

Exhibit A - Scope of Services

ITB No.: C007113

Project: Roadway Litter Control

SECTION 1. SCOPE OF SERVICES

- 1.1** The Contractor shall provide all labor, supervision, equipment, vehicles, materials, tools, transportation, and other resources necessary to perform litter collection, debris removal, roadway and public-area cleaning, and related services within the designated service areas. that consists of 40 linear miles. Services shall be performed in accordance with the requirements, schedules, and area-specific responsibilities identified in this solicitation.
- 1.2** Unless otherwise specified for a particular service area, all services shall be performed **seven (7) days per week, 365 days per year**, between **6:00 a.m. and 10:00 p.m.**
- 1.3** The Contractor shall maintain the following standard daily service schedule:
- 6:00 a.m. – 9:00 a.m.:** First complete sweep of the assigned service areas
 - 9:00 a.m. – 1:00 p.m.:** Continuous litter patrol and removal of litter and debris
 - 1:00 p.m. – 3:00 p.m.:** Second complete sweep of the assigned service areas
 - 3:00 p.m. – 10:00 p.m.:** Continuous litter patrol and removal of litter and debris
- 1.4** The Contractor shall ensure all required services are completed within the applicable timeframes and that designated areas remain free of litter and debris throughout the service period.
- 1.5** Any area with a different service frequency, schedule, or specific completion time shall be identified in **Section 2 – Areas and Specific Service Requirements.**
- 1.6** Custodial Contract Office & Storage Space - Owner is not required to provide office space for custodial contracts. Depending on the need, a storage space may be provided specified supplies and equipment and utilized by the contractor. Contractor must get approval from Owner prior to any modifications to the provided storage space.
- 1.7** The District will provide trash bags for the trash receptacles. The distribution of the trash bags will be handled in coordination with the District's Representative.
- 1.8 Porter and Vehicle Schedule Requirements:**

Service Period	Minimum Staffing	Vehicle Requirements
6:00 am to 10:00 am	One (1) Porter	One (1) vehicle
10:00 am to 6:00 pm	Two (2) Porters	Two (2) vehicles, independently operated
6:00 pm to 10:00 pm	One (1) Porter	One (1) vehicle

- 1.9 Staffing, Equipment, and Resources:**

- A. The Contractor shall provide additional personnel and/or vehicles when necessary to complete all required services within the specified timeframes. The minimum staffing requirements above do not relieve the Contractor of its responsibility to ensure all areas are properly serviced and maintained.
- B. The Contractor shall provide all labor, materials, supervision, transportation, tools, equipment, and other resources necessary to perform litter and debris collection services throughout all **nineteen (19) designated service areas.**

The Contractor shall:

- 1. Collect and remove all **litter, debris, and other waste** from the designated service areas.
- 2. Maintain **both sides of roadways**, including applicable **medians**.
- 3. Keep all applicable **ramps, concrete bridgeways, roadways, and other designated areas** free of litter and debris.
- 4. Properly collect, remove, and dispose of all litter and debris.
- 5. Perform all services in accordance with applicable **roadway safety requirements and guidelines.**
- 6. Provide sufficient staffing, vehicles, equipment, and resources to complete all required services within the specified service schedules.

1.10 Litter and Debris Removal:

- A. Collect and remove any litter/debris found within turf, roadways, and other applicable areas.
- B. Maintain the designated areas free of litter and debris.
- C. Follow all applicable roadway guidelines and safety requirements while performing the work.

1.11 Cigarette Butt Removal: Remove cigarette butts found during servicing around buildings, pedestrian bridge towers, trash receptacles, and other applicable areas.

1.12 Daily Trash Receptacle Wipe-Down:

Where trash receptacles are included within the Contractor's service area, the Contractor shall perform a daily external wipe-down of each receptacle to remove residue, debris, or other visible material and maintain the receptacles in a clean and presentable condition.

1.13 Monthly Trash Receptacle Detail Cleaning:

The Contractor shall perform a **complete detail cleaning of all designated trash receptacles once per month.** Cleaning shall be performed during **off-peak hours** and within the required timeframe established for each applicable service area. All designated units shall be completed within the applicable monthly cycle, and the Contractor shall provide **documented before-and-after photographs** of the completed cleaning.

SECTION 2. SERVICE AREAS, ACTIVITIES, AND FREQUENCY

2.1 [Litter Control Coverage Map Link for all areas.](#)

The Contractor shall perform the required litter collection, debris removal, trash receptacle servicing, and related services within the service areas identified below. All services shall be performed in accordance with the General Service Requirements and the applicable frequency and schedule identified for each area.

Numbers listed below correlate to the areas numbers in the coverage map:

Area 1. Hotel Plaza Boulevard:

The Contractor shall provide litter and debris collection services along both sides of Hotel Plaza Boulevard and the median strip. Services shall also include trash receptacle servicing, removal and replacement of trash bags as required, daily external wipe-down of designated trash receptacles, cigarette butt removal, and monthly detail cleaning of designated trash receptacles.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep:** Completed by **9:00 a.m.**
- **Second Complete Sweep:** Completed between **1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

**Area 2 . Buena Vista Drive Pedestrian Bridge Towers – A, B, C, D, E, & Flamingo Crossings
Pedestrian Bridge Towers 1, 2 ,3 , & 4:**

The Contractor shall provide litter and debris collection services at Buena Vista Drive Pedestrian Bridge Towers A, B, C, D, and E, and Flamingo Crossings Pedestrian Bridge Towers 1, 2, 3, and 4. Services shall include removal of debris from designated trash and recycling bins, trash receptacle servicing, daily external wipe-down of designated trash receptacles, removal of debris and cigarette butts from landscape beds and surrounding areas, and monthly detail cleaning of designated trash receptacles.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep:** Completed by **9:00 a.m.**
- **Second Complete Sweep:** Completed between **1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

Area 3 – Buena Vista Drive

The Contractor shall provide litter and debris collection services along both sides of Buena Vista Drive and the median strip, from State Road 535 to south of Osceola Parkway, including Backstage Lane. Services shall also include trash receptacle service, daily external wipe-down of designated trash receptacles, cigarette butt removal, and monthly detail cleaning of designated trash receptacles.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep:** Completed by **9:00 a.m.**
- **Second Complete Sweep:** Completed between **1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**
- **Trash Receptacle Wipe-Down:** Daily.
- **Trash Receptacle Detail Cleaning:** Once per month, during off-peak hours and within the required completion time.

Area 4. Bonnet Creek Parkway:

The Contractor shall collect and remove all litter and debris along both sides of Bonnet Creek Parkway and the median strip, from Buena Vista Drive to Vista Boulevard. Services shall include maintaining the roadway,

medians, and other designated areas free of litter and debris and properly collecting and disposing of all debris.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep: Completed by 9:00 a.m.**
- **Second Complete Sweep: Completed between 1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol: 6:00 a.m. to 10:00 p.m.**

Area 5 – Epcot Resorts Boulevard

The Contractor shall collect and remove all litter and debris along both sides of Epcot Resorts Boulevard and the medians, from Buena Vista Drive at Speedway to Buena Vista Drive at Fantasia Golf. Services shall include maintaining the roadway, medians, and other designated areas free of litter and debris and properly collecting and disposing of all debris.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep: Completed by 9:00 a.m.**
- **Second Complete Sweep: Completed between 1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol: 6:00 a.m. to 10:00 p.m.**

Area 6 – State Road 535

The Contractor shall collect and remove all litter and debris along both sides of State Road 535 and the median strip, from the Florida Hospital Centra Care Walk-in Medical Clinic entrance to the first intersection south of I-4. Services shall include maintaining the roadway, median, and other designated areas free of litter and debris and properly collecting and disposing of all debris.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep: Completed by 9:00 a.m.**
- **Second Complete Sweep: Completed between 1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol: 6:00 a.m. to 10:00 p.m.**

Area 7. West bound I-4 from State Road 535 to Epcot Interchange.

The Contractor shall collect and remove all litter and debris along westbound I-4 from State Road 535 to the Epcot Interchange, including all applicable roadway areas, ramps, and designated areas within the service limits. The Contractor shall maintain the designated roadway areas free of litter and debris and properly collect and dispose of all debris.

Frequency:

One (1) complete sweep shall be performed daily and **shall be completed at sundown due to low-light conditions.**

Area 8 – Epcot Center Drive (State Road 536)

The Contractor shall collect and remove all litter and debris along Epcot Center Drive (State Road 536), from the WDW Gateway to World Drive, including on- and off-ramps, and along Backstage Lane from Overpass

Lane to Buena Vista Drive. The Contractor shall maintain all designated roadway areas, ramps, and associated areas free of litter and debris.

Frequency:

One (1) complete sweep shall be performed daily and **shall be completed at sundown due to low-light conditions.**

Area 9. Victory Way:

The Contractor shall collect and remove all litter and debris along both sides of Victory Way and the medians, from Buena Vista Drive to Osceola Parkway. Services shall include the ramp/road into the Studio Parking Lot south of the Studios Toll Plaza and interchange, the ramp onto Osceola Parkway westbound, and the Osceola Parkway westbound ramp to Victory Way northbound. All designated roadway areas shall be maintained free of litter and debris.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep:** Completed by **9:00 a.m.**
- **Second Complete Sweep:** Completed between **1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

Area 10 – Floridian Place

The Contractor shall collect and remove all litter and debris along both sides of Floridian Place and the medians, from Reams Road to Fire Station 3. Services shall include maintaining the roadway, medians, and other designated areas free of litter and debris and properly collecting and disposing of all debris.

Frequency:

Two (2) complete sweeps shall be performed daily:

- **First Complete Sweep:** Completed by **9:00 a.m.**
- **Second Complete Sweep:** Completed between **1:00 p.m. and 3:00 p.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

Area 11 – World Drive

The Contractor shall collect and remove all litter and debris along both sides of World Drive and the median strip, south of Stohl Port, including World Drive south of Bear Island Road as it transitions into Floridian Way. Services shall also include the interchange to north of State Road 192 before the interchange and Griffith Road to north of the I-4 interchange. All designated roadway areas, medians, interchanges, and applicable ramps shall be maintained free of litter and debris.

Frequency:

One (1) complete sweep shall be performed daily and **shall be completed at sundown due to low-light conditions.**

- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

Area 12. Osceola Parkway

The Contractor shall collect and remove all litter and debris along Osceola Parkway from Buena Vista Drive, including the interchange, to east of the Gateway. The Contractor shall maintain the designated roadway, interchange, and associated areas free of litter and debris and properly collect and dispose of all debris.

Frequency:

One (1) complete sweep shall be performed daily and **shall be completed at sundown due to low-light conditions.**

Area 13. Western Way:

The Contractor shall collect and remove all litter and debris along both sides of Western Way and the medians, from Avalon Road to Buena Vista Drive, including the Toll Road 429 ramps and dry retention ponds located on the west side of Toll Road 429. Services shall also include the collection and removal of trash from designated trash receptacles, maintaining the designated areas free of litter and debris, and properly collecting and disposing of all debris in accordance with the General Service Requirements.

Frequency:

One (1) complete sweep shall be performed daily and **shall be completed at sundown due to low-light conditions.**

- **Trash Receptacle Wipe-Down:** Daily.
- **Cigarette Butt Removal:** During each service.
- **Trash Receptacle Detail Cleaning:** Once per month during off-peak hours, within the applicable monthly cycle, with documented before-and-after photographs.

Area 14. Flamingo Crossings.

The Contractor shall collect and remove all litter and debris along both sides of Flagler Avenue and the medians, from Western Way to Hartzog Road. Services shall include the collection and removal of trash from designated trash receptacles, maintaining the roadway, medians, and other designated areas free of litter and debris, and properly collecting and disposing of all debris.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**
- **Trash Receptacle Wipe-Down:** Daily.
- **Cigarette Butt Removal:** During each service.
- **Trash Receptacle Detail Cleaning:** Once per month during off-peak hours, within the applicable monthly cycle, with documented before-and-after photographs.

Flagler Avenue: from Western Way to Hartzog Road, two sides of the road and medians including trash from trash receptacles.

Area 15 – Hartzog Road

The Contractor shall collect and remove all litter and debris along both sides of Hartzog Road and the medians, from the north side of the flat bridge to the south end of the Orange County and RCID/CFTOD property line. Services shall include the collection and removal of trash from designated trash receptacles,

maintaining the roadway, medians, and other designated areas free of litter and debris, and properly collecting and disposing of all debris.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**
- **Trash Receptacle Wipe-Down:** Daily.
- **Cigarette Butt Removal:** During each service.
- **Trash Receptacle Detail Cleaning:** Once per month during off-peak hours, within the applicable monthly cycle, with documented before-and-after photographs.

Area 16. Flamingo Crossings Ponds

The Contractor shall collect and remove all litter and debris in and around all retention ponds within the Hartzog property area. Services shall include the collection and removal of trash from designated trash receptacles and the maintenance of the surrounding pond areas free of litter and debris.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**
- **Continuous Litter Patrol: 6:00 a.m. to 10:00 p.m.**

Area 17 - CFTOD Fleet Maintenance Compound & Landscape Laydown Yard

The Contractor shall collect and remove all litter, debris, and other waste throughout the CFTOD Fleet Maintenance Compound, including roadways, paved areas, landscaped areas, and other designated areas within the compound. The Contractor shall maintain the designated areas in a clean and orderly condition and properly collect, remove, and dispose of all litter and debris.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**
- **Continuous Litter Patrol: 6:00 a.m. to 10:00 p.m.**

Area 18 – SSA Material Recovery Yard including Recycle Way Roadways

The Contractor shall collect and remove all litter, debris, and other waste throughout the SSA Material Recovery Yard, including Recycle Way roadways and other designated areas within the yard. The Contractor shall maintain the roadways and designated areas free of litter and debris and properly collect, remove, and dispose of all collected material.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**

Area 19. SSA Wastewater Treatment Compound including the CFTOD Lab Compound

The Contractor shall collect and remove all litter, debris, and other waste throughout the SSA Wastewater Treatment Compound, including the CFTOD Lab Compound and other designated areas. The Contractor

shall maintain all designated areas in a clean and orderly condition and properly collect, remove, and dispose of all litter and debris.

Frequency:

One (1) complete sweep shall be performed daily:

- **Complete Sweep:** Completed by **9:00 a.m.**
- **Continuous Litter Patrol:** **6:00 a.m. to 10:00 p.m.**

SECTION 3. EQUIPMENT SPECIFICATIONS

- 3.1** A minimum of two (2) vehicles shall be provided for this Contract. The Contractor shall be responsible for all costs associated with the operation, maintenance, and use of the vehicles, including, but not limited to, fuel, oil, routine maintenance, repairs, insurance, registration, licensing, and any other related expenses. All vehicles shall be maintained in safe, clean, and operable condition at all times.
- 3.2** The Contractor shall maintain at least one (1) backup/replacement vehicle readily available to ensure uninterrupted services. In the event that any required vehicle becomes inoperable due to breakdown, maintenance, accident, or any other reason, the Contractor shall immediately provide a suitable replacement vehicle at no additional cost to the District.
- 3.3** **Service shall be provided seven (7) days per week, 365 days per year, including all holidays.**

SECTION 4. DELIVERABLES AND MANDATORY REPORTING

- 4.1** The Contractor shall document the approximate weight of all debris collected and disposed of throughout the term of the Contract. The Contractor shall maintain a detailed log of all debris removed and disposed of and provide this documentation to the District upon request.
- 4.2** The Contractor shall provide GPS tracking for all vehicles used to perform services under this Contract. The Contractor shall submit a weekly GPS tracking report documenting the completion of all specified routes within the required timeframes.
- 4.3** The Contractor shall ensure that all assigned routes are completed as scheduled. The Contractor shall provide weekly documentation verifying the completion of all required routes.

SECTION 5. STORM PREPARATION & RESPONSE

- 5.1** When a named storm has formed (or weather event threat is identified) and it is likely that there will be impacts to the District and the surrounding area it is crucial to the District's operations and the safety and welfare of the public to provide disaster response as quickly and efficiently as possible. Failure to do so could result in contract default.
- 5.2** The Contractor must guarantee a dedicated priority response to the District. Prior to the storm, a list of contacts for standby personnel are to be given to the Project Manager within 24 hours. When safe to travel, the Contractor must respond where directed by and make the restoration and repairs required by District staff.
- 5.3** Staging will be approved and coordinated with District staff.

SECTION 6. LICENSING/PERMITS/CERTIFICATIONS/REQUIREMENTS

- 6.1** Contractor shall have demonstrated experience providing roadway litter collection, roadside cleanup, debris removal, or similar roadway/right-of-way maintenance services and shall provide at least three (3) relevant project references completed within the last five (5) years at a similar capacity and scope. For each reference, the **Project/Client Reference Form (Exhibit B)** shall be completed and shall include information regarding the Contractor's experience, staffing, equipment, safety practices, waste collection and disposal procedures, supervision, responsiveness, service documentation, and overall performance.
- 6.2** Contractor shall not subcontract any part of work.
- 6.3 FDOT Temporary Traffic Control (TTC) Advance & Intermediate Certification:** Bidder shall affirm that at least one (1) staff member holds a current Advance TTC certification for submitting TTC plans, and each employee performing TTC setup holds a current Intermediate TTC certification or will obtain certification within thirty (30) days. Bidder shall replace any vacated TTC-certified employee within thirty (30) days and provide an updated certification list every thirty (30) days.
- 6.4 Emergency Response:** The Contractor shall maintain an emergency response plan and be prepared to provide immediate litter control, debris removal, and cleanup services in response to emergencies, severe weather events, accidents, spills, or other conditions requiring urgent attention. The Contractor shall be available to respond to emergency requests and shall have qualified personnel and necessary equipment on site within **one (1) hour** of notification to address and mitigate the condition and restore the affected area to a safe, clean, and accessible condition. The Contractor shall complete and submit the **Exhibit C- Emergency Response Form** provided with this solicitation

SECTION 7. AWARD

- 7.1** The District reserves the right to accept or reject any or all bids.
- 7.2** The District is awarding one contract. This contract will be for an initial term of 3 years(s) with an optional 2 year renewal.
- 7.3** The District reserves the right to waive any irregularities and technicalities any may, at its sole discretion, request a clarification or other information to evaluate any or all bids.
- 7.4** Any exceptions made to the District's standard contract language noted in the submitted bid/proposal may be cause for bid rejection at the sole discretion of the District.
- 7.5** The basis of award will be the lowest responsive and responsible bidder for Base Bid listed in PlanetBids. However, the District may choose to award in its best interest.
- 7.6** BuyLocalNow, Veteran, or Opportunity Zone qualified bidders may receive a bid preference as noted in the [Procurement Policy PRO-100](#). If a bidder is eligible for a preference, bidder must complete the Affidavit of Eligibility Form and include it with the bid submission by the bid due date for consideration. Affidavit of Eligibility Forms are available within the solicitation documents on PlanetBids. Forms must be uploaded into PlanetBids as a separate attachment from bid submission.

SECTION 8. QUALITY CONTROL AND WARRANTY

- 8.1** Contractor shall establish a quality control/quality assurance program specific to this contract scope

and shall maintain and monitor the program throughout the life of the contract.

- 8.2** The intent of this services contract is to keep the roadways free of ALL debris at ALL times, from 6:00 a.m. to 10:00 p.m. (regular service hours). During the regular service hours, the Owner will occasionally request that the Contractor return to a zone that has already been serviced due to a high volume of traffic in that zone. The Contractor will not be compensated for return visits and these possible revisits or alterations to a route should be expected and included in the bid.
- 8.3** Contractor shall dispose of debris using the **dumpster behind Fire Station #4** located at 1945 E Buena Vista Dr, Lake Buena Vista, FL 32830. Please see map in Section 14.

SECTION 9. DAMAGE

- 9.1** Any damages caused by the Contractor shall be repaired by the Contractor within twenty-four (24) hours, or shall be repaired by the District and back-charged at the current rate per man hour plus material plus twenty percent (20%) on material only. Any materials required to correct damages caused by the Contractor shall be the responsibility of the Contractor.
- 9.2** Contractor must report all damages to the District immediately.
- 9.3** Damages attributed from the Contractor will be at no cost to the District.

SECTION 10. TEMPORARY TRAFFIC CONTROL

- 10.1** Due to the close proximity to roadways and traffic patterns, work schedules must be coordinated with the District to reduce traffic hazards.
- 10.2** Contractor is responsible for the safety of its employees and must meet the requirements of Florida Department of Transportation ("FDOT") statutes, laws, and regulations in accordance with the Temporary Traffic Control ("TTC") and must communicate all TTC work within the District.
- 10.3** All TTC hardware used by the Contractor for the performance of its Services must be new or like new condition at all times. Any hardware (i.e. barricades, signs, barrier walls, etc.) that is not in new or like new condition must be removed and replaced by the Contractor at no additional cost to the District and the respective work requiring maintenance of traffic that the hardware in contention is associated with may not be implemented until such time as the corrections are made.
- 10.4** All Contractors' employees must wear brightly colored safety vests (Florida Department of Transportation "FDOT" specifications by road speed) when working within fifteen feet (15') of any roadway. All safety apparel (including but not limited to vests) must be properly maintained.

SECTION 11. SAFETY

- 11.1** All Contractor employees working within fifteen (15) feet of any roadway shall wear a clean, properly maintained Contractor-issued uniform and brightly colored, high-visibility safety vests that meet applicable FDOT requirements based on the roadway speed. Uniforms shall clearly identify the Contractor's employees and shall be worn at all times while performing services under this Contract. All uniforms and safety apparel, including but not limited to safety vests, shall be properly maintained, clean, and in good condition at all times.
- 11.2** All Contractor vehicles, equipment, and tools used to perform the Services shall be properly maintained

and kept in safe operating condition, with all required safety equipment present, intact, and fully operational, including but not limited to warning lights, headlights, and other required vehicle safety equipment, and all Contractor employees shall wear appropriate Contractor-issued uniforms and job-specific personal protective equipment ("PPE"), including, as applicable, hard hats, high-visibility safety vests, and eye, hearing, and hand protection, with the Contractor responsible for ensuring employee compliance with all applicable safety requirements .

- 11.3** The Contractor shall immediately repair or remove from service any vehicle or equipment that does not meet the applicable safety requirements. Due to the close proximity to roadways and traffic patterns, work schedules shall be coordinated with the Owner to reduce traffic hazards.
- 11.4** Contractor shall maintain safe working environments in conformance with all applicable Occupational Safety and Health Administration ("OSHA") standards, Walt Disney World ("WDW"), Reedy Creek Energy Services ("RCES"), and CFTOD safety standards and requirements.

SECTION 12. DISTRICT GUIDELINES

- 12.1** Contractor shall be responsible for initiating, maintaining and supervising safety precautions and programs in connection with the services, and shall provide all protection to prevent injury to all persons involved in any way in the services.
- 12.2** Any and all complaints or calls for assistance from the District or its agents or representatives shall be responded to by the Contractor within twenty-four (24) hours of the District's issuance of such complaints or calls and all repairs or work which precipitated such complaint shall be diligently and professionally completed by the Contractor.
- 12.3** The District is located and operates in an area that caters to many visitors and guests from different parts of the country and world. Employees performing their jobs may frequently encounter these visitors as well as various clients of the District. The image that you project plays a role in the impression of the District and its staff and can affect the overall experience of our visitors to the Central Florida area.
- 12.4** Therefore, everyone must strive to make positive impressions by maintaining a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. All vendor employees are expected to present a professional, businesslike image to clients, visitors, customers, and the public. Contractor must ensure all vehicles and uniforms used by their staff are identified with their company name and logo.

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SECTION 13. LITTER CONTROL DUMPSTER LOCATION:

Fire Station 4 address: 1945 E Buena Vista Dr, Lake Buena Vista, FL 32830

