

**SUBMIT BID TO:**  
**Via Bonfire Web Portal**  
**UNIVERSITY OF CENTRAL FLORIDA**  
 Phone: (407)823-2661  
 www.procurement.ucf.edu  
<https://ucfprocurement.bonfirehub.com/opportunities/13748>

**University of Central Florida**  
**INVITATION TO BID**  
**Contractual Services**  
**Acknowledgment Form**

Your submission must be uploaded, submitted, and finalized prior to the closing time on **April 4, 2019 by 3:00PM**. We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the Closing Time to begin the uploading process and to finalize your submission. See **Attachment 4** for submittal instructions.

Page 1 of 33 Pages		BIDS WILL BE OPENED: April 4, 2019 at 3:00PM and may not be withdrawn within _____ days after such date and time.		ITB NO. 1815MCS
UNIVERSITY MAILING DATE: <b>March 5, 2019</b>		ITB TITLE: 2019 STUDENT HOUSING INTERIOR PAINTING		
FEDERAL EMPLOYER IDENTIFICATION NUMBER				
VENDOR NAME			REASON FOR NO BID:	
VENDOR MAILING ADDRESS				
CITY - STATE - ZIP CODE				
AREA CODE		TELEPHONE NO.		<b>POSTING OF BID TABULATIONS</b> Bid tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002, or failure to post the bond or other security as required in BOG regulation 18.003, shall constitute a waiver of protest proceedings.
		FAX NO.		
		E-MAIL:		

**Government Classifications**  
**Check all applicable**

- |  |   |
|--|---|
| <input type="checkbox"/> African American        | <input type="checkbox"/> American Women       |
| <input type="checkbox"/> Asian-Hawaiian          | <input type="checkbox"/> Government Agency    |
| <input type="checkbox"/> Hispanic                | <input type="checkbox"/> MBE Federal          |
| <input type="checkbox"/> Native American         | <input type="checkbox"/> Non-Minority         |
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> Pride                |
| <input type="checkbox"/> Small Business Federal  | <input type="checkbox"/> Small Business State |

*I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder and that the bidder is in compliance with all requirements of the Invitation to Bid, including but not limited to, certification requirements. In submitting a bid to an agency for the State of Florida, the bidder offers and agrees that if bid is accepted, the bidder will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the procurement agency tenders final payment to the bidder.*

**GENERAL CONDITIONS**

**SEALED BIDS:** All bid sheets and this form must be executed and submitted as specified in Section 2. Bid prices not submitted on attached bid price sheets when required may be rejected. All bids are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are subject to rejection. The terms Contractor, Payee and Vendor are used interchangeably in this document.

**1. EXECUTION OF BIDS:** Each bid must contain a manual signature of the representative authorized to legally bind the Vendor to the provisions herein. All spaces requesting information from the Vendor are to be completed. Each bid must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by the bidder are to be initialed.

**2. NO BID SUBMITTED:** If not submitting a bid, respond by returning only this bidder acknowledgment form, marking it "NO BID," and explain the

reason in the space provided above. Failure to respond without justification may be cause for removal of the bidder's name from the bid mailing list. NOTE: To qualify as a respondent, bidder must submit a "NO BID," and it must be received no later than the stated bid opening date and hour.

\_\_\_\_\_  
**AUTHORIZED SIGNATURE**

\_\_\_\_\_  
**AUTHORIZED NAME (TYPED/PRINTED)**

\_\_\_\_\_  
**TITLE**

\_\_\_\_\_  
**CONTACT NUMBER**

**3. BID OPENING:** The bid opening shall be public, on the date, location and the time specified on the bid form. It is the bidder's responsibility to assure that the bid is delivered at the proper time and place of the bid opening. Bids which for any reason are not so delivered will not be considered. Offers by telegram or telephone are not acceptable. A bid may not be altered after opening of the bids unless allowed by the Director of Procurement Services in accordance with established procedures.

NOTE: Bid tabulations will be posted on the Procurement Services solicitation webpage.

**4. PRICES, TERMS AND PAYMENT:** Firm prices should be bid and include all services/commodities rendered to the purchaser.

**(a) TAXES:** The State of Florida is a tax-immune sovereign and exempt from the payment of all sales, use and excise taxes.

**(b) DISCOUNTS:** Cash discount for prompt payment shall not be considered in determining the lowest net cost for bid evaluation purposes.

**(c) MISTAKES:** Bidders are expected to examine the conditions, scope of work, bid prices, extensions, and all instructions pertaining to the services involved. Failure to do so will be at the bidder's risk. In case of a mistake in extensions the unit price will govern. **(d) INVOICING AND PAYMENT:**

All vendors must have on file a properly executed W-9 form with their Federal Employer Identification Number prior to payment processing.

Vendors shall submit properly certified original invoices to:

Finance & Accounting  
12424 Research Parkway, Suite 300  
Orlando, Florida 32726-3249

Invoices for payment shall be submitted in sufficient detail for a proper pre-audit and post-audit. Prices on the invoices shall be in accordance with the price stipulated in the contract at the time the order is placed. Invoices shall reference the applicable contract and/or purchase order numbers. Invoices for any travel expenses shall be submitted in accordance with the State of Florida travel rates at or below those specified in Section 112.061, Florida Statutes and applicable UCF policies. Travel Reimbursement must be made using the UCF Voucher for Reimbursement of Traveling Expenses available on the web at <http://www.fa.ucf.edu/forms/forms.cfm#>.

Final payment shall not be made until after the contract is complete unless the University has agreed otherwise.

**Interest Penalties:** Vendor interest penalty payment requests will be reviewed by the UCF ombudsman whose decision will be final.

**Vendor Ombudsman:** A vendor ombudsman position has been established within the Department of Finance & Accounting. It is the duty of this individual to act as an advocate for vendors who may be experiencing problems in obtaining timely payments(s) from the University of Central Florida. The Vendor Ombudsman can be contacted at (407) 823-1040 or by mail at the address in paragraph 4.(d) above.

The ombudsman shall review the circumstances surrounding non-payment to determine:

- if an interest payment is due;
- the amount of the payment; and
- shall ensure timely processing and submission of the payment request in accordance with University policy.

**5. CONFLICT OF INTEREST:** Submission of this Invitation to Bid (ITB) shall certify that the Bidder is aware of the requirements of Chapter 112, Florida Statutes and in compliance with the requirements of Chapter 112, Florida Statutes and other laws and regulations concerning conflicts of interests in dealing with entities of the State of Florida. The Bidder certifies that its directors and/or principal officers are not employed and/or affiliated with the University unless a current Conflict of Interest (Report of Outside Activity/Employment) form has been completed, executed by such director or officer and approved in accordance with applicable University policies or rules. Violation of this section by the Bidder shall be grounds for rejection of the bid or the cancellation of any contract or purchase order resulting from this ITB, without penalty to the University of Central Florida. No person or firm who receives a contract to perform a feasibility study for potential implementation of a subsequent contract, participates in the drafting of a competitive solicitation, assist in design or develops a program for future implementation shall be eligible to contract with the University of Central Florida for any project dealing with that specific subject matter. Bidders must disclose with their bids any such conflict of interest dealing with that specific subject matter in accordance with chapter 255,FS.

**6. AWARDS:** At the sole discretion of the University of Central Florida, the right is reserved to reject any and all bids or waive any minor irregularity or technicality in bids received. Bidders are cautioned to make no assumptions unless their bid has been evaluated as being responsive. Product substitutions may be submitted for evaluation of equivalency unless specifically indicated otherwise. Bidders shall have burden of proof of equivalency.

**7. GOVERNMENTAL RESTRICTIONS:** In the event any governmental restrictions may be imposed which would necessitate alteration of the material quality of the services offered on this bid performance of the items offered on this bid prior to their completion, it shall be the responsibility of the successful bidder to notify the purchaser at once, indicating in writing the specific regulation which requires an alteration. The University of Central Florida reserves the right to accept any such alteration, including any price adjustments occasioned thereby, or to cancel the contract at no expense to the University.

**8. LEGAL REQUIREMENTS:** Applicable provisions of all federal, state, county and local laws, and of all ordinances, rules and regulations shall govern development, submittal and evaluation of all bids received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a bid response hereto and the University of Central Florida, by and through its officers, employees and authorized representatives, or any other person, natural or otherwise: and lack of knowledge by any bidders shall not constitute a cognizable defense against the legal effect thereof.

**9. ADVERTISING:** In submitting a bid, the Bidder agrees not to use the results therefrom as a part of any commercial advertising. Bidder may not use the names, logos, or trademarks of the University, its employees, or affiliates without the prior written consent of the University.

**10. ASSIGNMENT:** Any contract or purchase order issued pursuant to this Invitation to Bid and the monies which may become due thereunder are not assignable, except with the prior written approval of the University of Central Florida. Under no circumstances shall the Bidder assign to a third party any right or obligation of the Bidder pursuant to any contract or purchase order resulting from this Invitation to Bid, without prior written consent of the University. If the Bidder is, or during the term of this Invitation to Bid or during the term of any contract or purchase order resulting from this ITB becomes an individual on the payroll of the State of Florida, the Bidder represents that he or she has complied with all applicable provisions of the Florida Statutes and Florida Administrative Code regarding outside or dual employment and compensation.

**11. FACILITIES:** The University reserves the right to inspect the Bidder's facilities at any time with prior notice.

**12. PUBLIC RECORDS:** Any contract or purchase order issued pursuant to this Invitation to Bid may be canceled unilaterally by the University for refusal by the Bidder to allow public access to all papers, documents, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received by the Bidder in conjunction herewith or any contract or purchase order issued pursuant to this Invitation to Bid.

**13. RECORDS:** The Bidder agrees to keep and maintain, separate and independent records, in accordance with generally accepted accounting principles, devoted exclusively to its obligations and activities pursuant to a contract or purchase order issued pursuant to this Invitation to Bid. Such records (including books, ledgers, journals, and accounts) shall contain all entries reflecting the business operations under a contract or purchase order issued pursuant to this Invitation to Bid.. University or its authorized agent shall have the right to audit and inspect such records from time to time during the term of a contract or purchase order issued pursuant to this Invitation to Bid, upon reasonable notice to the Bidder.

**14. Method of Ordering:** Orders shall be processed only upon receipt of an authorized purchase order issued by University of Central Florida or University of Central Florida Visa Procurement Card (if applicable). All orders shall be initiated on an as-needed basis throughout the term of the contract. Orders shall be promptly filled and delivered. Any item or items received that do not meet specifications or duplicate shipments received will be returned at vendor's expense.

**Note:** Any and all special conditions and specifications attached hereto which vary from these general conditions shall have precedence.

**Invitation To Bid Acknowledgment Form (revised 10/17/18)**

## **Definitions:**

**Addendum** – Written or graphic instruments issued prior to the date for opening of bids, which modify or interpret the solicitation documents by additions, deletions, corrections or clarifications.

**Extension**- A one-time (not to exceed 12 months) increase in the time allowed for the contract period in lieu of or after all renewals are exhausted.

**FOB Destination** - Free on board at destination; title changes hands from vendor to purchaser at the destination of the shipment; vendor owns goods in transit and files any claims. Payment of freight charges is determined by contract terms.

**Invitation to Bid (ITB)** – A written solicitation for competitive bids, advertised to the general public with a defined opening date. Specifications are clearly defined to the point that any interested company will be able to submit a bid for the exact item/service needed. This solicitation is generally required for acquisitions exceeding the established bid limit. Award is based on lowest priced bid.

**May, Should** – Indicates something that is not mandatory, but permissible, recommended, or desirable.

**Minor Irregularities** – Irregularities that have no adverse effect on UCF's interest will not affect the amount of the ITB and will not give a Respondent an advantage or benefit not enjoyed by another Respondent.

**Must, Shall, Will** – The words “shall,” “must,” or “will” are equivalent and indicate mandatory requirements or conditions.

**Purchase Order/Contract** – The Purchase Order (PO) or other form or format, provided to the awarded Respondent(s), UCF uses to make a purchase under the contract term, which includes a formal written PO, electronic PO, Procurement Card (P-card), or any other means authorized by Procurement Services and which incorporates the requirements and conditions listed in the Bid.

**Renewal**- Contracting with the same contractor for an additional period of time after the initial contract term, provided the original terms of the agreement specify an option to renew or the renewal is determined by UCF General Counsel to be in the best interest of the university.

**Respondent** – For the purpose of this solicitation, any person, respondent, corporation or agency submitting a response to the Invitation to Bid or their duly authorized representative. The word Respondent, Payee, Vendor, Contractor, and Offeror may be used interchangeably within the Invitation to Bid.

**Response** – The entirety of the Respondent's submitted bid response to the ITB, including any and all supplemental information submitted.

**Responsible Respondent** – Bidder who has the capability in all respects to perform fully the contract requirements, and the experience, integrity, perseverance, reliability, capacity, facilities, equipment, and credit which will assure good faith performance.

**Responsive Respondent** – Bidder who has submitted a bid that conforms in all material respects to the solicitation.

**Sole Point of Contact** - The Procurement Services Representative or designee to whom Respondents shall address any questions regarding the solicitation or award process. The sole point of contact shall be the arbitrator of any dispute concerning performance of the Contract.

**Successful Respondent** - The firms or individual who is the recommended recipient of the award of a contract under this ITB (also synonymous with “Payee”, “Offerer,” “Contractor” and “Vendor”). If a Respondent is a manufacturer, its certified dealers and resellers may also furnish products under the

Contract; in choosing to do so, the dealers and resellers agree to honor the Contract and the term “contractor” shall be deemed to refer to them. Unless awarded the Contract as a direct Respondent, however, dealers and resellers are not parties to the Contract, and the Respondent that certifies them shall be responsible for their actions and omissions.

**UCF or University** – University of Central Florida

## Introduction

The University of Central Florida is soliciting bids from qualified painting contractors to paint the interior of multiple student residence halls, which consist of (13) buildings for the 2019 summer session. The (13) buildings are split into (4) separate lots to ensure timely completion before students arrive for the fall semester.

Specifications for this project are included in this solicitation document on page 14, "2018 Summer Painting Project UCF Housing Residence Halls Scope of Work". Please note there are four (4) attachments (A-D) that accompany this bid which list in detail the: "painting schedule" (attachment A), "number of rooms" (attachment B), "paint colors" (attachment C), and "penalty rates" for not completing the work on time (attachment D). These attachments are located at the end of this document and/or on the Procurement Services website via:

<https://procurement.ucf.edu/solicitations/>

1. POSTING OF BID TABULATIONS:
  - A. Bids will be opened at the Procurement Services Department at the assigned date and time identified in this ITB.
  - B. Bid tabulations will be posted at such time as the Procurement Services Department provides notice of intended decision or until 30 days after a public opening of the bids, whichever is earlier.
  - C. Notice of a decision or intended decision of award will be electronically posted for a period of 72 hours.
  - D. Failure to file a protest in accordance with BOG regulation 18.002, or failure to post the bond or other security as required in BOG regulation 18.003, shall constitute a waiver of protest proceedings.
2. BID OPENING: Bids will be received and opened on April 4, 2019 at 3:00pm EST via Bonfire's Web Portal. For additional information, please refer to Attachment 4. UCF shall in no way be responsible for or accept any proposals not uploaded prior to the closing date and time. Procurement Services will not extend the bid opening to accommodate vendors that did not discover the ITB early enough to place a bid. **BID DOCUMENTS CAN BE OBTAINED AT <http://www.procurement.ucf.edu/bids/index.asp>**
3. ADDITIONAL INFORMATION & QUESTIONS: We encourage questions or comments which might aid in the improvement of our existing specifications. The university will not give verbal answers to inquiries regarding the specifications, or verbal instructions prior to or after award of the bid. A verbal statement regarding same by any person is non-binding. The university is not liable for any increased cost resulting from the bidder accepting verbal direction. All changes, if necessary, are made by written addendum to the bid.

Any explanation desired by vendors is to be requested of the University of Central Florida Procurement Services Department in writing by **March 21, 2019 at 3:00pm**. Inquiries are to be legible and concise and clearly identify the bidder who is submitting the inquiry. If an explanation is necessary, a reply shall be made in the form of a written addendum. Specifications, terms and conditions may not be changed except by formal written addendum, issued by UCF. Direct all inquiries/questions, preferably via email to:

Brian Sargent  
Manager, Procurement  
University of Central Florida

Procurement Services Department  
12479 Research Parkway, Bldg. 600  
Orlando, Florida 32826  
Ph. 407-823-2661  
Fax 407-823-5551  
brian.sargent@ucf.edu

4. PRE-BID CONFERENCE AND SITE VISIT: A mandatory pre-bid conference and site visit will be held at 10:00 a.m., March 14, 2019 in the UCF Purchasing Department Conference Room located at 12479 Research Parkway, Building 600, Orlando, FL 32826. The purpose of this conference is to hear any and all questions arising from this Invitation to Bid (ITB). This portion of the meeting is relatively short, so please be on time.

We will then proceed to campus to visit the work location(s). Contractors will be taken to building suites and rooms per Attachment B, Housing Space Detail. UCF will provide a "sign-in" sheet at each location visited during the walk through. Vendors will be required to "sign-in" at each location. Vendor(s) will be ineligible to bid on a lot if they haven't signed at the particular lot.

The walk through will take approximately two (2) hours to complete. Contractors should bring measuring tapes or wheels to the walk through to confirm dimensions to be painted and should take pictures to assist with their recall of areas walked.

5. QUALIFICATION OF BIDDERS: This bid will be awarded only to a responsive and responsible bidder, qualified by experience and in a financial position to provide the services specified. In order to facilitate the prompt award of this bid, the bidder is to submit the following with their proposal:
- A. List of three (3) projects of similar volume and type of work satisfactorily completed with location, dates of contracts, names and address of owners including phone numbers, email address and project value.
  - B. List of equipment and materials available to do the work.
  - C. Copy of license to do business in the State of Florida.
  - D. Proof of insurability per UCF standards (see Paragraph 14).

6. DELIVERY: Specify delivery date after receipt of order in terms of days or weeks on bid sheet. Failure to do this may be cause for rejection of the bid. Commodities delivery is to be made to UCF's Central Receiving location (UCF, Building 16E, Libra Drive, Orlando, FL 32816). When delivery is specified to a location other than the University's Central Receiving Department, vendor shall direct its carrier to telephone the University's Central Receiving Department before unloading. Delivery of all shipments shall occur between 9:00 a.m. and 4:00 p.m., Mondays through Fridays only, except on State of Florida or U.S. holidays. The University of Central Florida is committed to sustainable practices. Palletized shipments should not exceed 1500 pounds per pallet and when possible, should be shipped on a 40"x48" pallet. Payee shall include a packing list showing contents of shipment (if shipment is made in two or more containers). No boxing, packing, installation, assembly, or similar charges (not included in the item price) will be allowed unless expressly and specifically authorized in writing by the University on the face of any purchase order or contract resulting from this ITB.

FREIGHT TERMS: Unless otherwise specified, all shipments are to be shipped inside delivery, F.O.B. destination, with all transportation charges prepaid and title transferring to the university at time of delivery, (Payee pays and bears all freight related charges, owns goods in transit and files any claims). Bid prices shall include all cartage, drayage, packing, etc., delivered to and unloaded at the receiving station at the site designated in the Invitation to Bid or purchase order and there received by the designated university personnel.

7. **PARKING:** The Payee shall ensure that all vehicles parked on campus for purposes relating to work resulting from this ITB shall have proper parking permits. This applies to all personal vehicles and all marked and unmarked company vehicles that will be on any University campus for one (1) day or more or on a recurring basis. All such vehicles must be registered with University's Parking Services Department, and parking permits must be purchased by the Payee. Payee's vehicle(s) shall observe all parking rules and regulations. Failure to obtain parking permits, properly display them, and otherwise comply with all of University's parking rules and regulations could result in the issuance of a parking ticket and/or towing at the expense of Payee or Payee's employees. UCF's Parking Services Department can be contacted at (407) 823-5812 for additional information pertaining to parking and parking fees/rates.
8. **EMPLOYMENT OF ALIENS:** The employment of unauthorized aliens by any Contractor is considered a violation of Section 274A(e) of the Immigration and Nationality Act. If the contractor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of the contract by the University without penalty to the University.
9. **AVAILABILITY OF FUNDS:** The obligations of the University under this award are subject to the availability of funds lawfully appropriated annually for its purposes by the Legislature of the State of Florida.
10. **AWARD:** Award will be made on a per lot basis. This bid is split into four (4) separate Lots. Time is of the essence for completing this project within the time tables set forth on page 21, Attachment A, "Housing Painting Schedule." To ensure painting deadlines are met, UCF intends to award each lot to a separate vendor. If a vendor is the lowest qualified bidder for more than one Lot, the award will be made for the Lot that is most financially advantageous (largest dollar amount) to contractor. However, UCF, at its sole discretion, reserves the right to award a vendor more than one lot if it's in the best interests of the University. Breezeway(s) pricing may or may not be awarded based on budget availability. If awarded, it will be awarded to lowest bidder regardless if vendor has already been awarded another lot.  
  
Bids shall be awarded based on the lowest, responsive, responsible bidder, which meets specifications with consideration being given to the specific quality of the product, conformity to the specifications, suitability to the university's needs, delivery terms, qualifications, and past performance.
11. **REVISED QUANTITIES.** The University reserves the right to increase or decrease total quantities as necessary. The University may place additional orders for the same or modified scope of the commodities/services solicited under this ITN within 180 days after expiration of the contract resulting from this ITB. Total additional quantities/modified scope, if any, are unknown.
12. **CANCELLATION/TERMINATION:** UCF may terminate a contract resulting from this ITB without cause on thirty (30) days' advanced written notice to the vendor. The parties to the contract resulting from this ITB may terminate that contract at any time by mutually consenting in writing. Either party may terminate the contract resulting from this ITB immediately for breach by the other that remains substantially uncured after thirty (30) days' advanced written notice to the breaching party, which notice describes the breach in detail sufficient to permit cure by the breaching party. The University shall be liable only for payment for services satisfactorily rendered or goods satisfactorily delivered and accepted from the date of commencement until the effective date of cancellation/termination. The thirty (30) days' advanced written notice shall start on the date sent out by UCF, e.g. date of email sent, date stamp on letter mailed, etc.
13. **TERM OF CONTRACT:** The contract resulting from this ITB, if any, shall commence approximately May 1, 2019, and shall end on project completion. The University may renew/extend any Agreement, as mutually agreed to by both parties. Total renewals shall not exceed 1 year or twice

the length of the original term, whichever is longer. An extension may not exceed 12 months or until completion of the competitive solicitation and award or protest, whichever is longer.

14. **PAYEE INSURANCE.** For all purchases under this ITB of \$10,000 or below, Payee will have and maintain types and amounts of insurance that at a minimum cover the Payee's (or subcontractor's) exposure in performing any contract resulting from this ITB. For all purchases that exceed \$10,000 (i.e. \$10,000.01 and up) and/or all purchases that require a UCF SAFE Form, Payee will have and maintain general liability insurance in an amount of no less than one (1) million dollars per occurrence and Payee shall send a copy of Payee's Certificate of Insurance (prior to commencement of Payee's performance or delivery hereunder) to the following address by email, fax or mail:

e-mail: Olivia.Escalona@ucf.edu  
Mail: University of Central Florida  
Risk Management  
12601 Aquarius Agora Dr.  
Orlando FL 32816-3500

UCF has the right to deviate from any of the above insurance requirements, if UCF, at UCF's sole discretion decides to do so. If UCF decides to deviate from the above noted insurance requirements, UCF will inform the Payee in writing in those particular circumstances. Unless UCF notifies a Payee in writing that UCF is willing to deviate from the insurance requirements noted above, all of the above insurance requirements shall apply to the Payee. The University and its Board of Trustees shall be listed as an additional insured on any Certificate of Insurance issued and named on the Additional Insured Endorsement. The Certificate Holder is to read the following:

University of Central Florida  
Board of Trustees  
4000 Central Florida Blvd.  
Orlando FL 32816

#### INSURANCE, WORKER'S COMPENSATION

The Contractor/Payee/Vendor shall take out and maintain during the life of the contract resulting from this ITB, if any, Worker's Compensation Insurance for all of his/her employees connected with the work of this project and, in case any work is sublet, the Contractor/Payee/Vendor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor/Payee/Vendor. Such insurance shall comply fully with the Florida Worker's Compensation Statutes Chapter 440. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Worker's Compensation statute, the Contractor/Payee/Vendor shall provide, and cause each subcontractor to provide adequate insurance, satisfactory to the University, for the protection of his/her employees not otherwise protected.

15. **USE OF CONTRACT BY OTHER GOVERNMENT AGENCIES:** At the option of the Contractor/Payee/Vendor, the use of the contract resulting from this ITB, if any, may be extended to other governmental agencies, including the State of Florida, its agencies, political subdivisions, counties, and cities.

Each governmental agency allowed by the Contractor/Payee/Vendor to use the contract resulting from this ITB, if any, shall do so independent of any other governmental entity. Each agency shall be responsible for its own purchases and shall be liable only for goods or services ordered, received and accepted. No agency receives any liability by virtue of this bid and subsequent contract award.



16. PUBLIC ENTITY CRIMES: A person or affiliate who has been placed on Florida's convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded, or perform work as a contractor, supplier, subcontractor, or consultant under, a contract with any public entity, and may not transact business with any public entity in excess of the bid limit for that public entity, for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.
17. FLORIDA PREFERENCE. For purchases of tangible personal property, Florida legislature has enacted economic development laws establishing certain conditions and circumstances which, when applicable, require the granting of price preferences to businesses whose principal place of business is the State of Florida. Pursuant to §287.084 Florida Statute, award recommendations shall make appropriate adjustments to Resident Vendor pricing when considering solicitations from Bidders having a principal place of business outside the State of Florida. All Bidders must complete and submit Attachment 1 with the response to this solicitation. Failure to comply shall be considered non-responsive to the terms of this solicitation. Refer to <http://www.leg.state.fl.us/Statutes/index.cfm> or <http://regulations.ucf.edu/chapter7/index.html> 3.g.1.c for additional information regarding this Statute and its applicability.
18. IDENTICAL TIE BIDS: When multiple responses that are equal in all respects are received, the University will give preference to responses that include commodities manufactured in the state, Florida businesses, or foreign manufacturers located in the state to determine the contract award, or, if these conditions do not exist, will use toss of the coin.
19. EQUAL OPPORTUNITY STATEMENT: The State Universities have established equal opportunity practices which conform to both the spirit and the letter of all laws against discrimination and prohibits discrimination based on race, creed, color, sex, age, national origin, marital status or religion. To be considered for inclusion as a supplier under this agreement, the bidder commits to the following:
  - A. The provisions of Executive Order 11246, September 24, 1996, and the rules, regulations, and relevant orders of the Secretary of Labor are applicable to each order placed against this agreement regardless of value.
  - B. If the bidder expects to receive \$10,000 in orders during the first 12 months of this agreement, a complete certificate of non-segregated facilities shall be included in the bid response. A sample certificate is attached as Attachment 2.
  - C. If the bidder expects to receive \$50,000 in orders during the first 12 months of this agreement and employs more than 50 people, standard form 100 (EEOO-1) must be filed prior to March 1 of each year.
  - D. If the bidder expects to receive \$50,000 in orders during the first 12 months and employs more than 50 people, a written program for affirmative action compliance is to be maintained by the bidder, subject to review upon request by the user agencies of the contract resulting from this ITB.
20. WORK FOR HIRE. Any work specifically created for the University under an agreement resulting from this ITB by the Payee or anyone working on behalf of the Payee (the term Payee shall encompass both) shall be considered a "work for hire." All designs, prints, paintings, artwork, sketches, etchings, drawings, writings, photographs, or any other work or material or property produced, developed or fabricated and any other property created hereunder, including all material

incorporated therein and all preliminary or other copies thereof, (the "Materials") shall become and remain the property of the University, and, unless otherwise specifically set forth herein, shall be considered specially ordered for the University as a "work made for hire," or, if for any reason held not to be a "work for hire,"

The Payee who created, produced, developed or fabricated the Materials hereunder (or under any contract resulting from this ITB) assigns all of his/her right, title and interest in the Materials to the University. The University shall own all right, title and interest in the Materials. The Payee agrees upon request to execute any documents necessary to perfect the transfer of such title to the University. The Materials shall be to the University's satisfaction and are subject to the University's approval. The Payee bears all risk of loss or damage to the Materials until the University has accepted delivery of the Materials. The University shall be entitled to return, at the Payee's expense, any Materials which the University deems to be unsatisfactory. On or before completion of the Payee's services hereunder, the Payee must furnish the University with valid and adequate releases necessary for the unrestricted use of the Materials for advertising or trade purposes, including model and property releases relating to the Materials and releases from any persons whose names, voices or likenesses are incorporated or used in the Materials.

The Payee hereby represents and warrants that, (a) all applicable laws, rules and regulations have been complied with, (b) the Payee is free and has full right to enter into this ITB and any contract resulting from this ITB, if any, and perform all of its obligations hereunder and under such contract, (c) the Materials may be used or reproduced for advertising or trade purposes or any commercial purposes without violating any laws or the rights of any third parties and (d) no third party has any rights in, to, or arising out of, or in connection with the Materials, including without limitation any claims for fees, royalties or other payments. The Payee agrees to indemnify and hold harmless the University and those acting for or on its behalf, the UCF Board of Trustees, the State of Florida and the Florida Board of Governors and their respective officers, agents, employees and servants from and against any and all losses, claims, damages, expenses or liabilities of any kind, including court costs and attorneys' fees, resulting from or in any way, directly or indirectly, connected with (a) the performance or non-performance of the University's order by the Payee, (b) the use or reproduction in any manner, whatsoever, or (c) any breach or alleged breach of any of the Payee's agreements or representations and warranties herein or in any contract resulting from this ITB.

21. **AMENDMENTS.** No changes or amendments to an agreement resulting from this ITB are binding on the University unless made in legible writing that is signed by an attorney in the University's General Counsel's Office and an authorized UCF signatory. Payee shall return an agreement resulting from this ITB to the University's Procurement Services Department at once with a written explanation if the agreement resulting from this ITB is not acceptable in its entirety.
22. **EXPORT CONTROL.** The parties shall comply with all applicable U.S. export control laws and regulations, including but not limited to the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799 and/or other restrictions imposed by the Treasury Department's Office of Foreign Asset Controls (OFAC), in the performance of an agreement resulting from this ITB. The parties agree that no technology, related data or information will be exchanged or disseminated under such agreement nor any collaboration conducted pursuant to such agreement, which are export controlled pursuant to the export control laws of the United States, including the EAR and the ITAR and any other applicable regulations. The Parties agree that the Payee will not provide the University with any ITAR or EAR restricted technology and/or related data, and that any ITAR or EAR restricted technologies and/or data produced in furtherance of the agreement resulting from this ITB, if any, will be in the exclusive possession of the Payee and at no time will any export controlled technologies, related data, or information be intentionally or inadvertently transferred to the University, its facilities, labs, staff, researchers, employees, officers, agents, servants or students in the performance of that agreement.

If the Payee wishes to disclose export controlled technology or technical data to the University, the Payee will, prior to disclosing any information, technical data or source code that is subject to export controls under federal law, notify the University in writing that the material is export controlled and shall identify the controls that apply. The University shall have the right to decline or limit (a) the receipt of such information, and (b) any task requiring receipt of such information. In the event the Payee sends any such technical data or product that is subject to export control, without notice of the applicability of such export control, the University has the right to immediately terminate the agreement resulting from this ITB, if any. The Payee understands and agrees that to the extent the Payee's personnel have access to work or materials subject to U.S. export controls while on University property, such personnel will meet all federal export control regulatory requirements or have the appropriate U. S. government approval.

23. **FORCE MAJEURE.** No default, delay or failure to perform on the part of UCF or the Vendor shall be considered a default, delay or failure to perform otherwise chargeable, hereunder, if such default, delay or failure to perform is due to causes beyond the Vendor's or UCF's reasonable control including, but not limited to, strikes, lockouts, actions or inactions of governmental authorities, epidemics, war, embargoes, fire, earthquake, acts of God, default of common carrier. In the event of such default, delay or failure to perform due to causes beyond the Vendor's or UCF's reasonable control, any dates or times by which the parties are otherwise scheduled to perform shall be extended automatically for a period of time equal in duration to the time lost by reason of the cause beyond the reasonable control of the parties.
24. **INDEMNIFICATION.** Payee shall hold the University and the UCF Board of Trustees and the University's officers, employees, agents and/or servants harmless and indemnify each of them against any and all liabilities, actions, damages, suits, proceedings, and judgments from claims arising or resulting from the acts or omissions of Payee, its employees, its agents or of others under Payee's control and supervision. If any part of a delivery to the University pursuant to an agreement resulting from this ITB, if any, is protected by any patent, copyright, trademark, other intellectual property right or other right, Payee also shall indemnify and hold harmless the University and the UCF Board of Trustees and the University's officers, employees, agents and/or servants from and against any and all liabilities, actions, damages, suits, proceedings and judgments from claims instituted or recovered against the University by any person or persons whomsoever on account of the University's use or sale of such article in violation of rights under such patent, copyright, trademark, other intellectual property right or other right.
25. **INDEPENDENT CONTRACTOR.** Each of the parties is an independent contractor and nothing contained herein shall constitute or designate any of the employees or agents of one party as employees or agents of the other party.
26. **NO JOINT VENTURE.** Nothing contained in an agreement resulting from this ITB, if any, shall be construed to create a joint venture, partnership, or other like relationship between the parties.
27. **LEASED EQUIPMENT.** The risk of loss or damage to leased equipment, goods or property shall not transfer to the University except as provided in §680.219, Florida Statutes. Any security interest in the leased equipment, goods or property granted to Payee contrary to AGO 79-72 and AGO 80-9 is null and void. Limitation of remedies provisions, which are unconscionable under applicable Florida law, are void.
28. **MATERIAL SAFETY DATA SHEET (MSDS).** In compliance with Florida Statutes, Ch. 442, a Material Safety Data Sheet (MSDS) must accompany any applicable item delivered under an agreement resulting from this ITB, if any.
29. **WAIVER/REMEDIES.** No failure or delay by a party hereto to insist on the strict performance of any term of an agreement resulting from this ITB, if any, or to exercise any right or remedy consequent to a breach thereof, shall constitute a waiver of any breach or any subsequent breach

of such term. No waiver of any breach hereunder shall affect or alter the remaining terms of such agreement, but each and every term of such agreement shall continue in full force and effect with respect to any other then existing or subsequent breach thereof. The remedies provided in an agreement resulting from this ITB, if any, are cumulative and not exclusive of the remedies provided by law or in equity.

30. DISPOSITION OF BIDS; FLORIDA PUBLIC RECORDS LAW COMPLIANCE

All bids become the property of the State of Florida, and the State of Florida shall have the right to use all ideas, and/or adaptations of those ideas, contained in any bid received in response to this solicitation. Any parts of the bid or any other material(s) submitted to UCF with the bid that are copyrighted or expressly marked as "confidential", "proprietary", or "trade secret", will only be exempted from the "open records" disclosure requirements of Chapter 119, Florida Statutes, if Florida law specifically recognizes these materials as exempt from disclosure. Thus, the mere designation as "confidential", "proprietary", or "trade secret" by a vendor does not ensure that such materials will be exempt from disclosure. Vendors must identify specifically any information contained in their bid which they consider confidential and/or proprietary and which they believe to be exempt from disclosure, citing specifically the applicable exemption law. A generic notation that information is "confidential" is not sufficient. Failure to provide a detailed explanation and justification including statutory cites and specific reference to your bid detailing what provisions, if any, vendor believes are exempt from disclosure, may result in the entire bid being subject to disclosure in accordance with Chapter 119 of the Florida Statutes. In the absence of a specific Florida statute exempting material from the public records law, UCF is legally obligated to produce any and all public records produced or received in the course of conducting university business, irrespective of any designation by the vendor of those same records as "confidential", "proprietary", or "trade secret." The ultimate determination of whether a vendor's claim of "confidential," "proprietary" or "trade secret" will support an exemption from disclosure will be made by UCF or, potentially, a court. UCF's selection or rejection of a bid will not affect this provision.

31. PUBLIC RECORDS, CONTRACT FOR SERVICES: COMPLIANCE OF SECTION 119.0701, FS  
**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: Office of the General Counsel, (407)823-2482, [gcounsel@ucf.edu](mailto:gcounsel@ucf.edu), University Of Central Florida, 4365 Andromeda Loop N., Millican Hall, Suite 360, Orlando, FL 32816-0015.**

PUBLIC RECORDS, CONTRACT FOR SERVICES

To the extent that Contractor meets the definition of "contractor" under Section 119.0701, Florida Statutes, in addition to other contract requirements provided by law, Contractor must comply with public records laws, including the following provisions of Section 119.0701, Florida Statutes:

1. Keep and maintain public records required by the public agency to perform the service.
2. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter 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 contract term and following completion of the contract if the contractor does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

A request to inspect or copy public records relating to a public agency's contract for services must be made directly to the public agency. If the public agency does not possess the requested records, the public agency shall immediately notify the contractor of the request, and the contractor must provide the records to the public agency or allow the records to be inspected or copied within a reasonable time.

If a contractor does not comply with the public agency's request for records, the public agency shall enforce the contract provisions in accordance with the contract.

**This Contractor and any subcontractors shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.**

32. SOFTWARE RELATED PURCHASES: Licensor acknowledges that Licensee has a duty to maintain the privacy of student records, including without limitation education records as defined by the Family Educational Rights and Privacy Act (20 USC § 1232g; 34 CFR Part 99) ("FERPA"), and further acknowledges that as a contractor to whom Licensee has outsourced certain institutional services or functions:
  - A. Confidential information about Licensee's students is contained in records provided to and maintained by Licensor, and Licensor will protect the privacy of all student education records to the fullest extent required of Licensee under FERPA;
  - B. Licensor is performing an institutional service or function that has been outsourced by Licensee and for which Licensee would otherwise use its employees;
  - C. Licensor is under the direct control of Licensee with respect to the use and maintenance of education records, as defined by FERPA;
  - D. Licensor is subject to all FERPA requirements governing the use and re-disclosure of personally identifiable information from education records, including without limitation the requirements of 34 CFR § 99.33(a);
  - E. Even in circumstances that might justify an exception under FERPA, Licensor may not disclose or re-disclose personally identifiable information unless Licensee has first authorized in writing such disclosure or re-disclosure; and
  - F. Licensor will not use any personally identifiable information acquired from Licensee for any purpose other than performing the services or function that are the subject of this agreement.

33. SMOKE-FREE POLICY: The University prohibits smoking on all university owned, operated, leased and/or controlled properties in order to maintain a healthy and safe environment for its faculty, staff, students, and visitors. Visit <http://www.ucf.edu/smokefree> for additional information.
34. CONTACT WITH MINOR CHILDREN. To the extent that Vendor qualifies as a provider to the National Child Protection Act of 1993, as amended or as a service provider in accordance with applicable Florida law/Statutes, who has direct contact with children receiving services or with adults who are developmentally disabled receiving services or who qualifies as a direct service provider of the elderly (as defined by Florida law/Statutes), Vendor hereby guarantees that Vendor and/or anyone acting on Vendor's behalf (including, but not limited to Vendor's employees, agents, subcontractors, etc.) has undergone/passed a Level II (two) background check with the State of Florida and hereby certifies that none of Vendor's employees, agents, subcontractors and/or anyone else acting on Vendor's behalf, has any disqualifying offenses, including, but not limited to those listed in Section 435.04, Florida Statutes.
35. REPORTING OF CHILD ABUSE. Vendor hereby expressly agrees to instruct its employees, agents, subcontractors and/or anyone else acting on Vendor's behalf, to report to the University of Central Florida police any instance of child abuse, abandonment, or neglect witnessed or learned about that occurred on University of Central Florida property or during an event or function sponsored by the University of Central Florida.
36. PROCUREMENT RULES.
- A. UCF has established for purposes of this ITB that the words "shall", "must", or "will" are equivalent in this ITB and indicate a mandatory requirement or condition, the material deviation from which could be waived by UCF. UCF will, at UCF's sole discretion, determine whether a deviation is material. Any deviation found by UCF to be material shall result in the rejection of the bid.
- B. The words "should" or "may" are equivalent in this ITB and indicate very desirable conditions, or requirements but are permissive in nature. Deviation from, or omission of, such a desirable condition or requirement will not in and of itself cause automatic rejection of a bid, but may result in the bid being considered as not in the best interest of UCF. UCF will, at UCF's sole discretion, determine whether a bid is considered as not in the best interest of UCF and may or may not reject the bid, all at UCF's sole discretion.
- C. The Respondent is solely responsible for the accuracy and completeness of its bid. The Respondent's errors or omissions, if any, are solely at the risk of the Respondent and may be grounds for rejection of the bid and shall give UCF the right to reject the bid, at UCF's sole discretion.
37. SECURE HANDLING OF UCF DATA. The University requires Vendors and other third parties to review, accept, and integrate secure data handling requirements as part of any contract, agreement, or Service Level Agreement ("SLA") that involves the storage, transmission, processing, or collection of UCF data, or access to UCF data, by the Vendor. This Agreement is intended to ensure that UCF's security and compliance requirements are outlined and followed by the Vendor. Visit <http://www.Infosec.ucf.edu/vrm> for additional information.

# 2019 Summer Painting Project

## UCF Housing Residence Halls

### Scope of project:

- Contractor will paint the interior of 13 residence halls at the University of Central Florida. There is no lead base paint in these buildings.
- Contractor must meet the painting deadlines identified in Attachment A, Housing Painting Schedule Summer 2019.
- Contractor's bid shall be priced to complete all required painting (Apartments and Common spaces). Full-time on-site supervisor is required for this project. Contractors shall be responsible for measurements and UCF will not entertain payments for contractor miscalculations.
- Contractor must be able to perform the work with their own staff. Qualified Personnel only- All personnel performing any sanding, patching, drywall repairs, or application of paint will have a minimum of 2 years' experience in that particular discipline. No hiring from labor pools or 1099A.
- Contractor must be flexible and adapt quickly if a schedule change becomes necessary.
- This bid is split into five (4) separate Lots. Lot 1 (Seminole, Flagler & Lake Hall), Lot 2 (Lake Claire), Lot 3 (Neptune Bld.) and Lot 4 (Academic Village). Time is of the essence for completing this project within the time tables set forth on Attachment A, "Housing Painting Schedule." To ensure painting deadlines are met, each Lot will be awarded separately. NO CONTRACTOR WILL BE AWARDED MORE THAN ONE LOT, except for the Breezeways at Academic Village, if awarded. If a contractor is the lowest qualified bidder for more than one Lot, the award will be made for the Lot that is most financially advantageous (largest dollar amount) to contractor.

### Schedule:

- Project will start within one (1) day after issuance of purchase order to the awardee.
- Work hours are from 8 am to 9 pm, Sunday through Saturday.
- Buildings must be painted and completed as per Attachment A, Housing Painting Schedule Summer 2019.
- Painting of Resident Assistant (RA) rooms will be scheduled through Project Manager who will be named at later date.

### Prep work:

- Contractor must move furniture to the center of room and cover it to prevent damage. (Contractor will move it back to its proper position after painting).
- Contractor must repair all damage to walls, including pin and nail holes and any old repairs, new repairs, water damage and issues other than smooth walls.
- Contractor must have all repairs inspected and signed off by Project manager before painting.
- Contractor will prime repaired areas and will second coat to keep paint from flashing.

**Painting:**

- Buildings are to be painted the colors listed in Attachment C, Housing Paint Colors Summer 2019 (please note that Attachment C contains 15 tabs, one for each building).
- Glidden Ultra-Hide #1416, interior latex ultra-high semi-gloss
- Devflex #4216HP latex interior/exterior semi-gloss
- Paint may not be thinned.
- Paint is to be applied by roller and brush only.
- Contractor will use drop cloths at all times to protect surfaces and prevent tracking.
- Contractor will paint from the top floor of the building down. All the rooms and areas of one floor must be completed before moving down to the next floor. Rooms are to be painted in a sequence from the largest room number to the smallest room number with no jumping around from room to room.
- Contractor will apply one coat of paint if repainting existing color.
- Contractor will apply two coats of paint where required, as per Attachment C.
- Contractor will clean up any spatter on surfaces caused by overspray from rollers.
- Contractor will be considerate of student property left in rooms being painted.
- Contractor shall be solely responsible for any damages caused by the contractor's employees, agents, affiliates, or anyone else under contractor's control, direction, or supervision on the job site.
- All paint not used is the property of UCF Housing.

**Clean up:**

- Contractor will be directed as to which mop sinks may be used for clean-up and must clean them daily.
- No sinks in the kitchens or bathrooms may be used to clean out rollers and brushes.
- No bath tubs or showers may be used to clean out rollers and brushes.
- Contractor will dispose of painting materials in coordination with Housing Project Manager and in accordance with Section 7.5 of UCF Environmental Management System Work Practice -003:

**Empty Containers:**

A container is considered empty and not a RCRA hazardous waste if:

- All wastes have been removed that can be removed using conventional methods (pouring, scraping, e.g.).
- No more than 2.5 centimeters remain on the bottom of the container.
- No more than 3 percent of the capacity of a container equal to or less than 110 gallons remain.
- No more than 0.3 percent of the capacities of a container greater than 110 gallons remain.
- Empty containers should be allowed to air dry, marked "EMPTY" then disposed into a solid waste dumpster. Containers that have contained pesticides or corrosive materials should be rinsed (rinse water can be used for future product dilution) or triple rinsed if the label indicates.
- Aerosol cans are considered empty when the contents have been used and they are completely depressurized.

**Sewer Disposal:**

- More than residual amounts of hazardous waste are restricted from sanitary sewer drain disposal. Chemical products (including latex paints and diluted cleaning products) are not to be disposed on the ground or into storm water drains.



**Contractor's employees, agents, affiliates, or anyone else under contractor's control and supervision on the job site:**

- All individuals working on-site are required to wear a company photo ID badge at all times. Workers not wearing photo ID badges will be required to leave the premises. Worker background checks are not required; however they are strongly encouraged of the contractor because the contractor shall be liable to University for any acts or omissions by a worker or anyone else directly or indirectly related to the Contractor and its obligations for this project. To that end, Contractor shall indemnify and hold the university and its officers, employees and trustees harmless from any and all claims, liability, damages, loss, cost and expense of every type whatsoever arising out of damage to property or injury or death to persons, including, without limitation, attorneys' fees and expenses, in connection with Contractor's performance of this project to the extent caused by the negligent acts or omissions, recklessness, or intentional wrongful misconduct of Contractor or anyone for whose acts or omissions Contractor may be liable. The indemnification contained herein shall survive the expiration or earlier termination of this project and the completion of the work.
- Workers may not smoke. This is a smoke free campus.
- Conduct unbecoming of contractor's workers (such as cat calls) will not be tolerated. Offenders will be immediately escorted off of campus.

**Use of facilities:**

- **Workers are not permitted to use the kitchen appliances or the restrooms in any rooms or apartments or dorm rooms.**
- **Workers are not permitted to prop open building entry doors at any time.**
- **Workers are not allowed to take any food or personal items from the rooms.**
- **Workers may not use the restrooms in any facilities except for common area restrooms listed.**
- **Workers may only use the restrooms in the following locations:**
  - If working in Volusia Hall (bldg. 8), use restroom at Building 7.
  - If working in Brevard Hall (bldg. 30), use restroom at Building 33 commons.
  - If working in Lake Claire (bldgs. 60-64), use restroom at Lake Claire building 65.
  - If working in Citrus Hall (bldg. 85), use restroom at Building 33.
  - If working in Academic Village (AV bldgs. 103, 105, 107), use restroom inside laundry room in AV 102 or 101.
  - If working in Academic Village (AV bldgs. 110, 112, 114), use restroom inside laundry room in AV 108 or 109.
  - If working in building 156 Neptune use the bathroom in the common space in the middle of the building.
- Workers may not change the air conditioning settings in any area or rooms.

**Parking:**

- Contractors will purchase parking passes for employees from Parking Services.
- Contractor and workers may only park in parking spaces (no parking on the grounds).

**Designs/drawings:**

- Designs and drawings are not required for the project.

**Permits:**

- Permits are not required for this project.

**Performance bonds:**

- Performance bonds are not required.

**Penalty:**

- Time is of the essence with this project and completing the project within the time tables set forth on Attachment A is a material and critical component of this project. Contractor shall pay the university the amounts set forth on Attachment D for each applicable unit for each day that the unit has not been completed in accordance with the applicable time table set forth on Attachment D. Any sums due and payable Contractor under this provision shall be payable, not as a penalty, but as liquidated damages representing an estimate of delay damages likely to be sustained by the university, estimated at the beginning of this project. Such liquidated damages shall apply regardless of whether Contractor has been terminated by the university prior to final job completion so long as Contractor's actions or inactions contributed to the delay.
- Such liquidated damages shall be in addition to and not in preclusion of the recovery of actual damages resulting from defects in Contractor's performance hereunder for matters other than delays in final job completion and shall not be paid out of the project's funds. When the university reasonably believes that final job completion will be inexcusably delayed, the university shall be entitled, but not required, to withhold from any amounts otherwise due to Contractor an amount then believed by the university to be adequate to recover liquidated damages applicable to such delays. If and when Contractor overcomes the delay in achieving final job completion, or any part thereof, for which the university has withheld payment, the university shall promptly release to Contractor those funds withheld, but no longer applicable as liquidated damages.

**Contractor to submit the following with this bid packet:**

1. Painting Bid Sheet
2. A detailed scope of work to include:
  - Time schedule by building
  - List of materials (e.g. number of gallons of paint (estimated)) by building
  - Number of employees by building
  - Number of supervisors for the project
3. A statement signed by contractor owner, confirming that the contractor will be able to obtain all painting materials, tarps, rollers, etc. and complete the work on time.

## BID SHEET

	Residence Hall	Building #	Price		Total Number of Employees Painting in Each Bld.	Total Number of Hours to Paint each Building	Estimated Gallons of Paint to be Used in each Building
<b>LOT 1</b>	Seminole Hall	32					
	Flagler Hall	86					
	Lake Hall	9					
<b>LOT 2</b>	Lake Claire	66					
	Lake Claire	67					
	Lake Claire	68					
	Lake Claire	69					
	Lake Claire	70					
<b>LOT 3</b>	Neptune Building	158					
<b>LOT 4</b>	Academic Village	101					
	Academic Village	104					
	Academic Village	109					
	Academic Village	113					

	<b>Academic Village *Breezeway</b>	104					
	<b>Academic Village *Breezeway</b>	113					

\* Optional Quote is not calculated in the award decision. Award will depend on available budget

**Prices shall consist of total cost to paint each unit in the building as listed in Attachment B, "Housing Space Detail Summer" including Doors, Door Frames, and any other surface listed in Attachment C, "Housing Paint Colors".**

**Please note: each unit may consist of multiple bedrooms, bathrooms, common areas, and kitchens. The unique characteristics of each unit and building should be taken into consideration when determining price.**

**Total Number of Full Time Supervisors on Project:** \_\_\_\_\_

**Total Number of Part Time Supervisors on Project:** \_\_\_\_\_

Does your bid meet our specifications exactly? \_\_\_ Yes \_\_\_ No

If No, please detail how your bid meets or exceeds the specifications of the required item(s) and provide proof that verifies your claim.

Prices quoted are good for at least \_\_\_\_\_ days following bid opening.

Delivery will be \_\_\_\_\_ days after receipt of order.

F.O.B. delivered to UCF

Payment terms: \_\_\_\_\_.

I certify that this bid is made without prior understanding, agreement or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and in all respects fair and without collusion or fraud. The following information, including an authorized representative signature and witness, is required to be submitted with your bid in order to be considered for evaluation and award. The person signing below acknowledges and agrees with all proposed information as submitted and has the authorization of the said company to enter into a contractual agreement with the University for the purposes as proposed and as described herein. Please print below unless where a signature is required.

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
MAILING ADDRESS

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
CITY, STATE, ZIP CODE

\_\_\_\_\_  
TITLE

(\_\_\_\_\_)\_\_\_\_\_  
PHONE NUMBER

(\_\_\_\_\_)\_\_\_\_\_  
FAX NUMBER

\_\_\_\_\_  
EMAIL ADDRESS

## Attachment A

### Housing Painting Schedule Summer 2019

	Residence Hall	Building #	Start Date	Completion Date	Note
LOT 1	Seminole Hall	32	May 6, 2019	May 17, 2019	Dates are approximate at this time and could change
	Flagler Hall	86	May 6th, 2019	July 21, 2019	Dates are approximate at this time and could change
	Lake Hall	9	May 6, 2019	May 17, 2019	Dates are approximate at this time and could change
LOT 2	Lake Claire	66	May 6, 2019	May 11, 2019	Dates are approximate at this time and could change
	Lake Claire	67	May 12, 2019	May 17, 2019	Dates are approximate at this time and could change
	Lake Claire	68	May 18, 2019	May 23, 2019	Dates are approximate at this time and could change
	Lake Claire	69	May 24, 2019	May 29, 2019	Dates are approximate at this time and could change
	Lake Claire	70	May 30, 2019	June 5, 2019	Dates are approximate at this time and could change
LOT 3	Neptune	158	May 6, 2019	June 12, 2019	Dates are approximate at this time and could change
LOT 4	Academic Village	101	May 28, 2019	June 4, 2019	Dates are approximate at this time and could change
	Academic Village	104	June 5, 2019	June 15, 2019	Dates are approximate at this time and could change
	Academic Village	109	May 19, 2019	May 27, 2016	Dates are approximate at this time and could change
	Academic Village	113	May 6, 2019	May 18, 2019	Dates are approximate at this time and could change

## Attachment B

### Housing Space Detail 2019

	Building Name	Building #	Quantity of Units	Unit Type
<b>LOT 1</b>	Seminole Hall	32	4	RA suites with kitchen (To Be Scheduled)
			78	Rooms (2 rooms share common bath)
	Flagler Hall	86	8	RA suites with kitchen (To Be Scheduled)
			112	Rooms (2 rooms share common bath)
	Lake Hall	9	1	RA suite with kitchen (To Be Scheduled)
			12	2-bedroom with common area and bathroom
12			3-bedroom with common area and bathroom	
<b>LOT 2</b>	Lake Claire	66	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)
			11	4-bedroom apartments with common area, kitchen and 2 baths
		67	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)
			11	4-bedroom apartments with common area, kitchen and 2 baths
		68	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)
			11	4-bedroom apartments with common area, kitchen and 2 baths
		69	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)
			11	4-bedroom apartments with common area, kitchen and 2 baths
		70	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)
			11	4-bedroom apartments with common area, kitchen and 2 baths

<b>LOT 3</b>	Neptune	158	62	4-bedroom 2-bath suites
			5	RA suites ( To Be Scheduled )
			1	Area Coordinator suite
			3	Stairwells
			1	ADA suite
			5	Study
			5	Common Kitchen
			5	Common Livingroom/ Bathrooms
			5	Laundry
			5	Hallways

<b>LOT 4</b>	Academic Village	101	3	1-bedroom RA suites (To Be Scheduled)
			33	2-bedroom suites with common bathroom
		104	4	1-bedroom AC suites (To Be Scheduled)
			38	4-bedroom apartment with common area, kitchen and 2 baths
			4	2-bedroom apartment with common area, kitchen and 1 baths
		109	3	1-bedroom RA suites with kitchen (To Be Scheduled)
			37	2-bedroom suites with common bathroom
		113	4	1-bedroom AC suites w/ Kitchen (To Be Scheduled)
			38	4-bedroom apartment with common area, kitchen and 2 baths
			4	2-bedroom apartment with common area, kitchen and 1 baths

## Attachment C

### Paint Colors

**Attachment C is a large spreadsheet that would not fit in this document. Bidders can obtain a copy of Attachment C, "Paint Colors" on the UCF Procurement Services website via the following link under ITB 1815MCS.**

<https://procurement.ucf.edu/solicitations/>



**Attachment D**  
**Nightly Penalty Rates**  
**2019**

Name	Bld#	Quantity	Units	Nightly Penalty Rate
Seminole Hall	32	3	RA suites with kitchen	\$145.00
		64	Rooms (2 rooms share common bath)	\$145.00
Lake Hall	9	1	RA suite with kitchen	\$145.00
		12	2-bedroom with common area and bathroom	\$145.00
		12	3-bedroom with common area and bathroom	\$145.00
Flagler Hall	86	4	RA suites with kitchen	\$145.00
		56	Rooms (2 rooms share common bath)	\$145.00
Lake Claire	66	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)	\$145.00
		11	4-bedroom apartments with common area, kitchen and 2 baths	\$145.00
	67	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)	\$145.00
		11	4-bedroom apartments with common area, kitchen and 2 baths	\$145.00
	68	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)	\$145.00
		11	4-bedroom apartments with common area, kitchen and 2 baths	\$145.00
	69	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)	\$145.00
		11	4-bedroom apartments with common area, kitchen and 2 baths	\$145.00
	70	1	RA apartment (3-bedroom with common area, kitchen and 2 baths)	\$145.00
		9	4-bedroom apartments with common area, kitchen and 2 baths	\$145.00
Neptune	158	62	4-bedroom 2-bath suites	\$145.00
		5	RA suites ( To Be Scheduled )	\$145.00
		1	Area Coordinator suite	\$145.00

Academic Village	101	3	1-bedroom RA suites with kitchen	\$145.00
		39	2-bedroom suites with common bathroom	\$145.00
		2	1-bedroom GA suites w/ kitchen	\$145.00
	104	1	2-bedroom apartment with common area, kitchen and 2 baths AC	\$145.00
		3	4-bedroom apartment with common area, kitchen and 2 baths	\$145.00
	113	4	4-bedroom apartment with common area, kitchen and 2 baths	\$145.00
	109	3	1-bedroom RA suites	\$145.00
		2	2-bedroom GA suites with , kitchen and bath	\$145.00
		39	4-bedroom apartment with common area, kitchen and 2 baths	\$145.00

(Remainder of this page left blank intentionally)

ATTACHMENT 1

**BIDDER'S STATEMENT OF PRINCIPAL PLACE OF BUSINESS**  
*(Must be completed & submitted with each competitive solicitation)*

Name of Bidder: \_\_\_\_\_

Identify the state in which the Bidder has its principal place of business: \_\_\_\_\_

**Proceed as follow: IF your principal place of business above is located within the State of Florida, the Bidder must sign below and attach to your solicitation. No further action is required. IF your principal place of business is outside of the State of Florida the following must be completed by an attorney and returned with your solicitation. Failure to comply may be considered to be non-responsive to this solicitation.**

**OPINION OF OUT-OF-STATE BIDDER'S ATTORNEY ON BIDDING PREFERENCES**  
*(To be completed by the Attorney for an Out-of-State Bidder)*

**NOTICE:** Section 287.084(2), Fla. Stat., provides that "a vendor whose principal place of business is outside this state must accompany any written bid, proposal, or reply documents with a written opinion of an attorney at law licensed to practice law in that foreign state, as to the preferences, if any or none, granted by the law of that state [or political subdivision thereof] to its own business entities whose principal places of business are in that foreign state in the letting of any or all public contracts."

**LEGAL OPINION ABOUT STATE BIDDING PREFERENCES**  
*(Please Select One)*

\_\_\_\_\_ The Bidder's principal place of business is in the State of \_\_\_\_\_ and it is my legal opinion that the laws of that state **do not grant a preference** in the letting of any or all public contracts to business entities whose principal places of business are in that state.

\_\_\_\_\_ The Bidder's principal place of business is in the State of \_\_\_\_\_ and it is my legal opinion that the laws of that state **grant the following preference(s)** in the letting of any or all public contracts to business entities whose principal places of business are in that state: [Please describe applicable preference(s) and identify applicable state law(s)]:

\_\_\_\_\_

**LEGAL OPINION ABOUT POLITICAL SUBDIVISION BIDDING PREFERENCES**  
*(Please Select One)*

\_\_\_\_\_ The Bidder's principal place of business is in the political subdivision of \_\_\_\_\_ and it is my legal opinion that the laws of that political subdivision **do not grant a preference** in the letting of any or all public contracts to business entities whose principal places of business are in that political subdivision.

\_\_\_\_\_ The Bidder's principal place of business is in the political subdivision of \_\_\_\_\_ and the laws of that political subdivision **grant the following preference(s)** in the letting of any or all public contracts to business entities whose principal places of business are in that political subdivision: [Please describe applicable preference(s) and identify applicable authority granting the preference(s)]:

\_\_\_\_\_

Signature of out-of-state Bidder's attorney: \_\_\_\_\_

Printed name of out-of-state Bidder's attorney: \_\_\_\_\_

Address of out-of-state bidder's attorney: \_\_\_\_\_

\_\_\_\_\_

Telephone Number of out-of-state bidder's attorney: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email address of out-of-state bidder's attorney: \_\_\_\_\_

Attorney's states of bar admission: \_\_\_\_\_

Bidder's Printed Name: \_\_\_\_\_

Signature \_\_\_\_\_

## Attachment 2

### CERTIFICATE OF NON-SEGREGATED FACILITIES

We, \_\_\_\_\_ certify to the University of Central Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive order 11246, amended..

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from offered subcontractors for specific time periods) we will obtain identical certifications from offered subcontractors prior to the award of subcontracts exceeding \$10,000 which are not exempt from the provisions of the Equal Opportunity Clause; that we will retain such certification in our files; and that we will forward the following notice to such offered subcontractors (except where the offered subcontractors have submitted certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS OR REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 1967 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 1967), must be submitted prior to the award of a sub-contract exceeding \$10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e. quarterly, semiannually, or annually).

**The Contractor and subcontractors shall abide by the requirements of 41 CFR, Section 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.**

**NOTE: Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.**

## Attachment 2

### CERTIFICATE OF NON-SEGREGATED FACILITIES SUBPART - CONTRACTOR'S AGREEMENTS

**SEC. 202.** Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
- (3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

(1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

Company: \_\_\_\_\_

Authorized Representative's Name: \_\_\_\_\_

Authorized Representative's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment 3**

**COMPLIANCE AND  
CERTIFICATION OF GOOD STANDINGS**

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Vendors shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing. The certifications must be submitted to the UCF Procurement Services Department prior to providing any goods or services required under the resulting contract.** Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

**CERTIFICATION**

I certify that the company submitting an offer under this solicitation in is compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: \_\_\_\_\_

Authorized Representative's Name: \_\_\_\_\_

Authorized Representative's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment 4**

**INSERT BONFIRE SUBMISSION INFORMATION**

# Submission Instructions for Suppliers

Please follow these instructions to submit via our Public Portal.

## 1. Prepare your submission materials:

### Requested Information

Name	Type	# Files	Requirement
Proposal	File Type: Any	Multiple	Required

### Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

## 2. Upload your submission at:

<https://ucfprocurement.bonfirehub.com/opportunities/13748>

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Apr 04, 2019 3:00 PM EDT**. We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

### Important Notes:



Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

### **Need Help?**

University of Central Florida Procurement Services uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>