

SCOPE OF SERVICES

1. OVERVIEW

- a. The Contractor(s) shall provide Preventative Maintenance (PM) and repair services for commercial overhead roll-up doors, fire doors, gates, and automatic and Americans with Disabilities Act (ADA)-compliant pedestrian doors, as well as related systems and equipment to ensure safe, reliable, and efficient operation. The Contractor shall furnish all labor, tools, equipment, materials and other incidentals necessary to perform the required services. Complete replacements and new installations of electric/motor-controlled door systems and gate systems are excluded from this contract. Covered Systems include doors or gates and their frames, access control systems or motors (where applicable), and associated electrical components. Services shall be performed to maximize operational performance, extend equipment lifecycle, and maintain compliance with applicable codes and regulations.
- b. The primary user of the Contract shall be the Facilities Management Department. Contract administration, including supervision, inspection, and the acceptance of the work, shall be the responsibility of the Division/Department issuing the Delivery Order. The issuing Division/Department shall verify that all work is completed in accordance with the contract specifications and terms and shall address any issues that may arise under this Contract.
- c. Examples of Work covered under this contract are:
 - i. Like-for-like replacement of door and gates.
 - ii. Replacement or repair of motor control systems component(s).
 - iii. Repairs to restore the functionality of the doors and gates.
- d. The Existing Infrastructure Equipment/System listed on Attachment “A” may be modified, removed, or expanded by Orange County at any time during the term of the Contract. Orange County may also add new equipment and/or related components to the scope of this Contract at any time during the Contract term . Any such changes shall be documented in writing by the Contract Administrator.

2. HOURS OF PERFORMANCE

- a. Standard Hours: Standard working hours are Monday through Friday, 6:00 AM to 6:00 PM, excluding recognized Orange County holidays.
- b. Non-Standard Hours: Non-Standard working hours are other than Monday through Friday, 6:01 AM to 5:59 PM, weekends, and Orange County holidays.
- c. Emergency Hours: Twenty-four (24) hours per day, seven (7) days per week, to include weekends and holidays. The Service Technician telephone response time shall be within two (2) hours of notification. On-site response time shall be within two (2) hours of notification for emergency repairs.
- d. Emergency Condition: In the event of an emergency condition being declared by the Orange County Mayor, Facilities Manager, or other respective designees, the

Contractor will perform work during such hours as specified by Orange County and shall be paid as Non-Standard hours.

- e. Personnel Identification and Sign-In Requirements: All Contractor personnel, including subcontractors, shall report at the appropriate administrative office upon arrival, prior to beginning work, and upon completion of work before leaving the site. Contractor personnel shall sign-in upon arrival and sign-out upon completion of all services.
- f. Actual Charges: Charges shall be based on actual hours worked at Orange County sites as reported to the District Service Coordinator or County Representative. Travel time to and from County sites is not reimbursable and shall be considered part of the Contractor's overhead.

3. HIGH PROFILE BUILDINGS

- a. Due to security concerns, the County may require accelerated response times for certain high-profile buildings. High profile buildings include, but are not limited to, the following locations. Additional high-profile locations may be designated by the County:

Law Enforcement and Correctional Facilities, including:

- 1) Sheriff Central Complex
- 2) Sheriff Fleet
- 3) Sheriff Hangar
- 4) Juvenile Justice Center
- 5) Animal Services
- 6) Government Campus (GOV Campus)
- 7) Supervisor of Elections

- b. The Contractor shall be prepared to be on-site at the locations listed above within two (2) hours of notification or as otherwise requested. The County's Service Coordinator will notify the Contractor if the service is designated as an Emergency Service Request. Unless explicitly communicated as an emergency, all services shall be invoiced as on-call services, based on the hours of performance as designated in the scope of services.

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4. COMPLIANCE AND REGULATORY REQUIREMENTS

- a. The Contractor shall comply with all applicable federal, state, and local laws, ordinances, rules, and regulations in performing the work specified herein. The Contractor shall obtain all required permits, licenses, certificates, approvals, or plan specifications necessary for the proper execution of the work.
- b. The Contractor shall also comply with all applicable Federal and State standards and regulations, as well as the requirements of the Authority Having Jurisdiction (AHJ). In the event of conflicting requirements between this contract and local codes or ordinances, the more stringent requirement shall prevail.

- c. All workmanship shall meet the standards specified herein, where applicable, and shall be performed in accordance with the most current approved and accepted standards of:
 - 1) Industry best practices
 - 2) Equipment manufacturers
 - 3) Applicable Federal and local standards and codes
 - 4) Applicable building and safety codes, including but not limited to:
 - i. American National Standards Institute (ANSI)
 - ii. Builders Hardware Manufacturers Association (BHMA)
 - iii. American Association of Automatic Door Manufacturers (AAADM)
 - iv. International Door Association (IDA)

5. **PERSONNEL REQUIREMENTS**

- a. Contact Information Submission:

The Contractor shall provide valid contact information, including primary e-mail address and phone number to the County. **This information shall be submitted within ten (10) business days of the contract award.**

- b. 24- Hour Point of Contact:

The Contractor shall provide a twenty-four (24) hour point of contact with a staffed telephone number that the County may use to submit both emergency and non-emergency service requests. This Contact must be available during both standard and non-standard working hours.

- c. Updates to Contact Information:

The Contractor shall notify the Contract Administrator within twenty-four (24) hours of any change to points of contact and/or contact information. At the time of the notification, the Contractor shall provide the updated information. All designated contacts must be capable of receiving communication via telephone, e-mail, and facsimile.

- d. Organizational Chart:

The Contractor shall submit an organizational chart within (10) business days of the Contract award. The chart shall include names and titles of all management personnel assigned to the Contract, including local business managers, field supervisors, and any other relevant staff. The chart must clearly identify the designated Contract Supervisor/Manager (or equivalent) who will oversee the Contract's performance and serve as the County's primary point of contact.

- e. Personnel List:

Within ten (10) business days of Contract award, the Contractor shall provide the Contract Administrator with a complete list of all employees and subcontractors assigned to work on County property. This list shall include each individual's first and last name, job title, and years of relevant experience in providing preventive maintenance (PM) and repair services for commercial overhead roll-up doors, fire doors, gates, automatic and ADA-compliant pedestrian doors, and related systems and equipment. The list shall be maintained and updated throughout the life of the Contract, and the Contractor shall notify the Contract Administrator of any additions or deletions within five (5) business days of the change. The Contractor shall provide sufficient workforce and supervisory personnel to perform the work specified herein, including backup personnel as needed, during all working hours and at multiple geographically separated locations. All personnel, whether employees of the Contractor or subcontractors, shall be competent and skilled in their assigned responsibilities. Troubleshooting equipment solely with phone guidance from manufacturer service lines does not qualify as experience.

f. Uniform Requirements:

All employees of the Contractor and its subcontractor must wear appropriate uniforms during performance of services. Uniform shirts must display the Contractor's company name and/or log in a clearly visible manner.

g. Identification Requirements:

All personnel working on County property must carry valid government-issued identification or a contractor-issued photo ID badge at all times. The Contractor is responsible for any costs associated with issuing ID badges, if applicable.

h. Communication Skills:

Effective communication with the County staff is essential to the performance of this contract. The Contractor shall ensure that all supervisors and designated points of contact are fluent in English, with the ability to read, write, speak, and understand the language proficiently.

i. Personnel Conduct and Qualifications:

- 1) The Contractor shall provide competent, suitable, and qualified personnel to perform the required work.
- 2) The Contractor shall not use temporary staffing agencies to meet the personnel requirements of this contract.
- 3) Good discipline and order must be maintained at all worksites. All personnel working under this contract shall conduct themselves in a professional and businesslike manner. At no time shall any individual engage in behavior—whether verbal, physical, or written—that could be reasonably construed as obscene, harassing, or offensive. Any such conduct will be grounds for immediate removal from County property and may result in further action, including removal from the contract.
- 4) Smoking of any kind, including but not limited, to cigarettes, cigars, pipes, electronic cigarettes (e-cigarettes), and vaping devices, is strictly prohibited

on all Orange County-owned or -leased property, including buildings, grounds, parking areas, and County vehicles, in accordance with Orange County policies. This prohibition applies to all Contractor personnel, subcontractors, and visitors. Violations may result in removal from the premises and/or other remedies as determined by the County.

5) Supervisor:

The Contractor shall provide a Supervisor responsible for the oversight of technicians and for serving as the primary point of contact with the County regarding contract performance, service requests, project status, and all other contractual matters throughout the duration of the Contract. The Supervisor shall have a minimum of five (5) years of verifiable experience in a position of comparable scope and complexity to that required by Orange County.

6) Technicians:

Personnel operating manlifts and forklifts shall have completed an approved OSHA training and safety course for the operation of such equipment, in accordance with OSHA 29 CFR. Operators must have their certification in their possession while operating the equipment.

LOT A – COMMERCIAL DOORS AND GATES

- a) The Contractor shall assign a minimum of two (2) primary technicians and two (2) backup technicians to service each lot under this Contract.
- b) All technicians assigned to this Contract shall have a minimum of one (1) year of experience performing similar work.

LOT B – AUTOMATIC AND ADA PEDESTRIAN DOORS

- a) In addition to meeting the requirements for Lot A, the Contractor shall provide American Association of Automatic Door Manufacturers (AAADM)–certified technicians for work on Lot B.

6. TRAINING

The Contractor is responsible for providing proper training and supervision of its employees. Training records, including certifications and recertifications, shall be provided to the County within twenty-four (24) hours of request.

7. PERFORMANCE REQUIREMENTS

- a. Services not performed in accordance with the terms of this Contract shall be considered unsatisfactory and unacceptable. In the event of non-performance or unsatisfactory performance by the Contractor or any representative of the Contractor, the County may exercise the following options:

- i. Notify the Contractor in writing of the non-performance or unsatisfactory performance and allow the Contractor to correct the issue within a specified timeframe. Although corrections may occur outside the Contractor's normal working hours, no additional compensation shall be provided for such work.
- ii. The County may schedule meetings periodically to review contract terms, performance, and other contractual related matters. The Contractor shall be required to attend all meetings as requested by the Contract Administrator and County Representative.

8. **QUOTATION AND ESTIMATE REQUIREMENTS**

Notwithstanding any provision of this Contract to the contrary, including any references to "quotes," "quotations," "estimates," or similar pre-pricing requirements, this provision shall control. To the extent that any portion of this Contract conflicts with or imposes procedures inconsistent with this provision, this provision shall govern and supersede all such requirements.

The County may issue Delivery Orders under this Contract based on, but not limited to, any of the following, at the County's sole discretion:

- 1) A verbal agreement confirming scope and anticipated quantities.
- 2) A written exchange, such as email, confirming scope and estimated quantities; or
- 3) A formal written quote, when specifically requested by the County.

The County further reserves the exclusive right to establish a standard practice requiring written quotations for certain types of work or work under specified conditions. Such parameters shall be communicated by the County's representative to the Contractor in writing (e.g., work exceeding \$25.00, or work performed at designated facilities requiring written quotations). The County may, at its sole discretion, waive any request for a formal written quote. Any such waiver shall not relieve the Contractor of any performance obligations or contractual duties under this Contract.

Prior to commencing work or accepting a Delivery Order or any Change Order to a delivery order, the Contractor is responsible to:

- 4) Confirm its understanding of the scope, and
- 5) Verify the accuracy of the estimated quantities or estimated hours stated in the County's official written order.

The Contractor's commencement of work under a duly executed Delivery Order or Change Order shall constitute the Contractor's acknowledgment and agreement to confirmed scope, estimated quantities or hours; and all terms associated with the Delivery Order and master agreement. Adjustments between estimated and actual quantities or hours shall require coordination between the County and the Contractor and must be memorialized through a County issued Change Order. Variances arising from the Contractor's failure to adequately review or assess the Delivery Order shall not justify issuance of a Change Order or additional compensation.

9. CHANGE ORDERS

- a. The total price and terms of a Delivery Order may only be modified by a written Change Order issued by the County. The Contractor shall promptly notify the County upon discovery of any unforeseen condition. The Contractor shall not proceed with additional work without the County's written authorization. Failure to adhere to this requirement may result in partial or non-payment for unauthorized work.
- b. If the unforeseen condition alters the scope of the previously accepted quote (including labor type or quantity, and/or parts and materials required for successful completion), the Contractor shall provide a revised quote to the County. The revised quote shall include:
 - 1) A clear description of the unforeseen condition encountered.
 - 1) Justification for changes to the quoted scope.
 - 2) Identification of all affected elements of the original quote (labor, parts, and materials).
- c. Upon acceptance of the revised quote, the County shall issue a Change Order to the current Delivery Order. No claim for adjustment to the Delivery Order price or overall contract amount shall be considered if the cause is determined to be the result of Contractor, subcontractor, or supplier fault or negligence. However, this restriction does not preclude submission of claims for additional completion time due to such events.

10. ITEMS PROVIDED BY THE CONTRACTOR:

- a. The Contractor shall be solely responsible for providing all tools, specialized equipment, and software and hardware to perform repairs, maintenance, software and hardware, as well as all other items necessary to perform the work under this contract.
- b. Orange County reserves the right to inspect and approve all tools and equipment prior to Contractor's use of such on Orange County's premises.
- c. The Contractor's equipment used on Orange County's premises shall be maintained in an operable condition and the Contractor shall ensure that such equipment is operated in compliance with proper safety procedures and practices. If the District Maintenance Supervisor (DMS) determines, in its sole discretion, that a piece of Contractor's equipment is in a poor condition, the Contractor shall promptly remove such equipment from the premises and replace it with equipment that meets DMS approval.
- d. The Contractor shall maintain, at its sole cost and expense reasonable amounts of insurance to protect against losses due to theft, vandalism, or similar events, which might result in damage or loss of Contractor's equipment, materials, tools, or supplies.

- e. Lifts and operators required for scheduled maintenance and repairs, including annual and quarterly inspections, shall be the responsibility of the Contractor and included in the bid price.

11. PARKING REQUIREMENTS

- a. Parking:

The County will identify locations where vehicle parking is available. Any parking costs shall be the responsibility of the Contractor. The County will not be responsible for any damage to Contractor or subcontractor vehicles while on County property. Any vehicles towed from County property shall be at the Contractor's expense.

- b. Vehicle Identification:

All Contractor vehicles brought onto County property shall prominently display the Contractor's business name and logo.

12. ON-SITE COMMUNICATION

The Contractor shall provide and maintain any required communications devices, including cellular devices and radio equipment, at its own cost.

13. MATERIALS AND PARTS

- a. Supplier Requirements:

All materials shall be purchased from legally established suppliers registered and approved to conduct business in accordance with all Federal and local regulations, codes, statutes, and the requirements of the Authority Having Jurisdiction (AHJ).

- b. Proof of Purchase:

To qualify for reimbursement, the Contractor shall provide proof of purchase from the supplier, including the manufacturer's original part name, part number, and description. The supplier's invoice must separately detail the base price of parts from any additional charges or fees.

- c. Mark-Up/Mark-Down:

The Contractor may apply a maximum mark-up of 10% on materials and must indicate this on the Fee Schedule. Mark-downs are at the Contractor's discretion. Reimbursement shall cover material cost plus/minus the mark-up/mark-down.

- d. County-Provided Parts:

The County reserves the right to provide parts to the Contractor when deemed necessary.

- e. OEM Requirements:

Only Original Equipment Manufacturer (OEM) parts shall be used unless approved in writing by the County Service Coordinator. If non-OEM parts are approved, they must be commercial grade or meet specifications set by the County Service Coordinator.

f. Emergency Repairs and UL Compliance:

If a door, frame, or appurtenances are damaged to the extent that emergency function may be impaired, the Contractor shall repair or replace with manufacturer parts when available to maintain UL and other applicable certifications. Temporary repairs may be performed with available parts pending approval of replacement parts by the County Service Coordinator. All repaired doors shall be tested to ensure proper emergency operation and closure.

g. Warranty:

The Contractor shall provide a minimum one-year warranty on all parts and installation labor from the project acceptance date. If the acceptance date is indeterminable, the warranty begins on the date of payment.

h. Manufacturer Warranties:

The Contractor shall provide copies of manufacturer warranties and ensure all warranties and guarantees are passed through to the County. The Contractor is responsible for all warranty communications and coordination with suppliers and manufacturers, with no additional compensation for this service.

i. Service Vehicle Requirements:

Service vehicles must be equipped with standard tools, equipment, parts, and consumables to complete service calls without returning to the shop. For scheduled services, the Contractor shall arrive with all materials required for the repair. No reimbursement shall be provided for truck charges or time spent gathering materials.

j. Ownership of Materials:

Materials remain the property and responsibility of the Contractor until incorporated into the work and accepted by the County.

k. Consumable Supplies:

No additional reimbursement shall be provided for consumable supplies and key stock items, which must be accounted for in unit prices on the Fee Schedule. Consumables include, but are not limited to, wiring, nuts, bolts, screws, washers, wire nuts, electrical tape, and wire connectors.

l. Shipping and Handling:

The Contractor shall be responsible for all shipping, delivery, handling, and storage charges for materials unless otherwise approved in writing by the County.

m. Unforeseen Charges:

Unforeseen charges include taxes, governmental fees, or surcharges that are justifiable but could not have been reasonably anticipated by the Contractor. Approved shipping charges are also included in this category. The County shall reimburse the Contractor for approved unforeseen charges at cost, provided the Contractor submits supporting documentation from a third party.

14. GENERAL WORK REQUIREMENTS (LOT A & LOT B)

- a. The Contractor shall coordinate and schedule all services with the County Representative prior to commencement of work. The Contractor shall follow the scheduling of services and any deliveries under this Contract as outlined in the issued Delivery Order (DO).
- b. Preventative maintenance (PM) work shall be performed in accordance with the manufacturer's maintenance manuals and most recent recommendations. The Contractor is responsible for obtaining the latest manufacturer's guidelines for each item requiring maintenance under this contract at their own expense. Any conflicts between the contract task list and manufacturer recommendations must be reported to the County in writing. In cases of conflicting requirements between this contract, local codes or ordinances, and manufacturer recommendations, the more stringent requirement shall prevail.
- c. The Contractor shall protect existing warranties on all County equipment and related systems and shall adhere to manufacturer recommendations during the warranty period while performing services.
- d. The equipment information listed in Attachments A and B is subject to change during the term of the contract. The County reserves the right to add or delete equipment without a formal contract amendment. Unit prices for added equipment shall correspond to the Fee Schedule for that type of equipment or door.
- e. Lubricants and other environmentally controlled substances shall be disposed of by the Contractor off County property in compliance with applicable laws and environmental regulations at the end of each workday. Lift equipment and operators required for maintenance are the Contractor's responsibility and must be included in the inspection cost.

If conditions are discovered during PM services that require work outside the scope of the preventative maintenance, the Contractor shall immediately notify the County Service Coordinator verbally and provide written follow-up within twenty-four (24) hours. Work shall not commence until the County Service Coordinator provides written authorization. Unauthorized work may result in non-payment.

- f. No work shall begin until the Contractor has received a County-issued DO and
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Notice to Proceed (NTP) from the County Representative, except in emergency situations requested by the County.

- g. The Contractor must have adequate resources and the capacity to manage multiple concurrent projects, which is a minimum contract requirement. If resources are maximized and the volume of work exceeds operational capacity, the Contractor must notify the Department Representative in writing within twenty-four (24) hours. This does not relieve the Contractor of the responsibility to provide services per contract terms. Failure to notify or meet schedules may result in unsatisfactory performance reporting to the Procurement Division and potential contract termination.
- h. The Contractor shall adhere to the response times outlined in this Scope of Service. If the County determines, at its sole discretion, that the Contractor has failed or cannot respond in a timely manner, the County reserves the right to cancel the service request and/or use an alternate contractor to perform the required work.

15. LOT A – COMMERCIAL DOORS AND GATES PREVENTATIVE MAINTENANCE (PM) REQUIREMENTS

The Contractor shall provide preventative maintenance (PM) and repair service for doors, gates, and related equipment listed in Attachment A. All PM activities and repairs shall be performed in accordance with the equipment manufacturer's manuals and instructions.

- a. Overhead Roll-up Doors, Motorized and Manual:

This guide applies to all commercial, industrial, and large overhead doors covered under this Contract.

- b. Check points:

- 1) Inspect the general arrangement of doors and mechanisms, including mountings, guides, wind locks, anchor bolts, counterbalances, weather stripping, etc. Clean, tighten, and adjust as required.
- 2) Operate doors with power from start to stop, including intermediate positions. Observe performance of various components such as brake, limit switches, motors, gearboxes, etc. and clean or adjust as needed.
- 3) Check the operation of electric eyes, treadles, or other operating devices; clean and make required adjustments.
- 4) Check manual operation, noting brake release, motor disengagement, and functioning of hand pulls, chains sprockets, clutches, etc.
- 5) Examine motors, starters, push buttons, and other electrical components, blow out or vacuum as needed.
- 6) Inspect gearboxes and change or add oil as required (as applicable).

- 7) Perform all required lubrication and remove or replace old or excess lubricant (as applicable).
- 8) Clean the unit and mechanism thoroughly; touch up paint where required, matching existing type and color.
- 9) Clean up and remove all debris from the work area.

c. Gates, Motorized and Manual:

Application: Used to secure multi-user and public entrances.

Check Points:

- 1) Disconnect power before servicing.
- 2) Inspect gate assemblies for proper alignment.
- 3) Adjust diagonal tension, track height, track rollers, and similar components as necessary.
- 4) Inspect auxiliary security components such as barbed wire, concertina and similar components.
- 5) Ensure secure fastening and no sagging.
- 6) Check gate wheels alignment and smooth rolling.
- 7) Lubricate and adjust as necessary.
- 8) Inspect pneumatic gate tires for proper inflation and adjust air pressure as necessary.
- 9) Inspect gate operator for smooth operation, unusual noises, and secured fastening to the foundation or pavement.
- 10) Inspect belts and chains for wear and tear and tightness and adjust and lubricate as necessary.
- 11) Inspect pulleys and sprockets for wear and tears; adjust and lubricate as necessary.
- 12) Inspect and adjust brake and slip clutch.
- 13) Inspect drive chain, if equipped; adjust tension and lubricate as necessary. Lubricate bearings as required.
- 14) Make sure reversing sensor is functioning properly.
- 15) Inspect safety system/s if so equipped; inspect and adjust photo eyes, safety edges, etc.

- 16) Inspect gate operator keypad, if so equipped; ensure buttons move freely and are in good condition; ensure keypad pedestal is securely fastened to its foundation.
- 17) Inspect gear box for proper oil level and fill if necessary.
- 18) Remove any buildup of dirt, weeds, vines, gravel, or other obstructions that interferes with proper operation of gate.
- 19) Reconnect power after maintenance.

d. Fire Rolling Door, Motorized and Manual:

All inspections shall be conducted in accordance with and in compliance with the latest edition of the National Fire Protection Association (NFPA) 80 standards.

- 1) Perform visual inspections of both sides to assess the overall condition of the assembly.
- 2) Ensure there are no open holes or breaks in surfaces of the door or frame.
- 3) Ensure glazing, vision light frames, and glazing beads are intact and securely fastened, if so equipped.
- 4) Ensure curtain, barrel, and guides are aligned, level, plumb, and true.
- 5) Ensure expansion clearance is maintained in accordance with the manufactures' listing.
- 6) Ensure drop release arms and weights are not blocked or wedged.
- 7) Ensure mounting and assembly bolts are intact and secure.
- 8) Ensure attachments to jambs are with bolts, expansion anchors, or as otherwise, required by the listing.
- 9) Check smoke detectors, if equipped, are installed and operational. If not, repair.
- 10) Check to see that there are no parts missing or broken. If so, replace.
- 11) Check fusible links, to ensure they are correctly positioned and fully functional. All associated components, including chains, cables, S-hooks, and eyes, must be in good condition without kinks or pinches, twists, or stiffness. Additionally, the link should be free from paint, dust, grease or any other substance that could impair their operation.
- 12) Ensure that no auxiliary hardware or other items are installed on the door or frame that could interfere with or prevent proper operation. If any such items are present, they must be removed.

- 13) Ensure that no field modifications have been made to the door assembly that would void the warranty. If such modifications are identified, they must be reported.
- 14) The Contractor shall perform a DROP TEST in strict accordance with the manufacturer's specifications to ensure proper operation and compliance with safety standards:
 - a) The door shall be considered to have passed the drop test only if:
 - i. It fully closes with the curtain resting on the sill; and
 - ii. The average closing speed is between six (6) to twelve (12) inches per second (calculated by dividing the measured door opening height by the elapsed closing time, beginning at the removal of the fusible link).
 - b) The Contractor shall reset door in accordance with the manufacturer's instructions and repeat the test. Two Drop tests must be performed on each door to verify the reset process is operational.
 - c) If the fire door does fail to fully close or average closing speed is outside of the six (6) to twelve (12) inches per second requirement, the Contractor shall provide a written report of all observed deficiencies to the County Service Coordinator.
- 15) Fire Door Drop Testing Service shall include inspection, testing and certification of all roll down fire doors in accordance Section 15-2.4 requirements, or the latest National Fire Protection Association (NFPA) code adopted by Orange County, Florida.
- 16) The Contractor shall provide a written record of each inspection, signed by the Authority Having Jurisdiction (AHJ) to the County Representative.
- 17) A "Fire Door Certification" tag shall be attached to each serviced door, clearly indicating the inspection, testing, and certification.
- e. Other Commercial Door Systems (Additional Work)
 - 1) In addition to preventative maintenance of specified door systems, the Contractor shall provide services for additional non-ADA door systems, gates, and non-pedestrian doors covered under this Contract. These door systems include, but are not limited to:
 - a) Parking arms and associated operational equipment
 - b) Sally port doors
 - c) Correctional facility riot doors
 - d) Vertical lift doors
 - e) Rolling doors and rolling grilles
 - f) Rolling counter doors /Fire-rated counter doors

- g) Side-folding grills
- 2) All inspection, preventative maintenance, and repair services shall be performed in strict accordance with the applicable door manufacturer's manuals and instructions. The Contractor shall be responsible for obtaining and maintaining access to all such documents and ensuring compliance with the manufacturer's requirements.
- 3) Maintenance of these additional systems shall be classified as additional work and will be reimbursed under the provisions for repair/additional work as defined in this contract.

16. LOT B: AUTOMATIC AND ADA PEDESTRIAN DOORS PREVENTATIVE MAINTENANCE REQUIREMENTS

- a. The Contractor shall be responsible for providing preventative maintenance (PM) and repair services for automatic and ADA pedestrian doors as specified in Attachment B and related equipment. All preventative maintenance activities and repairs shall be performed in accordance with the applicable equipment manufacturer's manuals and instructions.
- b. The Contractor's routine and preventative maintenance program schedule shall include, but not be limited to, the following:
 - 1) Conduct regular and systematic testing of all mechanical door systems, associated component parts, equipment, and trim.
 - 2) Clean mechanisms as necessary to ensure each door and its associated equipment are maintained in a safe and operational condition.
 - 3) Inspect all safety equipment, brake solenoids, hoses, controls, rollers, bearings, cables, chains, shafts, track and track fasteners, and hardware (including hinges, weather stripping, and locks). Inspect operator belts, bearings, chains, and disconnects for wear and performance.
 - 4) Verify the functionality of all mechanical, electrical, and electronic systems, including motor controls and secondary breakers serving the motor controls up to the main disconnects in the primary switchboards.
 - 5) Adjust all springs (counterbalance assemblies), door level, track spacing, operator clutch, limit assemblies, and brakes to manufacturer's specifications.
 - 6) Lubricate all counterbalance shaft bearings, rollers, hinges, chain hoist bearings, operator disconnects, operator bearings, chains, pivot points, and operator gear reducers as required by manufacturer recommendations.
 - 7) Tighten all hardware, including hinges, couplings, drums, track brackets, mounting devices, operator sprockets, belts, mounting brackets, drawbar arms, and hook-ups, to ensure structural stability and proper operation.

- 8) Maintain the efficiency, safety, and rated opening and closing speeds of each door unit in accordance with the manufacturer's specifications and within the limits of all applicable codes.

17. COORDINATION OF SERVICES (LOT A & LOT B)

The Contractor shall perform repair services only when expressly directed by, and coordinated with, a County Representative or County Service Coordinator. For purposes of this Contract, the terms "County Representative" and "County Service Coordinator" shall be used interchangeably and shall mean the individual or position designated by the County to oversee and coordinate the Contractor's performance of services under this Agreement.

a. Preventative Maintenance:

- 1) The Contractor shall complete scheduled preventative maintenance (PM) on all equipment in accordance with the schedule provided by the County Service Coordinator.
- 2) Schedules will specify the months during which the Contractor shall perform the work for each location. The County reserves the right to revise or adjust the schedule at its discretion. The Contractor shall not perform any services without an issued Delivery Order.
- 3) If the Contractor needs to deviate from the established schedule, a written request shall be submitted to the County Representative at least ten (10) working days prior to the scheduled service date.
- 4) The Contractor shall contact each County Service Coordinator at least forty-eight (48) hours in advance of the planned start date for inspections. The Contractor shall also provide a proposed inspection/maintenance route, which shall be subject to the County Representative's approval.
- 5) Preventative maintenance services are generally performed during standard working hours. However, due to the business nature of certain County locations, maintenance may be required during non-standard hours. There shall be no additional compensation for preventative maintenance performed outside of standard working hours.

b. Emergency Service Procedure:

- 1) The Contractor shall provide emergency service twenty-four (24) hours per day, seven (7) days per week, including holidays, as requested by the County.
- 2) The Contractor shall arrive on-site within two (2) hours after notification by the County, unless otherwise specified at the time of notification.
- 3) Emergency repairs shall be performed immediately upon receiving verbal authorization (Emergency Field Directive) from the County Service

Coordinator. Emergency Field Directives shall not exceed \$5,000. If, in the Contractor's professional judgment, repairs are likely to exceed this amount, the Contractor shall not proceed until a written estimate is submitted and written authorization is received from the County Service Coordinator.

- 4) If all required repairs cannot be completed during the same visit, the Contractor shall notify the County Service Coordinator and perform interim repairs, where possible, to alleviate the emergency condition.
- 5) The Contractor shall submit either an itemized invoice or quote to the County Service Coordinator within twenty-four (24) hours of the initial emergency notification if the work is completed. If the work is not complete, the Contractor shall submit a quote inclusive of work already performed and any additional resources required to complete the repair. If the emergency occurs outside of normal business hours (weekends or holidays), the Contractor shall submit the required documentation by 3:00 PM on the next business day. Failure to comply with this requirement may result in delayed or denied payment.
- 6) All invoices for emergency services shall include the same supporting documentation requirements as non-emergency services, as specified in this contract.

c. Non-Emergency Services Procedure:

- 1) For non-emergency services, the Contractor shall visit the work site to assess the extent of service requirements within twenty-four (24) hours of a service request from the County's Service Coordinator, unless otherwise mutually agreed upon in writing. For minor repairs mutually agreed upon by the Contractor and County Service Coordinator, the site visit requirement may be waived.
- 2) The Contractor shall provide a detailed cost estimate or "not-to-exceed" quote to the County Service Coordinator within forty-eight (48) hours (two business days) of the request for repair. In no case shall the time between the County's notification and receipt of the quote exceed three (3) business days, unless otherwise mutually agreed upon in writing.
- 3) The quote shall include, at a minimum, the following elements:
 - a) Clear description of the scope of work to be performed.
 - b) Estimated hourly quantity for labor during standard and non-standard hours.
 - c) Unit price per hour in accordance with the Fee Schedule and labor totals.
 - d) Estimated cost of parts (inclusive of mark-up), consistent with the Fee Schedule. Supplier and pricing information shall be provided upon request. The County reserves the right to request this information before accepting the quote or at any time during the project.

- e) Taxes and any other approved charges are listed as a separate line item, based on estimated cost of parts and materials.

Please note: No increases in the approved quote shall be permitted unless unforeseen circumstances arise and written approval is provided by the County.

- f) The Contractor shall submit an itemized invoice with all required supporting documentation within thirty (30) calendar days of work completion.

18. SERVICE TICKET AND LABOR DOCUMENTATION

- a. The Contractor shall submit a service ticket as documentation of all services performed and labor type and quantities. A separate service ticket shall be completed and submitted to the County for each workday.
- b. Service tickets shall be legible and summarize all repairs performed that day. Service tickets shall be submitted with all invoices as back-up documentation to verify hours worked. Each ticket shall include, at minimum:
 - 1) Summary of work performed
 - 2) Location of work
 - 3) Date of service
 - 4) Technician's name
 - 5) Start time and end time for each technician
 - 6) Total hours for each technician and labor category per Fee Schedule
 - 7) Total hours for the day by labor category
 - 8) Signature of the Coordinator or other designated County Representative as acknowledgement (not acceptance) of service completed.
- c. Chargeable daily labor hours shall commence upon the Contractor's arrival at the jobsite and shall conclude when the Contractor ceases work for the day.. Time away from worksite for any reason (breaks, lunch, and parts pick-up, etc.) shall not be included in chargeable labor hours.
- d. All labor shall be billable at the rate listed on the Fee Schedule The established labor rates may be used for diagnostic and repair labor. This does not include travel time, security check time, or time spent preparing quote.

19. PROJECT ACCEPTANCE AND CONTRACTOR RESPONSIBILITY

- a. The Contractor shall not invoice for any work until the work has been accepted by the County's Service Coordinator. Conditions for project acceptance may include, but are not limited to:
 - 1) Work has been completed and verified by the County's Service Coordinator.
 - 2) Equipment is operating as intended by the manufacturer.
 - 3) Jobsite clean-up and removal of excess completed.

- 4) Permit inspections, if applicable, are satisfactorily completed.
 - 5) Copies of manufacturer's warranty documents have been received for equipment or major parts replacements.
 - 6) Copy of the manufacturer's operating manual received, (if applicable.)
 - 7) All other requirements were fulfilled according to project scope.
- b. Acceptance of the project does not release the Contractor from the responsibility for latent defects with workmanship, materials, parts, or equipment. The Contractor shall correct any latent defects discovered within one (1) year of acceptance at no additional cost to the County.

20. QUALITY ASSURANCE AND REPORTING REQUIREMENTS

- a. The Contractor shall maintain a database for all equipment services under this contract. The database shall include the following information:
- 1) Equipment manufacturer, serial number, size, type, and other relevant data.
 - 2) Copies of all work orders and backup documentation. These copies shall be provided to the County's Service Coordinator upon request.
- b. The Contractor shall provide accurate records and reports of all services. Each inspection and preventative maintenance action performed shall be documented in writing for every piece of equipment serviced under this contract. The Contractor shall document all preventative maintenance actions on the applicable facility's log sheet. Failure to document may result in non-payment of the invoice for the service provided.
- c. The Contractor shall submit a service report to the County's Service Coordinator no later than five (5) business days after completion of the service. The reports shall include:
- 1) Technician's name who performed the service.
 - 2) Date and time of service.
 - 3) Time-in and time-out.
 - 4) Location and type of service performed.
 - 5) Result of inspections and recommendations
- d. If an inspection reveals a safety concern or a major deficiency, the Contractor shall report the condition to the appropriate Maintenance District Service Coordinator no later than two (2) hours from when the problem was discovered.
- e. Major deficiencies are defined as any condition that affects the safety of Orange County personnel or the public. Examples include an overhead door that cannot function reliably or an overhead door with cracked, broken, or missing window glass.
- f. The County may schedule periodic meetings to review contract terms, performance, and other contractual related matters. The Contractor shall attend all requested meetings. No additional compensation will be provided for attendance.

21. MATERIAL DISPOSAL

- a. The Contractor shall be responsible for the lawful removal and disposal of all debris, equipment, defective parts, packaging, vegetation, and any other waste materials generated during the performance of work under this Contract.
- b. All materials must be disposed of in accordance with all applicable federal, state, and local laws, regulations, and ordinances, including those related to environmental protection and solid waste management.
- c. Under no circumstances shall any waste or removed materials be disposed of on County property or left on-site unless otherwise approved in writing by the County.
- d. The Contractor shall maintain documentation of all disposal activities and provide disposal receipts upon request by the County. If hazardous materials are encountered, the Contractor shall immediately notify the County and follow appropriate handling and disposal procedures as required by law.
- e. The cost of proper disposal, including transportation and any disposal fees, shall be considered part of the Contractor's overall responsibility and included in the pricing for the associated work unless otherwise stated in the Contract.

22. SAFETY AND PROTECTION

Any damage to County facilities or property resulting from services performed by the Contractor shall be the sole responsibility of the Contractor, who shall replace or repair the damage at no cost to the County. The County reserves the right, upon prior notification to the Contractor, to repair or replace the damaged item or property itself and deduct the total cost incurred from any payments owed to the Contractor.

a. General Safety Responsibilities:

The Contractor shall be solely responsible for initiating, implementing, and maintaining all safety measures and programs related to the work performed. The Contractor shall ensure compliance with all applicable federal, state, and local safety regulations, including but not limited to the Occupational Safety and Health Administration (OSHA) standards.

b. Protection of Persons and Property:

The Contractor shall take all necessary precautions to protect:

- 1) Its employees and subcontractors.
- 2) County personnel and authorized visitors.
- 3) Members of the public who may be affected by the work.
- 4) Adjacent structures, utilities, landscape features, vehicles, and pedestrian areas.
- 5) The Contractor shall provide adequate barriers, signage, and other safety devices to prevent unauthorized access to the work site and to mitigate risks of injury or damage.

c. Emergency Procedures:

The Contractor shall develop and maintain an emergency response plan for each site. This plan shall include:

- 1) Procedures for responding to injuries, fires, flooding, or equipment failures.
- 2) Emergency contact numbers.
- 3) Location of first aid kits, fire extinguishers, and safety equipment.
- 4) Immediate notification to the County's representative in the event of an emergency.

d. Incident Reporting:

The Contractor shall report any safety incident, injury, property damage, or near-miss event to the County within twenty-four (24) hours. A written incident report, including corrective actions taken, must be submitted to the County within three (3) business days of the incident.

e. Site Housekeeping and Hazard Control:

The Contractor shall always maintain a clean and orderly job site. All tools, equipment, and materials shall be properly stored and secured. Hazards such as standing water, open trenches, or exposed wiring shall be identified with warning signage and addressed promptly.

f. Safety Training and Equipment:

The Contractor shall ensure all personnel are properly trained in job-specific safety procedures and use of personal protective equipment (PPE). All required PPE shall be provided by the Contractor and worn as appropriate during the performance of work.

g. Suspension of Work for Safety Violations:

If, in the opinion of the County, work is being conducted in an unsafe manner, the County reserves the right to require the Contractor to suspend operations until adequate corrective measures have been taken. No extension of time or additional compensation shall be granted for such suspensions.

23. **INVOICING REQUIREMENTS**

a. General Submission Requirements:

- 1) Upon delivery and acceptance of services, the Contractor shall submit an invoice to the appropriate Fiscal Department within thirty (30) calendar days. All invoices must reference the contract number and the associated delivery order number. At a minimum, each invoice shall include:

- a) Delivery Order number
- b) Start and end date of services

- c) Total labor time categorized per the Fee Schedule and rounded to the nearest thirty (30) minutes for all repair services
- d) Itemized list of goods delivered and/or services rendered
- e) Service location(s) and applicable unit price, in accordance with the Fee Schedule
- f) Invoice total

Invoices must be submitted to the Fiscal Department as listed on the County-issued Delivery Order. Failure to submit the required documentation may result in delayed processing or rejection of the invoice.

b. Reimbursable Expenses:

The Contractor shall provide itemized proof of purchase for all reimbursable expenses, including, but not limited to parts, shipping/freight, sales tax, and required permits. Supporting documentation must reflect the actual cost incurred and be clearly associated with the corresponding invoice. Additionally, the Contractor must submit a separate daily service ticket verifying the actual labor hours worked for each day of service.

c. Invoice Separation:

Each invoice shall reference only one delivery order. Invoices that combine multiple delivery orders will not be accepted.

d. Rejection of Unapproved Work:

The County will not process or pay for services not previously authorized and accepted. Any invoice submitted for unapproved or incomplete work will be rejected.

e. Invoice Delivery Method:

Unless otherwise authorized in writing by the County, invoices and all required supporting documents shall be mailed or hand-delivered to the "Invoice To:" address indicated on the delivery order. The Contractor is responsible for confirming receipt of mailed invoices if payment timelines are critical.

f. Monthly Statements:

1) The Contractor shall submit monthly statements by the 15th of each month of all unpaid invoices to the department receiving services. Copies must be sent to the ordering department, Fiscal Department, and the County's Contract Administrator. Each statement must include:

- a) Statement date
- b) Invoice numbers and dates
- c) Invoice totals and unpaid balances
- d) Associated Delivery Order numbers
- e) Balance carried forward
- f) Total cumulative outstanding balance

g. Disputed Charges:

- 1) If any portion of an invoice is disputed by the County, the County shall notify the Contractor in writing within ten (10) calendar days of receipt of the invoice. The notification shall identify the specific item(s) in dispute and the basis for the objection.
- 2) The Contractor shall have ten (10) calendar days from the date of the County's notification to submit corrected documentation or a written explanation justifying the original charges. The County may, at its sole discretion, withhold payment only for the disputed portion of the invoice while the matter is being resolved. Undisputed amounts shall be processed for payment in accordance with the contract terms.
- 3) Failure to provide timely documentation or clarification may result in denial of payment for the disputed charges.

h. Completion and Payment of Delivery Orders

Notwithstanding the expiration of the contract term, all outstanding delivery orders shall be completed by the Contractor. Compensation for such Delivery Orders shall be made at the rates in effect at the time the Delivery Order was issued.

24. UNSATISFACTORY PERFORMANCE

The County's Contract Administrator will provide the vendor with specific contract deficiencies and allow reasonable opportunities for correction. If the contractor fails to remedy any deficiency, the User Department's Contract Administrator shall notify and provide documentation to the Procurement Division of any instance of unsatisfactory performance by the Contractor. Upon such notification, the Procurement Division may issue an official Unsatisfactory Report for deficiencies related to materials and/or services to the Contractor. The Contractor shall respond to each Report separately within the number of business days specified, providing a detailed explanation for each cited deficiency along with a corrective action plan to remedy the issue to the satisfaction of the County. Failure by the Contractor to respond within the required timeframe and/or to perform the corrective action as directed may constitute grounds for default and may result in actions up to and including termination of the Contract.

SCOPE OF SERVICES SUPPLEMENTAL INFORMATION

1. SECURITY AND IDENTIFICATION

- a. The Contractor shall, at its expense, perform annual local, state and federal background and reference checks, including criminal background checks, on all prospective/current employees to be assigned to Orange County Government, for every county of residence, domestic or foreign, of prospective employees for the past seven (7) years. Such checks shall include any convictions involving any violent crime or crimes against children, any crime involving theft, possession, receipt of stolen property or sale/use or possession of illegal drugs. All prospective employees shall also be required to pass a 5-panel drug screening. The 5-panel drug screening shall include THC, Opioids, Amphetamines, Methamphetamines, and Cocaine.
- b. The Contractor agrees not to refer or place at Orange County Government any individual having such a criminal record during the 7-year period preceding placement at Orange County Government, unless Orange County Government specifically agrees. Orange County Government reserves the right to have Contractor remove any employee from placement at Orange County Government if such individual is arrested, charged or convicted of such crimes while placed at Orange County Government or has determined to falsify their application to conceal their information in any way. Orange County reserves the right to request to inspect the background and/or drug screening results to ensure compliance with contractual provisions.

2. ORANGE COUNTY BACKGROUND CHECKS

- a. Background Checks:

All Contractor personnel must undergo background checks approved by the County prior to performing work in any County facility. The Contractor is responsible for all costs associated with these investigations. The County reserves the right to conduct its own investigations and request additional background information for any personnel assigned to provide services. The Contractor shall furnish such information in writing, to the extent permitted by law, before commencing work.

- b. Facility-Specific Security Compliance:

The Contractor shall perform background checks at the Contractor's expense, including any security clearance required by the Division of Criminal Justice Information Services (CJIS) and submit them to County for determining whether the employee is allowed to work for in a particular facility. The Contractor shall comply with the security requirements of each County facility, including, but not limited to:

- i. Orange County Courthouse (OCCH)
- ii. Orange County Corrections Department

- c. Contractors are responsible for contacting the following personnel and obtaining any necessary forms for background checks as follows:
- 1) For all Contractor's staff that will be working at the Courthouse Complex or Courthouse related facilities, including the Juvenile Justice Center, - request forms from the Facilities Management Downtown District via e-mail from James.Buys@ocfl.net .
 - 2) For all Contractor's staff that will be working at the Sheriff's Central Complex or any other Sheriff related facility - request forms from the Facilities Management Special Services District via e-mail from James.Carr@ocfl.net .
 - 3) For all Contractor's staff that will be working at Corrections or a Correction related facilities - request forms via e-mail from Michael.Nardone@ocfl.net .
 - 4) For all Contractor's staff that will be working at other Orange County facilities - Contact James.Carr@ocfl.net for specifics before completing the check.

For security purposes and to maintain privacy when submitting Background Checks via e-mail the subject line of the email must contain the following:
EXEMPT

Due to the time required to process background checks, the Contractor should allow 2-3 weeks turn-around time. Each County Representative will inform the contractor of their Background Check results.

- d. Upon Background Check approval, the Contractor's staff shall go to the Orange County Human Resources office located at 450 E. South St., Orlando, FL 32801 with an Affidavit of Identity form (issued by Contractor, sample form in contract documents) and a State of Florida I.D. or Driver's License to obtain their Orange County photo I.D. badge.
- e. Access to a site must be coordinated through the County's Service Coordinator.
- f. At any time during the life of the contract, the County issued ID badged may be inventoried by the authorizing user Department Representative. The Contractor will be advised of any missing ID badges. If any ID Cards are missing, the Contractor may be charged a \$25.00 fee per each missing ID badge. The County reserves the right to charge and collect this fee at any time during the contract term if it is determined by the County that and County issued ID badge is missing.
- g. Upon termination or transfer of any employee of the Contractor working under this contract, the Contractor shall immediately notify the County's Contract Administrator, in writing, of such termination or transfer and return said employee's Orange County photo I.D. badge to the Facilities Management Division Contract Administrator or designee.
- h. The Contractor shall report the arrest of any employee working under the terms of this contract to the Contractor Administrator within twenty-four (24) hours of the arrest or knowledge of the arrest. It shall be subject to the approval of the County

whether the employee shall continue to work at County locations within this contract.

3. SPECIAL CONDITIONS FOR WORKING AT THE CORRECTIONS COMPLEX

The following are specific conditions and rules that must be followed while providing services at the Corrections Complex:

- a. All Contractor employees shall carry a valid ID at all times.
- b. The Contractor shall provide a list of all employees that will be working inside any jail. A full criminal history shall be run on each employee by the Corrections Department. No Contractor employee will be allowed to work inside any jail if they are on active probation, home confinement, parole or have been arrested within the last five (5) years or have been arrested for any crime involving violence, drugs or theft. The Contractor employee list shall include:
 - i. Employee's Full name
 - ii. Employee's date of birth
 - iii. Employee's Race/Sex
 - iv. Employee's Social Security Number
 - v. Employee's Driver's License number
- c. Only authorized employees of the Contractor shall be allowed to work at Corrections. WORK RELEASE INMATES ARE NOT AUTHORIZED TO WORK ON ANY JAIL PROJECT.
- d. Contractor's employee shall wear their Contractor issued ID on the collar of their shirt at all times while on the Corrections compound. This ID will be issued to each Contractor employee at the North perimeter building and will only be given upon surrendering of a valid personal ID.
- e. If an ID is lost, the Contractor's employee shall report it immediately to their escort officer.
- f. In the event of an emergency, the Contractor's employee shall report it to the nearest Corrections staff member. They will contact 911.
- g. The Contractor's employees shall follow direction of the escort officer at all times.
- h. The Contractor's employees shall not bring tobacco or tobacco products inside any jail or on top of any roof or within any jail fence line.
- i. The Contractor's employees shall not bring or wear hats or sunglasses inside any facility.
- j. The Contractor's employees shall not bring any cell phones inside the facility unless authorized by Corrections.

- k. Contractor vehicles shall have the windows rolled up and be locked at all times and parked in only pre-authorized areas.
- l. The Contractor shall ensure that during breaks, if a Contractor's employee leaves an area, all tools must be removed.
- m. All Contractor tools will be inventoried going into and out of a facility. The Contractor shall allow a minimum of sixty (60) minutes for completion of check-in procedures. Contractor shall ensure that employees take in only what is needed to perform the services.
- n. At the end of each workday, the Contractor shall ensure that all tools and debris are collected. The Contractor shall conduct an inspection of all areas to ensure all tools are accounted for.
- o. No illegal drugs or drug paraphernalia are allowed in the compound.
- p. No weapons, guns or ammunition are allowed in the compound.
- q. The Contractor shall ensure that no inmate interaction occurs. The Contractor's employees shall not talk to or give or receive anything from an inmate, including cigarettes.
- r. The Contractor shall only use storage areas approved at the beginning of the project, unless otherwise permitted during a project by Corrections.
- s. The Contractor shall not leave clothing unattended, including hats and sunglasses.

3. ORANGE COUNTY HOLIDAYS

Legal holidays when most County buildings will be closed to the public, are as follows:

- 1. New Year's Day
- 2. Martin Luther King Day
- 3. Memorial Day
- 4. Fourth of July
- 5. Labor Day
- 6. Veterans Day
- 6. Thanksgiving Day and the Friday after Thanksgiving Day
- 7. Christmas Eve and Christmas Day

In addition to Orange County Holidays, the Ninth Judicial Circuit Court and the Clerk of Court also observe the following:

- 1. Good Friday
- 2. Rosh Hashanah
- 3. Yom Kippur