the completion of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms and Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements) of any and all changes in ownership interests that would require disclosure.
- f. Any failure by Contractor to comply with the requirements of this section will constitute a material breach of the Agreement.
- g. Contractor expressly understands and agrees that a fully completed and executed Conflict of Interest Questionnaire and Disclosure Agreement forms as well as the Disclosure Form for Physician Ownership and Financial Arrangements must be included as part of its RFP Response.

14. **Assignment and Subcontracts.** Contractor agrees not to enter into subcontracts, or assign, transfer, sublet, or otherwise dispose of this RFP, convey Contractor's obligations under this RFP, or any or all of its right, title or interest herein, without Broward Health's prior written consent. Broward Health may assign this Agreement and its rights hereunder to any successor or entity owning or operating Broward Health, to a wholly owned subsidiary of Broward Health, to any entity in which Broward Health has an ownership interest, or to an entity which acquires substantially all of its assets. If Contractor receives Broward Health's prior written consent to subcontract, assign, transfer, convey, or sublet provisions of this RFP and/or the agreement awarded, then Contractor shall provide to Broward Health a list of all subcontractors and/or agents who are or will be utilized in the performance of services under this RFP and/or the subsequently awarded agreement. Contractor shall also provide to Broward Health frequent, continuous, and current updates on any status change regarding any title, right, interest or issue regarding any service(s), duty or obligations arising from this RFP and/or the subsequently awarded agreement.

15. **Public Records Law.** In order to comply with Florida's public records laws, the Contractor shall:

- 1) Keep and maintain public records that ordinarily and necessarily would be required by Broward Health in order to perform the services under the Agreement.
- 2) Upon request from Broward Health's custodian of public records, provide Broward Health with a copy of any requested public records or to allow the requested public records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
- 3) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement's term and following completion of the Agreement if Contractor does not transfer the public records to Broward Health.
- 4) Meet all requirements for retaining public records pursuant to the State of Florida's General Records Schedule GS1-SL for State and Local Government Agencies and General Records Schedule GS4 for Public Hospitals, Health Care Facilities and Medical Providers, R. 1B-24-003(1)9b), Florida Administrative Code and/or the State of Florida's General Records Schedule GS1-SL for State and Local Government Agencies, R. 1B-24.003(1)9a), Florida Administrative Code, and transfer, at no cost, to Broward Health all public records in possession of Contractor upon termination of the Agreement and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored

electronically must be provided to Broward Health in a format that is compatible with the information technology systems of Broward Health.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (954) 473-7303, PublicRecordsRequest@browardhealth.org, or North Broward Hospital District d/b/a Broward Health, 1800 NW 49th Street, Fort Lauderdale, FL 33309.

16. **Confidentiality.** Contractor recognizes that it must conduct its activities in a manner designed to protect any information concerning Broward Health, its affiliates or clients (such information hereafter referred to collectively as "Broward Health Information") from improper use or disclosure. Contractor agrees to treat Broward Health Information on a confidential basis. Contractor further agrees that it will not, and Contractor's agents, representatives, and employees will not, disclose any of Broward Health Information without Broward Health's prior written consent to any person, firm or corporation except: (i) to authorized representatives of Broward Health or (ii) to employees of Contractor who have a need to access such Broward Health Information to perform the services contemplated hereunder. Contractors shall be subject to all Broward Health obligations relating to compliance with confidentiality laws and the confidentiality of protected health information. Contractor acknowledges and agrees to comply with the requirements of Health Insurance Portability and Accountability Act ("HIPAA"), which are incorporated herein by reference and made a part of this contract, as if they were printed in full herein. Contractor shall not disclose protected health information to any other party without the prior consent of the patient. Contractor shall ensure that each affected employee of their company is trained in the substance and importance of complying with the HIPAA requirements mentioned above, including the duty to avoid viewing stored materials except as expressly necessary to carry out legitimate job duties.
17. **Governing Law, Jurisdiction and Venue.** This Agreement has been executed and delivered in, and shall be interpreted, governed, construed and enforced pursuant to and in accordance with the laws of the State of Florida without giving effect to the principles of conflict of laws thereof. The parties agree that the sole and exclusive venue for any litigation, mediation, special proceeding or other proceeding as between the parties that may be brought or that arises out of or in connection with or by reason of this Agreement shall be Broward County, Florida.
18. **Attorney's Fees.** In connection with any litigation, mediation, special proceeding or other proceeding arising out of this Agreement, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees through and including any appeals and any post-judgment proceedings. Broward Health's liability for costs and reasonable attorney's fees, however, shall not alter or waive Broward Health's sovereign immunity or extend Broward Health's liability beyond the limits established in section 768.28, Florida Statutes, as amended.
19. **Independent Contractor.** It is expressly acknowledged by the parties hereto that the Contractor is an independent contractor, and nothing contained in this Agreement will be deemed or construed to create a partnership or joint venture between Broward Health and Contractor or any other relationship between the parties. Additionally, nothing in this Agreement is intended nor shall be construed to create an employer/employee relationship, or to allow Broward Health, or its agents, representative, or employees, to exercise control or direction over the manner or method by which the Contractor performs any services which are the subject of this Agreement.
20. **Partial Invalidity.** If any provision of this Agreement or the application thereof to any person or circumstance shall to any extent be held invalid, then the remainder of this Agreement or the application of such provision to persons or circumstances other than those as to which it is held invalid shall not be affected thereby, and each provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
21. **Separability.** Each and every covenant and agreement contained in this Agreement shall for all purposes be construed to be a separate and independent covenant and agreement, and the breach of any covenant or agreement contained herein by either party shall in no way or manner discharge or relieve the other party from its obligation to perform all other covenants and agreements herein.

22. **Provisions Binding.** Except as otherwise expressly provided in this Agreement, all covenants, conditions and provisions of this Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective heirs, legal representatives, successors and assigns.
23. **Headings and Terms.** The headings to the various paragraphs of this Agreement have been inserted for convenient reference only and shall not in any manner be construed as modifying, amending or affecting in any way the expressed terms and provisions hereof.
24. **Force Majeure.** Neither party shall be liable nor deemed to be in default for any delay or failure in performance under this Agreement or for other interruption of service deemed resulting, directly or indirectly, from acts of God, civil or military authorities, acts of the public enemy, war (whether or not declared), riots, insurrections, acts of government, accidents, fires, explosions, earthquakes, floods, failure of transportation, strikes or other work interruptions by employees or any similar or dissimilar cause beyond the reasonable control of either party. The time for performance shall be deemed extended for a period equal to the duration of such event.
25. **Non - Waiver.** No inaction upon any breach or waiver of any breach of any provision of this Agreement by any party shall be construed to be a waiver of any prior or subsequent breach of the same or any other provision of this Agreement. Nor will any custom or practice which may grow up between the parties in the administration of the provisions hereof be construed to waive or lessen the right of Broward Health to insist upon the performance by Contractor in strict accordance with the terms hereof.
26. **Mutual Representation of Authority.** Contractor and Broward Health represent and warrant to each other they have full right, power and authority to enter into this Agreement without the consent or approval, not already obtained. The signatory on behalf of Contractor and Broward Health further represents and warrants that they have full right, power and authority to act on behalf of Contractor and Broward Health in entering into and executing this Agreement.
27. **Limitation of Liability or Remedy.** Any provisions of this Agreement that tend to limit or eliminate the liability of Contractor or the remedies available at law or in equity to Broward Health shall have no application with respect to the warranties set forth herein.
28. **Third Party Beneficiary.** Broward Health and Contractor expressly agree and acknowledge that this Agreement does not and is not intended to grant to or create any rights in other persons as third-party beneficiaries or otherwise. Nothing herein shall be construed as consent to be sued by third parties in any matter arising out of this Agreement.
29. **Entire Agreement.** This Agreement consists of (including and without limiting to) the Request for Proposals, Contractor's Response to the Request for Proposals, Broward Health's Conflict of Interest Questionnaire and Disclosure Arrangement Forms, Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements, and any written agreement entered into by Broward Health and Contractor, as approved by the Office of General Counsel and the Office of Compliance and Ethics of Broward Health. To the extent that the agreement entered into by Broward Health and Contractor conflicts with, modifies, alters or changes any of the terms and conditions in the Request for Proposals or Contractor's Response to the Request for Proposals, the written agreement entered into by Broward Health and Contractor, as approved by the Office of General Counsel and the Office of Compliance and Ethics of Broward Health, shall control. This Agreement represents the entire understanding and agreement between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous negotiations, agreements, proposals, responses, understandings and representations, if any, made by and between the parties with respect to the subject matter of this Agreement. This Agreement may be modified only by a written agreement signed by Broward Health and Contractor.
30. **Inspection and Acceptance.** Inspection and acceptance of supplies, products, equipment, software or services to be furnished hereunder shall be made by representatives of Broward Health at a point of destination by the

receiving facility. Unless a detailed technical inspection is necessary, this inspection will generally consist of a visual examination of the type, kind, quantity, damage, operability, packaging and marking.

31. **Pricing.** Contractor represents that the price charged to Broward Health for all purchases or services made under this Agreement shall be as low as, or lower than, those charged the Contractor's most favored customer for comparable quantities under similar terms and conditions in addition to any discounts for prompt payment.
32. **Broward Health Property.** Property owned by Broward Health is the responsibility of Broward Health. Such property furnished to a Contractor for repair, modification, study, delivery, etcetera, shall remain the property of Broward Health. Any damage to such property occurring while in the possession of or while in route to the Contractor shall be the responsibility of the Contractor. In the event that such property is destroyed or declared a total loss, the Contractor shall be responsible for the replacement value of the property at the current market value, less depreciation of the property, if any.
33. **Payment.** Invoices shall be submitted to Broward Health, 1608 S. E. 3rd Avenue, Fort Lauderdale, Florida 33316, attention Accounts Payable Department and shall be payable 30 days after receipt of an undisputed invoice, unless otherwise set forth in the Agreement. Invoices shall include the following information: contract number, purchase order number, and description of the supplies, products, equipment, software or services to be furnished hereunder as a line item with prices. Transportation when not FOB destination shall appear as a separate itemized item on the invoice.
34. **Gratuities.** Broward Health, may by written notice to the Contractor, terminate the right of the Contractor to proceed under this Agreement if it is found after notice and hearing by the either the Chief Ethics Officer, Chief Compliance Officer and the Office of the General Counsel, that gratuities in the form of entertainment, gifts, monies, or ownership were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of Broward Health, with a view toward securing a contract or securing favorable treatment with respect to the awarding, or amending, or the making of any determination with respect to the performance of such contract.
35. **Discounts.** In connection with any discount offered by the Contractor, discounts will be computed from date of delivery of the supplies, products, equipment, software or services to the point of destination. Where acceptance of the supplies, products, equipment, software or services for compatibility or operability is necessary, discounts will be computed from the date of acceptance.
36. **Travel Expenses.** Reimbursement, if any, of travel expenses under this Agreement is subject at all times to Broward Health's published General Administration and Procedures Manual in effect. A copy will be provided to Contractor upon request.
37. **Public Inspection of RFP Responses.** Broward Health is, as a special taxing district of the State of Florida, subject to chapter 119, Florida Statutes ("Florida's Public Records Laws"). Pursuant to Florida's Public Records Laws, public records, including RFPs and responses to RFPs, within the custody of a public agency may be subject to inspection and copying unless exempt or confidential and exempt in accordance with applicable law. Accordingly, all RFP Responses submitted by a Contractor to Broward Health are deemed public records and are subject to disclosure pursuant to Florida's Public Records Laws.

If Contractor contends that any portion of its RFP Response is exempt or confidential and exempt from public inspection and copying pursuant to Florida law, it is the Contractor's responsibility to (1) redact such portions **and** (2) clearly label and specify next to each such redacted portion the applicable statutory Florida exemption prohibiting disclosure for public inspection and copying or production of the RFP Response.

Any redacted RFP Responses must also be (1) submitted in a separate sealed envelope and marked as such and (2) an electronic version of the redacted RFP Response must be submitted on virus-free CD-ROM media marked with Contractor's name and a title designating the CD-ROM as containing the redacted RFP Response.

A failure by Contractor to prepare and label the exempt or confidential and exempt portions of its RFP Response in the manner specified in this section of the RFP shall constitute a waiver by Contractor of any applicable exemptions from disclosure or any confidential status including ones that may be applicable to trade secrets under Florida law. By submitting a Response to this RFP, the Contractor agrees to waive any cause of action or claim for damages it may have against Broward Health or any of Broward Health's board members, executives, officers, employees, or agents for the release of records in response to a public records request other than those that are prepared and labeled as exempt or confidential and exempt as described in this section.

Contractor understands and agrees that, if a requestor of Contractor's RFP Response files an action in court or another venue of competent jurisdiction arguing that any redacted portion of the RFP Response is not exempt or confidential and exempt under Florida law, Broward Health reserves the right not to defend Contractor's position regarding such exemptions, provided, however, Broward Health shall timely notify Contractor to enable Contractor to take proper legal action. By submitting this RFP Response, Contractor agrees to indemnify and hold Broward Health harmless from any award to a plaintiff for damages, costs, or attorney's fees based upon Broward Health's nondisclosure of any portions of Contractor's RFP Response which has been prepared and labeled as exempt or confidential and exempt from public inspection and further agrees to indemnify Broward Health for any attorney's fees and costs it may incur in the defense of such nondisclosure.

SECTION VI: SIGNATURE AUTHORIZATION/SWORN STATEMENT AND RESPONSE LABEL

SIGNATURE AUTHORIZATION

This signature authorization must be signed by an individual who has authority to bind Contractor to the submitted Response to be considered. Please include this section in your original Response.

DATE: _____

NAME OF COMPANY: _____

ADDRESS: _____

CITY AND STATE: _____ ZIP _____

TELEPHONE: _____ FAX: _____

E-MAIL ADDRESS: _____

SIGNATURE: _____

TITLE: _____ PRINT/TYPE NAME _____

CONTRACTOR SHALL INCLUDE WITH RESPONSE TO RFP:

1. Contractors must submit one (1) original and seven (7) copies of the sealed Specification Response with Contractor Name clearly printed on the front cover page of each submitted response. Additionally, Contractor shall submit two (2) complete responses on virus-free CD-ROM media with Contractor Name clearly labeled on each CD. USB drives cannot be accepted.
2. Contractor must submit one (1) original "Signature Authorization" Page and one (1) original Signed & notarized copy of "Sworn Statement" Pursuant to Section 287.133 (3) (a), Florida Statutes, on Public Entity Crimes.
3. Contractor must submit one (1) original Vendor Certification Regarding Scrutinized Companies Lists.
4. Contractor must submit proof of current liability insurance coverage.
5. Contractor shall include fully completed copies of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms as well as Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements as part of its RFP Response. Both forms can be downloaded at <https://vendor.browardhealth.org/pages/current-opportunities>.
6. IF CONTRACTOR IS ASSERTING ANY EXEMPTION(S) FROM CHAPTER 119, FLORIDA STATUTES, CONTRACTOR MUST PROVIDE ONE (1) REDACTED COMPLETE RESPONSE WITH THE FLORIDA STATUTORY BASIS FOR REDACTIONS ON VIRUS-FREE CD-ROM MEDIA WITH CONTRACTOR NAME CLEARLY LABELED ON CD. SEE CLAUSE 38 OF SECTION V FOR MORE DETAIL.
7. IF CONTRACTOR IS ASSERTING ANY EXEMPTION(S) FROM CHAPTER 119, FLORIDA STATUTES, IN A SEPARATE SEALED ENVELOPE, CONTRACTOR MUST PROVIDE ONE (1) HARD-COPY REDACTED COMPLETE RESPONSE WITH THE FLORIDA STATUTORY BASIS FOR REDACTIONS WITH CONTRACTOR NAME CLEARLY PRINTED ON THE FRONT COVER PAGE OF THE REDACTED RESPONSE. SEE CLAUSE 38 OF SECTION V FOR MORE DETAIL.



**SWORN CERTIFICATE UNDER SECTION 287.133
OF THE FLORIDA STATUTES, PUBLIC ENTITY CRIME PROVISION**

STATE OF _____

COUNTY _____

Before me, the undersigned notary public, personally appeared _____,
in his/her capacity as _____
_____ of _____

_____ (“Contractor”) who, having taken an oath
deposes and says:

1. Contractor has personal knowledge of all matters set forth in this certificate and all matters are true and correct.

2. Contractor’s business address:

and the Contractor’s Federal Employee Identification Number (FEIN) is

_____.

3. Contractor is familiar with and understands all of the provisions contained in Section 287.133 of the Florida Statutes concerning a public entity crime.

4. Contractor certifies that one of the following is true and correct:

_____ Neither Contractor nor any affiliate of Contractor has been placed on the state’s Convicted Vendor List following a conviction within 36 months prior to executing this Certificate; or

_____ Although Contractor or an affiliate of Contractor was placed on the Convicted Vendor List within the last 36 months, the Contractor or its affiliate has been removed from the List pursuant to Section 287.133 (3) (f) of the Florida Statutes.

5. Contractor acknowledges that the North Broward Hospital District is a public entity as defined in Section 287.133 (1) (f) of the Florida Statutes and that the North Broward Hospital District is relying upon this Certificate in accepting Contractor’s bid with a potential for awarding the contract to Contractor.

6. This Certificate is made and given by Contractor with full knowledge of applicable Florida laws regarding sworn affidavits and the penalties and liabilities resulting from false statements and misrepresentation therein.

CONTRACTOR:

BY: _____

Name: _____

Title: _____

Sworn to and subscribed before me this _____

Day of _____, 2019 by

_____ in his/her capacity as _____

_____ of _____,

who is personally known to me or who has produced _____ as identification, and
who did take an oath.

Notary Public

Printed Name

(Printed, typed or stamped)

My Commission Expires:



Vendor Certification Regarding Scrutinized Companies Lists

Vendor Name: _____ Vendor FEIN: _____
Vendor's Authorized Representative Name and Title: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone Number: _____
Email Address: _____

Section 287.135(2)(a), Florida Statutes, prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135(2)(b), Florida Statutes, further prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services over one million dollars (\$1,000,000) if, at the time of contracting or renewal, the company is on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, both created pursuant to section 215.473, Florida Statutes, or the company is engaged in business operations in Cuba or Syria.

As the person authorized to sign on behalf of the Vendor, I hereby certify that the company identified in the section entitled "Vendor Name" above is not listed on any of the following: (i) the Scrutinized Companies that Boycott Israel List, (ii) Scrutinized Companies with Activities in Sudan List, or (iii) the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. I further hereby certify that the company identified above is not engaged in a boycott of Israel or engaged in business operations in Cuba or Syria. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject the company to civil penalties, attorney's fees, and/or costs. I further understand that any contract with Broward Health for goods or services of any amount may be terminated at the option of Broward Health if the company (i) is found to have submitted a false certification, (ii) has been placed on the Scrutinized Companies that Boycott Israel List, or (iii) is engaged in a boycott of Israel. And, in addition to the foregoing, if the amount of the contract is one million dollars (\$1,000,000) or more, the contract may be terminated at the option of Broward Health if the company is found to have submitted a false certification, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria.

*Signature of Authorized Representative

*Name and Title of Authorized Representative

*This individual must have the authority to bind the Vendor.

THIS IDENTIFICATION LABEL MUST BE TAPED ON OUTSIDE OF SEALED RESPONSE CONTAINER.

FROM _____

**BROWARD HEALTH
CORPORATE RESOURCE & MATERIALS MANAGEMENT
1800 N.W. 49th STREET
FORT LAUDERDALE, FL 33309**

RFP RESPONSE:

() RFP SPECIFICATIONS ENCLOSED

RFP TITLE: PEST CONTROL SERVICES

RETURN DATE: Prior to 3:00 P.M. EST, Wednesday, September 11, 2019

SECTION VII: SCOPE OF SERVICE

Broward Health is an integrated; tax assisted, not-for-profit healthcare delivery system serving the northern two thirds of Broward County, Florida, and headquartered in Fort Lauderdale, Florida. Broward Health is a special independent taxing district created by Florida Statute. Management of Broward Health is independent of metropolitan and city governments. The governing body of Broward Health is the Board of Commissioners composed of seven members appointed by the Governor.

Broward Health is comprised of four hospitals with approximately 1,500 beds, and over 40 satellite facilities, which includes a home health agency, primary care clinics and physician offices; Broward Health currently has a total of approximately 8,000 employees. The four Broward Health hospitals are as follows:

- Broward Health Medical Center (BHMC), a 716 bed, level 1 trauma, acute care and teaching facility in Fort Lauderdale, Florida
- Broward Health North (BHN), a 409 bed, level 2 trauma and acute care facility in Deerfield Beach, Florida
- Broward Health Imperial Point (BHIP), a 204 bed acute care facility in Fort Lauderdale, Florida
- Broward Health Coral Springs (BHCS), a 250 bed acute care facility located in Coral Springs, Florida
- Salah Foundation Children's Hospital, a 63-bed level II neonatal intensive care unit located on the campus of Broward Health Medical Center in Fort Lauderdale, Florida.

SCOPE OF SERVICE

Broward Health strongly advocates the use of Integrated Pest Management (IPM). IPM is an environmentally sensitive approach to pest management that relies on a combination of common sense practices. IPM programs use current, comprehensive information on the life cycles of pests and their interactions with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, with the least possible hazard to people, property and the environment. IPM programs take advantage of all pest management options possible including, but not limited to, the judicious use of pesticides. Understanding pests' needs is essential to implementing IPM. Pests seek habitats that provide basic needs such as air, moisture, food and shelter. Pest populations can be prevented or controlled by creating inhospitable environments, by removing some of the basic elements pests need to survive, or by blocking their access into structures. Pests may be managed by other methods such as traps, vacuums or pesticides.

The selected vendor(s) will become our partner in identifying maintenance and sanitation opportunities that will minimize the need for chemicals. The IPM program will consist of a cycle of inspecting, identifying, monitoring, evaluating and selecting the appropriate control methods. Routine inspection and accurate identification of pests are vital steps to ensure control methods will be effective. Once the pest is identified and the source of activity is pinpointed, habitat modifications such as exclusion repair or sanitation efforts will greatly reduce the prevalence of the pest. Information gained through a continuous monitoring program is evaluated to determine whether the action threshold has been exceeded and what can be done in the way of prevention.

- Contractor shall maintain appropriate licensure requirements.

- Contractor shall maintain good record control with regard to locations serviced, special issues pertaining to locations and billing.
- Contractor shall perform services in accord with the Prevailing Professional Standard of Care.

General Requirements

- a) Contractor shall provide pest control service technicians who will perform as needed inspections during each scheduled visit. Evaluation of inspection will determine the appropriate treating methods that will then be utilized. A pest site logbook will be provided to monitor pest activity for all locations in the interior of the facility. A rodent site log will be provided and will include a detailed map of all rodent bait station placements.
- b) Contractor shall provide pesticides that will be carefully selected and applied in accordance with federal and state regulations. The technician will follow the directions on the product label.
- c) Contractor shall provide copies of Safety Data Sheets (SDS), insurance certificates and all necessary licenses will be provided to the Facility Services Department.
- d) Contractor shall provide services to each Facility based on the schedule provided in Appendix A. Failure to eliminate the pests through the standard IPM maintenance will result in additional service calls without additional charges.
- e) Additional sites may be added or removed by Broward Health at any time for the duration of the contract. Frequency of services may be adjusted during the duration of the contract based on business needs.
- f) Contractor shall provide a written report after each visit which was reflective of the pest problem that was identified.
- g) Any third-party services contracted by the selected Vendor involving Broward Health contract/service must be pre-approved by Broward Health.

Insect Control

Routine interior service

- a) Contractor shall provide Nurses Stations/Patient Rooms/Pantries with inspection of these areas monthly or at the frequency specified in the service schedule. Because of the close proximity to patient areas, insecticide usage will be limited to non-volatile materials such as insect baits, boric acid dust, or odor-free materials applied directly into cracks and crevices. Sticky traps will be installed to aid in monitoring for insect activity and will be inspected during each scheduled service visit.
- b) Contractor shall provide service to the Soiled Linen Room / Housekeeping as these areas historically tend to be more conducive to pest infestations than other areas. The technician will inspect and treat monthly or as per service schedule, to ensure there is no pest build up in these areas. Materials to be used will include non-residual pyrethroids to locate and flush out insects, residual (bait) insecticides to maintain control over pests newly introduced into the area, sticky traps to monitor insect activity and rodent control measures (see Rodent Control for details).
- c) Additional visits are not billable unless directly attributed to Broward Health negligence.

Rodent Control

To prevent the threat of a rodent infestation, the pest control service technician may install a preventive rodent control program both outside and inside. The determination will be predicted by the condition of the structure as well as the surrounding environment.

- a) Outside locations will consist of weatherproof rodent baits or tamper-resistant rodent stations in inconspicuous locations or very near points of entry into the structure. All stations outdoors will be properly labeled, security fastened to the ground, wall or fence and dated on each service.
- b) Interior locations may consist of the placement of a unique method including mechanical traps, glue traps or bait placements where appropriate.

Standard Perimeter Insect Control

Contractor shall provide method that will include the monthly use of microencapsulated or granular materials around the perimeter of the building(s). Area to be serviced will require a minimum of 3 feet vertically and 3 feet horizontally from the perimeter of the building.

Fly Control

Contractor shall provide a method to include drain treatment, fly machines and enzyme cleaners as required.

Insect Light & Trap Service

During weekly or monthly service call, selected vendor will maintain insect lights and glue traps as necessary. This may include cleaning, replacement of glue boards and lamps to ensure effectiveness. Facility services will be responsible for any wall mounted equipment, including but not limited to, electrical installation.

Bed Bugs

Contractor shall provide treatment for bed bug elimination in affected areas. These areas may include but are not limited to, patient rooms, exam rooms, treatment rooms, lobbies and waiting areas.

Termites

If necessary, vendor will be asked to provide quotes for termite treatment. Method of treatment must not require tenting the affected location.

Roof Treatment

Contractor shall provide roof treatment for crawling insects as requested in Appendix A or when deemed necessary.

Other pests

Please outline if your company provides specialty pest elimination services, such as bee control, bird control and other pest such relocation as raccoons, iguanas, etc...

Area-specific Services

Service in Areas where Food is kept and consumed (such as patient nutritional stations and employee break rooms) - Excluding Facility Kitchens and food storage areas in Hospitals

- a) Contractor shall provide treatments that will be targeted to cracks and voids where the insects harbor.
- b) Contractor shall provide cockroach control bait stations that may be used in areas where active infestations are noted and in "sensitive" areas where other pest control materials cannot be used.
- c) Contractor shall provide rodent control in food handling areas that will generally be handled with traps such as Ketch-Alls, glue traps, and/or snap traps. Any signs of rodent activity will be noted on the Service Report.

Service in Non-Food Areas: (Offices, Locker Rooms, Rest Rooms, Trash Rooms, Utility Rooms, etc.)

- a) Contractor shall provide each area careful inspection and any cracks and voids, which are or may harbor pests, will be treated.
- b) Contractor shall provide spot treatments utilizing liquid residual insecticides may be applied to surfaces where pests may crawl or rest.
- c) Contractor shall provide cockroach control bait stations may be used in "sensitive" areas where other pest control material cannot be used.
- d) Contractor shall provide rodent control in non-food areas will involve bait placements as well as traps (as determined by specific conditions in the area).

Medical Office Buildings

Contractor shall schedule exterior service and common areas on a monthly basis. Offices will be serviced on an as needed basis.

Corporate Office Buildings

Contractor shall schedule exterior service, and service for common areas, break rooms and entryways on a monthly basis. Offices will be serviced on an as needed basis. Failure to eliminate the pests through the standard IPM maintenance will result in additional service calls without additional charges.

Others

Emergency Service Calls

- a) Contractor shall ensure that Emergency service calls, should be responded to within four hours, from time received 24 hours a day, 7 days a week, including holidays.

- b) Contractor shall ensure that all preventive services and emergency services are to be documented by the service technician and signed off by a hospital staff member in the area after treatment. These records must be forwarded to Facility Service for record keeping.

Materials

- a) Contractor shall provide only materials that are registered with Environmental Protection Agency will be used in performing these services. All materials will be used in strict accordance with labeling directions.

Pesticide Usage

- Contractor will only utilize pesticides registered by the EPA and State Regulatory Agencies.
- Contractor will apply all pesticides in strict accordance with label instructions and adhering to restrictions.
- Contractor shall provide all material safety data sheets to the Facilities Services Department for all pesticides used on all Broward Health properties.

Service Schedule

- Contractor shall provide service by location following a schedule to be mutually agreed upon with Facilities Services Managers for preventive services.
- Contractor shall perform mandatory walk-thru inspections at each location. Inspections must be done at the onset of the contract in order to establish the appropriate treatments.

Service Reports

- Contractor shall be required to provide a written service report per location, with any notes or issues that may have risen during that service call. Contactor shall be required to log all service calls both preventive and on demand.

Removal of Debris

Contractor shall be required that all areas of service must be clear of any debris and pesticide packaging upon completion of treatment.

Uniforms

Contractor shall require their employees to wear uniform identifying company.

*****Broward Health does not pay for travel time.*****

SECTION VIII: RESPONSE REQUIREMENTS

As stated in Section I.10, Contractor shall include fully completed copies of Broward Health's Conflict of Interest Questionnaire and Disclosure Agreement forms as well as Broward Health's Disclosure Form for Physician Ownership and Financial Arrangements as part of its RFP Response. Both forms can be downloaded at <https://vendor.browardhealth.org/pages/current-opportunities>.

Each Contractor must respond in the precise sequential order to each of the following line item requirements in this subsection. Inability to supply corporate documentation acceptable to Broward Health in the sequential order requested may result in rejection of the Response or registering a score of zero by the RFP committee member(s) for that section. Please submit proof of compliance/ documentation/plan/policy to the following subsections. **Do NOT include hyperlinks as part of your response. Proposals must include page numbers and tabs.**

A. DIVERSE VENDOR PARTICIPATION 10% - Please refer to Section IV.

B. CORPORATE PROFILE 15%

1. Contractor shall provide an outline of ownership, corporate structure, and whether your company is a Local, National or Corporate office. If not corporate, please indicate location of your corporate office. Specify if your company is doing business under any other name.
2. Contractor shall provide a brief summary describing the Vendor's ability to perform the work requested in this RFP; a history of the Vendor's background and experience in providing similar services; and the qualifications of the Vendor's personnel to be assigned to this service. If additional services are to be provided by subcontractor(s), please provide a brief history of their background and experience as well as any other information requested in this RFP. This summary should be brief and concise to advise basic services offered, experience and qualification of the vendor in a healthcare environment, employees, sub contractors, sub consultants and other relevant information.
3. Contractor must provide three current Hospital references to which it provides Pest Control services. Services and scope must be similar in size/scope to this engagement. References must be located in the tri-county area of Broward, Palm Beach, and Miami-Dade (Contractors must use reference sheet provided).
4. Contractor shall provide an organizational chart and describe **how many** staff and what types of staff are employed by your company. Specify if they are local, national or corporate. Provide specific information on how many local Entomologists, Site supervisors and crew specialists are employed.
5. Contractor shall provide its annual reports and/or audited financial statements for the past three (3) fiscal years. Please indicate total new business at the end of each of the last three fiscal years, the number of clients that were 'lost' to other industry like vendors, and the average number of years each client has been using Contractor's services. For those firms unable to provide audited financial statements, please provide key financial data for the past three (3) fiscal years, including: gross

revenues, net operating income or loss, total income or loss, current and long term assets, current and long term liabilities, days cash on hand , working capital ratio and debt service coverage ratio.

6. a. Contractor shall identify any judgments levied against your firm or bonding agency resulting from poor performance within the last five years. Describe the circumstances, status and outcome of all litigation from actions brought as a result of performance under prior or current contracts. Include subject matter, status and resolution.
 - b. Contractor shall provide all complaints filed against your firm with the State Department of Consumer Affairs, Better Business Bureau, or any other agency maintained for consumer protection within the last three (3) years. Provide the disposition on each.
 - c. Contractor shall provide a list of principal owners who have been the subject of a criminal or civil legal action? If yes, how was the matter resolved?
7. Contractor shall provide a copy of current appropriate licensure requirements.
 8. Contractor shall specify the individual from your organization who will serve as the primary contact for this RFP. Please provide an outline of this individual's experience in managing an account of this size.

C. QUALITY CONTROL 15%

1. Contractor shall provide a sample of service reports.
2. Contractor shall be responsible for providing quarterly reports. Please provide a sample of Vendor reports.
3. Contractor shall describe the proposed process for problem management including: problem logging, problem resolution, tracking of unresolved problems, problems escalation procedures, and problem closeout and reporting practices.
4. Contractor shall describe the Vendor's quality assurance and testing practices as well as how the Vendor incorporates each customer's unique requirements.
5. Contractor shall demonstrate special knowledge, experience or success in common services requested in scope of work:
 - Insect Control
 - Rodent Control
 - Fly Control
 - Servicing Food Areas
 - Bed Bugs
 - Termites
6. Contractor shall explain what guarantee is provided to ensure customer satisfaction.
7. Contractor shall provide a monthly sample schedule by Broward Health location.

8. Detail method of tracking work orders and tracking issues.

D. PROPOSED SOLUTION 30%

1. Contractor shall identify proposed personnel, and dedicated account representative for this engagement. Describe internal standards, policies and procedures regarding hiring, professional development and human resource management. Detail hiring and background check for new staff and ongoing competency.
2. Contractor shall detail your firm's commitment to providing Broward Health support ensuring the highest level of customer services, e.g., liaison to Broward Health's system operational issues.
3. Contractor shall detail methods utilized to treat inside areas.
4. Contractor shall detail methods utilized to treat outside areas.
5. Detail your proposed treatment for bed bug elimination in affected areas.
6. Detail your termite treatment plan in a commercial or hospital setting.
7. Detail your Treatment plans for specialty pests.
8. Provide details on bug light options offered.
9. Provide 24/7 contact information for emergency services.

E. PRICING 30%

Broward Health is seeking best business alternatives that will result in a true cooperative business relationship between the successful Contractor and Broward Health. Contractor shall provide detailed guaranteed pricing for Pest Control Services as specified in this RFP. Please note that all respondents must complete **Appendix A** in detail. If a section does not apply to your service, please indicate with N/A.

All features that are over and above the base requirements of this RFP should be separately listed with additional initial and/or maintenance cost shown for each. If no cost is listed, any such optional feature shall be without cost to Broward Health.

REFERENCE SHEET

Reference No. 1:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Dates and Type of Service(s) Provided: _____

Reference No. 2:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Dates and Type of Service(s) Provided: _____

Reference No. 3:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Dates and Type of Service(s) Provided: _____
