

**Council Meeting: January 10, 2012****SUBJECT: Award of Contract for Janitorial Services (F1110-24)****BACKGROUND**

Approval is requested to award a one-year contract in the amount of \$316,816 to Sunnyvale Building Maintenance of San Jose to provide janitorial services for the Facilities Services Division, Department of Public Works. Approval is also requested for a contract contingency in the amount of \$15,000 to cover additional services as necessary, as more fully described below.

DISCUSSION

The Facilities Services Division has contracted with Sunnyvale Building Maintenance for janitorial services for all City buildings since December 2007. The 2007 contract award resulted from a competitive Request for Proposals (RFP) process (RTC No. 07-389).

In April 2009 and in response to service concerns at the time, an RFP was issued for just the Community Center Complex and Multi-Modal Transit Station. Six firms submitted proposals, with Sunnyvale Building Maintenance ultimately being awarded a one-year contract under the City Manager's award authority with four (4) one-year extension options. This created two separate contracts, with renewal options ending in different months/years. It should be noted that service levels have remained acceptable since the 2009 RFP.

In July 2010 Council approved an amendment to synchronize the final term of the Community Center/Multi-Modal contract with the contract covering the remaining City buildings such that both contracts would expire on January 31, 2012 without additional extension options (RTC 10-199). This action was taken with the intention of competitively bidding the service for a new contract beginning February 1, 2012.

In the interim, the Department of Public Works was reorganized and assumed the city facility maintenance function from the Office of the City Manager. In order to allow sufficient time for Public Works to evaluate appropriate service levels/models (to best inform a new Request for Proposals process), staff recommends awarding a one-year contract to Sunnyvale Building Maintenance, who has agreed to hold pricing at the current level. Such an exemption from competitive bidding is allowable under Section 2.08.070(3) of the Sunnyvale Municipal Code.

Staff is currently reviewing potential service level improvements associated with heavily trafficked areas such as the Library, and is requesting a \$15,000 contingency to use, in part, for this purpose. Any remaining contingency amounts would be utilized for emergency purposes.

FISCAL IMPACT

Total cost to the City for the one-year contract is \$316,816, plus a requested \$15,000 contingency. The contract amount is \$1,668 higher than the previous year due to the planned replacement of two modular structures at the Water Pollution Control Plant, which added building square footage to be cleaned. Budgeted funds are available in operating program 709, Facility Services.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, at the Sunnyvale Senior Center, Community Center and Department of Public Safety; and by making the agenda and report available at the Sunnyvale Public Library, the Office of the City Clerk and on the City's website.

RECOMMENDATION

It is recommended that Council:

1. Award a one year contract, in substantially the same form as the attached draft Service Agreement and in an amount not to exceed \$316,816, to Sunnyvale Building Maintenance for janitorial services; and
2. Approve a contract contingency in the amount of \$15,000 for extra and/or emergency services as necessary.

Reviewed by:

Grace K. Leung, Director of Finance
Prepared by: Pete Gonda, Purchasing Officer

Reviewed by:

Kent Steffens, Director of Public Works

Approved by:

Gary M. Luebbers
City Manager

Attachments

- A. Draft Services Agreement

Attachment A
DRAFT
**SERVICE AGREEMENT BETWEEN CITY OF SUNNYVALE
AND SUNNYVALE BUILDING MAINTENANCE
TO PROVIDE JANITORIAL SERVICES**

THIS AGREEMENT, dated _____, is by and between the CITY OF SUNNYVALE, a municipal corporation ("CITY"), and Sylvia Gonzalez doing business as SUNNYVALE BUILDING MAINTENANCE, an individual proprietorship. ("CONTRACTOR").

WHEREAS, on August 8, 2007, CITY issued Request for Proposals No. F0707-09; and

WHEREAS, on April 16, 2009, CITY issued Request for Proposals No. F0803-55; and

WHEREAS, CONTRACTOR submitted proposals in response to these Request for Proposals; and

WHEREAS, CITY has determined that CONTRACTOR's proposal offers the best value to CITY;

NOW, THEREFORE, THE PARTIES ENTER INTO THIS AGREEMENT.

1. **Contract Documents**

The complete Contract consists of the following documents: Request for Proposals No. F0707-09 and F0803-55, consisting of a Notice Inviting Proposals, Instructions to Proposers, Specifications, Terms and Conditions; CONTRACTOR's completed Proposal; and negotiated documents. These documents are all incorporated by reference. The documents comprising the complete contract are collectively referred to as the Contract Documents.

Any and all obligations of the CITY and the CONTRACTOR are fully set forth and described therein.

All of the above documents are intended to cooperate so that any work called for in one and not mentioned in the other or vice versa is to be executed the same as if mentioned in all documents.

2. **Services by CONTRACTOR**

CONTRACTOR shall provide services in accordance with Exhibit "A" and Exhibit "B" attached and incorporated by reference. The parties agree that Exhibits "A" and "B" were substantially included in Request for Proposals Nos. F0707-09 and F0803-55 which include Frequency and Task Charts for the referenced Request for Proposals. Services shall be provided to CITY's buildings referred to in the Request for Proposals and subject to inspection and approval of the City.

3. **Time for Performance**

The term of this Agreement shall be one year, beginning February 1, 2012, unless otherwise terminated.

3. **Compensation**

CITY agrees to pay CONTRACTOR three hundred sixteen thousand eight hundred sixteen and no/dollars (\$316,816.00) for the one year contract, in accordance with Exhibit "C". CONTRACTOR shall submit monthly invoices to CITY to be paid within thirty (30) days upon receipt of an accurate, itemized invoice by CITY's Accounts Payable Unit.

4. Conflict of Interest

No officer or employee of CITY shall have any interest, direct or indirect, in this Agreement or in the proceeds thereof. During the term of this Agreement CONTRACTOR shall not accept employment or an obligation which is inconsistent or incompatible with CONTRACTOR's obligations under this Agreement.

5. Confidential Information

CONTRACTOR shall maintain in confidence and at no time use, except to the extent required to perform its obligations hereunder, any and all proprietary or confidential information of CITY of which CONTRACTOR may become aware in the performance of its services.

6. Compliance with Laws

- (a) CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, religion, creed, color, national origin, gender, age (persons 40 years or older), disability, or any other basis to the extent prohibited by federal, state, or local law. All employees of CONTRACTOR shall be treated during employment without regard to their race, creed, color or national origin.
- (b) CONTRACTOR shall comply with all federal, state and city laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the Agreement.

7. Independent Contractor

CONTRACTOR is acting as an independent contractor in furnishing the services or materials and performing the work required by this Agreement and is not an agent, servant or employee of CITY. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between CITY and CONTRACTOR. CONTRACTOR is responsible for paying all required state and federal taxes.

8. Indemnity

CONTRACTOR shall indemnify, defend and hold harmless CITY and its officers, officials, employees and volunteers from and against all claims, damages, losses and expenses, including attorney fees, arising out of the performance of the work described herein, caused in whole or in part by any negligent act or omission of CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of CITY.

9. Insurance

CONTRACTOR shall take out and maintain during the life of this Agreement policies of insurance as specified in Exhibit "D" attached and incorporated by reference, and shall provide all certificates or endorsements as specified in Exhibit "D."

10. CITY Representative

Bob Van Heusen, Superintendent of Facility Services, as City Manager's authorized representative, shall represent CITY in all matters pertaining to the services to be rendered under this Agreement. All requirements of CITY pertaining to the services and materials to be rendered under this Agreement shall be coordinated through the CITY representative.

11. CONTRACTOR Representative

Sylvia Gonzalez shall represent CONTRACTOR in all matters pertaining to the services and materials to be rendered under this Agreement; all requirements of CONTRACTOR pertaining to the services or materials to be rendered under this Agreement shall be coordinated through Contractor representative.

12. Notices

All notices required by this Agreement, other than invoices for payment which shall be sent directly to Accounts Payable, shall be in writing and shall be personally delivered, sent by first class with postage prepaid, or sent by commercial courier, addressed as follows:

To CITY: Bob Van Heusen, Superintendent
 Facility Services Division
 Department of Community Services
 CITY OF SUNNYVALE
 P. O. Box 3707
 Sunnyvale, CA 94088-3707

To CONTRACTOR: Sylvia Gonzalez
 SUNNYVALE BUILDING MAINTENANCE
 1161 Ringwood Court, Ste 150
 San Jose, CA 95131

Nothing in this provision shall be construed to prohibit communication by more expedient means, such as by telephone or facsimile transmission, to accomplish timely communication. However, to constitute effective notice, written confirmation of a telephone conversation or an original of a facsimile transmission must be sent by first class mail or commercial carrier, or hand delivered. Each party may change the address by written notice in accordance with this paragraph. Notices delivered personally shall be deemed communicated as of actual receipt; mailed notices shall be deemed communicated as of two days after mailing, unless such date is a date on which there is no mail service. In that event communication is deemed to occur on the next mail service day.

13. Assignment

Neither party shall assign or sublet any portion of this Agreement without the prior written consent of the other party.

14. Termination

If CONTRACTOR defaults in the performance of this Agreement, or materially breaches any of its provisions, CITY at its option may terminate this Agreement by giving written notice to CONTRACTOR. If CITY fails to pay CONTRACTOR, CONTRACTOR at its option may terminate this Agreement if the failure is not remedied by CITY within thirty (30) days from the date payment is due.

Without limitation to such rights or remedies as CITY shall otherwise have by law, CITY also shall have the right to terminate this Agreement for any reason upon ten (10) days' written notice to CONTRACTOR. In the event of such termination, CONTRACTOR shall be compensated in proportion to the percentage of services performed or materials furnished (in relation to the total which would have been performed or furnished) through the date of receipt of notification from CITY to terminate. CONTRACTOR shall present CITY with any work product completed at that point in time.

15. Entire Agreement; Amendment

This writing constitutes the entire agreement between the parties relating to the services to be performed or materials to be furnished hereunder. No modification of this Agreement shall be effective unless and until such modification is evidenced by writing signed by all parties.

16. Miscellaneous

Time shall be of the essence in this Agreement. Failure on the part of either party to enforce any provision of this Agreement shall not be construed as a waiver of the right to compel enforcement of such provision or any other provision. This Agreement shall be governed and construed in accordance with the laws of the State of California.

IN WITNESS WHEREOF, the parties have executed this Agreement.

ATTEST:

CITY OF SUNNYVALE ("CITY")

City Clerk

Gary M. Luebbers, City Manager

APPROVED AS TO FORM:

SUNNYVALE BUILDING MAINTENANCE
("CONTRACTOR")

City Attorney

By _____

Sylvia Gonzalez, Owner

RFP SECTION III. SPECIFICATIONS

A. Scope of Services - Contractor shall furnish all materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide JANITORIAL SERVICES at the following City of Sunnyvale facilities:

Cluster 1 Buildings: Total of 162,492 Square Feet

Civic Center

a. City Hall (456 West Olive Ave)	34,672 sq. ft.
b. City Hall Annex (650 West Olive Ave)	20,900 sq. ft.
c. South Annex (603 All America Way)	5,100 sq. ft.
d. Public Safety (700 All America Way)	40,950 sq. ft.
e. Library (665 West Olive Ave)	60,870 sq. ft.

Cluster 2 Buildings: Total of 92,918 Square Feet

Community and Senior Center Campus (550 East Remington Dr)

f. Recreation Building	17,912 sq. ft.
g. Indoor Sports Center	24,125 sq. ft.
h. Creative Arts Building	9,063 sq. ft.
i. Theatre	14,862 sq. ft.
j. Senior Center	23,000 sq. ft.
k. Heritage Bldg (Arboretum)	3,956 sq. ft.

Cluster 3 Buildings: Total of 77,193 Square Feet

The Route (various locations)

l. Sunnyvale Office Center (505 West Olive Ave)	35,500 sq. ft.
m. Corporation Yard - Admin Bldg (221 Commercial St)	7,319 sq. ft.
n. Corporation Yard - Modular Bldg " "	2,160 sq. ft.
o. Corporation Yard - Miscellaneous Areas " "	1,051 sq. ft.
p. Columbia Sports Center (785 Morse Ave)	19,735 sq. ft.
q. Water Pollution Control Plant (1444 Borregas Ave)	11,428 sq. ft.

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Total of 17 Buildings with an Estimated Total Square Footage of 332,603

NOTE: The building square footages listed above are a fairly good approximation although the City does not guarantee their accuracy. The successful Proposer shall be responsible for obtaining accurate janitorial cleaning measurements following notice of contract award and prior to contract execution.

B. Work Schedule - Janitorial services shall be provided up to seven (7) days per week at the time specified for each location. General cleaning shall be performed between the hours of 5:00 PM and 1:00 AM, with the exception of facilities that are open later in the evening or that operate 24/7. (See Attachments A through Q and AA through QQ) for times and frequency specific to each building.) The City reserves the right, with one (1) week's advance notice, to change cleaning schedules. Contractor shall provide twenty-four (24) hour emergency response, if requested, and shall respond to the City within four (4) hours of request for emergency services. Contractor shall provide a specific monthly schedule of all monthly, quarterly and semiannual services by building, giving specific dates. The schedule for the first two (2) months shall be provided within five (5) days of the first day of the Agreement term. The schedule for the third month, and all subsequent months, shall be provided with each monthly invoice; and the invoices will not be paid if not accompanied by a cleaning schedule.

Example: If the contract is awarded on October 1, Contractor would have five (5) days to provide to the City monthly cleaning schedules for October and November. As November comes to a close and the City receives Contractor's November invoice, Contractor must attach the cleaning schedule for December, and this process would then continue throughout the term of the contract.

Such monthly, quarterly and annual cleaning services shall be provided on the day stated on the monthly cleaning schedule; and if such work requires more than one (1) day to conclude, the Contractor shall then complete the work on successive days. Contractor may request a change to this cleaning schedule with seven (7) days' advance notice.

- C. **Holidays** - The following eleven (11) days are City holidays on which Contractor may need to provide service. All City facilities are dynamic due to their programmed use; and some locations will require service on holidays, and others will not.

Independence Day	New Year's Eve
Labor Day	New Year's Day
Thanksgiving	Martin Luther King's Day
Day after Thanksgiving (Floating Holiday)	Presidents Day
Christmas Eve	Memorial Day
Christmas Day	

Buildings that may require service during holidays are listed below. Facilities Services will provide a schedule of which buildings will require holiday service thirty (30) days' prior to each holiday.

- Public Safety Building (Operates 24 hours/7 days per week)
- Community/Senior Center – Recreation Bldg, Sports Center and Theatre (Various holiday services)
- Columbia Neighborhood Sports Center (Various holiday services)
- Water Pollution Control Plant (Operates 24 hours/7 days per week)
- Public Library (Various holiday services)

D. **Supplies and Equipment**

1. Contractor shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, vacuum cleaners, etc. The Superintendent of Facilities Services, or his designee, must approve all supplies and/or equipment prior to their use under this contract. The City requires use of "Green Seal," or other non-hazardous/biodegradable cleaning products in all of its buildings. Any non-complying equipment or supplies shall be changed out immediately at the request of the Facilities Services Superintendent or his designee. Janitorial closets located in City facilities may be used by Contractor and shall be kept clean and free of debris and odor at all times. All supplies and equipment stored in any City janitorial closet shall be stored in a neat and orderly manner and in such a way as to prevent injury to City staff, the public, or Contractor's employees. Contractor's on-site supervisor shall maintain an equipment inventory, and a copy shall be given to the Superintendent's designee, upon request.
2. The City shall provide the following products for Contractor to use at City locations: toilet paper; paper towels; toilet seat covers; trash can liners; liquid hand soap; and sanitary napkins. City shall also provide at its expense all utilities, including lights, power and water. Contractor shall stock and refill all restroom dispensers, as outlined in this section of the RFP, Paragraph R (Janitorial Cleaning Specifications – Master List, #9 Restrooms, Locker Rooms, Dressing Rooms and Showers) and as listed in Attachments AA through QQ).

E. **Supervision**

1. Contractor shall provide a supervisor or lead custodian who shall be present during all scheduled cleaning hours and special work assignments at a City facility. This individual shall speak, read, write, and understand English. Further, this supervisor shall pass a standard police background check in order to monitor and/or assist cleaners assigned to the Department of Public Safety building. All direction given to Contractor's supervisor shall be as binding as if given to Contractor.
2. Monthly janitorial supervisor's reports shall be prepared and submitted to City's Facilities Services Superintendent, or his designee, noting any building deficiencies needing correction.
3. While performing work under this contract, Contractor's supervisor shall carry a cell phone and pager by which City staff shall be able to communicate with him/her. Other janitorial staff, at a minimum, should carry pagers and may use City phones to respond to work-related issues.

4. Contractor shall provide a list of all Contractors' staff assigned to each work site. The list shall include name, address, and driver's license number and the employee's work schedule and assignment. At Contractor's expense, all of Contractor's employees shall have taken and satisfactorily passed background screening for drug and alcohol use.
5. Contractor's employees (including supervisors and managers) who work (regular service, fill-in work for absences and window/carpet shampoo crews) in Public Safety Headquarters, 700 All America Way, shall have satisfactorily passed a background investigation through Sunnyvale Police Services. The cost of such background checks will be paid by the City, and the background checks require two weeks (14 days) to complete. Contractor is responsible for scheduling these background checks prior to any of its employees working in Public Safety Headquarters.

F. **Training** - Contractor shall provide ongoing documented training programs for all of Contractor's staff. Training programs shall include, but are not limited to, quality standards, task definitions, IPP plans (Injury and Illness Prevention Program), MSDS sheets (Material Safety Data Sheets), Cal-OSHA (California Occupational Health and Safety) regulations and all other applicable safety regulations. Annually and provided to City with the twelfth (12th) invoice of each year, Contractor shall provide the Facilities Services Superintendent, or his designee, a report showing the training provided for the janitorial staff working in City buildings.

- G. **Employee Conduct** - Employees of Contractor, while performing work under this contract, SHALL NOT:
1. Be accompanied in their work area by acquaintances, family members, assistants, or any other person unless such person is an on-duty authorized Contractor employee.
 2. Remove any City property, equipment, monies, forms or any other item belonging to an employee of the City from City facilities.
 3. Engage in horseplay or loud boisterous behavior.
 4. Be under the influence of alcohol or drugs.
 5. Gamble.
 6. Smoke in any building.
 7. Turn on or use any electronic equipment (computers, typewriters, radios, etc.) other than those supplied by Contractor.
 8. Use any City telephone except those designated by the Facilities Services Superintendent, or his designee, for the performance of services under this contract.
 9. Open any desk, file cabinet or storage cabinet.
 10. Remove any article from desks.
 11. Consume any food or beverage other than that brought with or purchased by the employee.
 12. Consume any food or beverage in any area NOT designated as a break or lunchroom.
 13. Engage in non-work-related conversations with City employees or visitors.
 14. Come to work late or leave work early.

H. **Employee Removal** - Contractor shall remove from service on City premises any employee of Contractor who, in the opinion of the Facilities Services Superintendent, or his designee, is not performing the services in a proper manner or who is incompetent, disorderly, abusive, dangerous, insubordinate, and/or disruptive, who does not comply with rules and regulations of the City, or who is otherwise objectionable. Contractor shall in no way interpret such removal to require dismissal of or other disciplinary action against the employee; and such removal shall not be the basis of any claim for compensation or damages against the City or any of its officers, employees or agents as to the performance of the work.

I. **Employee Appearance and Identification** - Contractor's personnel shall present a neat appearance and be easily recognized as Contractor employees. Contractor shall provide each employee with a picture identification badge and uniform. The badge shall include the employee's photograph, name, employee number and Contractor's name. The identification badge shall be displayed on the front of the employee's uniform at all times. Contractor accepts and understands that any employee who fails to meet this requirement may be asked to leave City property. Should this occur, the City will not compensate the Contractor or Contractor's employees for lost time. It is expressly understood that Contractor is responsible for ensuring that all of its employees possess and carry valid photo-identification at all times on City property.

NOTE: The City is currently in the process of up-grading its access control system; and once implemented, all Contractor's personnel will be required to have and display a new City photo ID/Access Card.

Contractor's employees shall wear their uniforms and identification badges prior to entering any City building, and uniforms and badges shall be worn at all times while working in a City facility. The uniform, at a minimum, shall be a uniform shirt to which Contractor's business name and/or logo have been affixed. Contractor's employees shall be at least eighteen (18) years of age and thoroughly trained and qualified in the work assigned to them. Contractor's employees shall be able to follow directions and shall be physically capable of performing the duties assigned to them, including lifting/moving heavy items, climbing ladders, etc.

1. Security Clearance: All Contractor's staff performing work under this contract shall undergo and pass, to the satisfaction of the City, a background investigation as a condition of beginning and continuing to work under this contract. The City shall use its sole discretion in determining the method of background clearance to be used, which may include, but not be limited to, fingerprinting by the City's Department of Public Safety.

J. Reporting and Inspections

1. Daily, Weekly and Monthly Inspections: City staff will monitor and inspect Contractor's completed janitorial services nightly and will communicate directly with the Contractor's site supervisor or lead custodian. Contractor's account manager shall conduct weekly inspections of all locations and provide a copy of his/her report on conditions to the Facilities Services Superintendent, or his designee. Contractor's account manager and supervisor shall meet with City Facilities Services Division representatives on the first Monday of each month to conduct building inspections to ensure compliance with contract specifications and resolve problems. During the course of any inspection, if the services performed do not conform to the specifications and requirements of the contract, the City shall have the right to require the Contractor to immediately perform the services defined in the specifications at no increase in the total contractual amount. In the event the Contractor fails to perform the services promptly and correctly or does not take steps to ensure future performance of the service in conformity with contract specifications, the City shall have the right to either reduce the contract pricing to reflect the reduced value of services and/or have the services performed in conformity with the contract and charge the Contractor for cost incurred by the City.
2. Status Reports: If and when unusual circumstances arise, a report shall be given to the Facilities Services Superintendent, or his designee, the day of the occurrence. Examples of unusual circumstances include, but are not limited to, the observance of suspicious persons around a City facility and the discovery of inoperable lighting in a City facility.

K. Work Performance - Contractor shall adhere to the highest quality standards of the janitorial profession and the City's cleaning standards as communicated by the Facilities Services Superintendent, or his designee, and set forth in this RFP. Contractor shall immediately verbally notify the Facilities Services Superintendent, or his designee, of any occurrence or condition that interferes with its ability to be in full compliance with contract requirements and shall confirm such verbal notification in writing within 24 hours.

L. Special Assignments - City may request janitorial services for special events not covered in the scope of services under this contract (i.e., an open house or dignitary visits) and outside the normal scheduled cleaning hours as outlined herein. City may request these special services up to, but not later than, forty-eight (48) hours prior to the event. If the required services are outside Contractor's normal cleaning schedule, Contractor shall quote, in advance, an hourly rate per person for the special assignment with a minimum of two (2) hours per employee. Contractor shall provide special cleaning service invoices within fourteen (14) days of the services being provided. City shall be under no obligation to pay any invoice which is submitted to City's Facilities Services Division more than thirty (30) days beyond completion of special cleaning services.

M. Emergency Work - "Emergency work" is defined as any work beyond the general routine janitorial work required by this contract. Emergency work shall require a shortened Contractor response time of two (2) to four (4) hours, depending upon the nature of said work. Contractor shall have sufficient labor and call-out procedures to ensure that staffing is available for this type of unplanned requirement. The City will work closely with Contractor to develop a procedure for reacting to emergency situations.

N. Storage - Contractor may use City janitorial closets, if available; and if utilized, Contractor shall keep this space in a neat, clean, odor free, and orderly condition. The City will not be responsible in any way for damage to or loss of Contractor's stored supplies and/or equipment or for Contractor's employees' personal

belongings stored in any City janitorial closets. If janitorial closets are not available, Contractor shall store its supplies and equipment in its own facility or company vehicles.

- O. **Security** - Contractor shall be required to have available the keys provided by the City at all times while providing service to the City. All doors shall be unlocked and locked in such manner and at such times as required by each building's specifications. Contractor shall be responsible for ensuring that all doors are closed and locked during its performance of janitorial duties. Lost keys or security card-keys shall be immediately reported to the Facilities Services Superintendent, or his designee, and charged to Contractor at the rate of Fifty and no/100 Dollars (\$50.00) per key or security card-key. In addition, Contractor shall reimburse City for all costs associated with re-keying any or all locks necessitated by lost keys in his/her control. Contractor's employees shall NOT set off, or fail to reset, a building alarm, as instructed. Such false alarms or failure to reset an alarm shall cause the City to incur damages, and Contractor shall be charged liquidated damages of One Hundred Fifty and no/100 Dollars (\$150.00) per event. Contractor's employees shall not operate for personal use any City computers, fax machines, telephones, television sets and/or copiers while performing services under this contract. Contractor shall be financially responsible for any loss, damage, or accrued charges for any unauthorized usage of City equipment.
- P. **Care of Facilities** - Contractor's employees shall regularly observe the general condition of all buildings and report problem areas to Contractor's supervisor or lead custodian. Contractor shall be responsible for knowledge of and use of all fire alarms and fire prevention equipment. In case of emergency, Contractor's employees shall notify the City's Communication Center by dialing 911 and shall then call or page the Facility Services Superintendent, or his designee, immediately. Contractor shall report all required non-emergency repairs by contacting the Facilities Services Superintendent, or his designee, or calling the Facilities Services direct line at (408) 730-7761.
- Q. **Graffiti** - Contractor shall immediately remove all graffiti from all surfaces found inside any of the buildings after consulting with the Facilities Management Superintendent, or his designee, for removal methodology. Graffiti noticed on the outside of any building shall be reported to the Facilities Management Superintendent, or his designee, and called into the Facilities Management direct line as mentioned in the above paragraph.
- R. **Janitorial Cleaning Specifications (Master List)** - Following is a Master List of all services required under this contract. Not all services are required in all City facilities. Refer to Attachments A through Q and AA through QQ, to determine which services are required for each City facility.

1. **Flooring**

- a. **Vinyl, linoleum, concrete, or tile floors (sweep)** - Sweep with an anti-dust mop.
- b. **Vinyl, linoleum, or concrete floors (damp or wet mop)** - After sweeping, use warm water with good quality cleaner that leaves no visible or sticky cleaner residue, when dry. Rinse, if necessary, with clear warm water; and clean mop. Wipe any and all baseboards free of moisture and dirt. Protect all wall surfaces. Eliminate any mop streaks by changing out dirty mop water continuously.
- c. **Vinyl and linoleum (clean and wax floors)** - Dust entire floor and corners with treated mop. Damp mop and remove any spot or stains. Allow flooring to dry completely. Apply wax in traffic areas only, feathering out to corners. Corners shall be waxed only as part of complete stripping process (see d below).
- d. **Vinyl and linoleum (strip)** - Strip completely and wax, including corners.
- e. **Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (damp mop)** - Use a dedicated mop and good quality cleaner recommended for marble, slate, granite, ceramics and travertine. The floors shall be free of dust, dirt, cleaning material residue, streaks, mop strands, grease, and spills and thoroughly maintained to present an acceptable gloss. Protect all walls from splashing, and wipe off any moisture or chemicals from all baseboards. Polish wood molding, if necessary, to prevent moisture damage.
- f. **Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (strip, seal)** - Apply stripping solution. Machine scrub (conventional machine) and wet vacuum stripping. Follow by an application of a neutralizer rinse, followed by a damp mopping with clear water. When floor is dry, apply finish or sealer. Protect all wall finishes, and wipe down all baseboards to be free of moisture and residue. Polish, as needed.
- g. **Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (refinishing)** - Refinish as follows: Use a conventional (buffer) machine with a 3M blue cleaning pad and a trigger spray bottle with clean water to buff. Let floor dry. Follow with a dust mopping and then a damp mopping. Let floor dry. Apply two (2) coats of floor finish. Be sure floor is

thoroughly dry between coats. Within 24 hours of last application of finish, burnish with a high-speed buffing machine (1,100 rpm).

2. Hardwood Floors and Carpeting (Gymnasiums, Ballrooms and Dance Floors)

- a. **Hardwood floors** – Use a dedicated dust mop on hardwood floors with "Super Hi-Tone Dust" mop treatment, manufactured by Hillard (or equivalent). Treat mop per manufacturer's instructions.
- b. **Hardwood floor surfaces (wet mopping)** – Use a dedicated wet mop with Hillard Super Shine All Cleaner (or equivalent). Follow directions on label.
- c. **Hardwood floor buffing** – First, damp-mop floor to remove any dirt and debris; then use a water-based cleaner like Squeaky Clean for spot cleaning and cleaning the entire floor before buffing. A white polishing pad is recommended. (Squeaky Clean is easy to use and won't cause any build up, film or dulling on the hardwood floor finish. Do not use this product on a floor that has been waxed or oiled.)
- d. **Carpet and mats (vacuum traffic areas)** – These areas include main entries and all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open landscaped areas. Vacuum traffic areas. Move all chairs, trashcans and other easily removed items; and vacuum underneath. Hand-wipe all baseboards.
- e. **Carpets (vacuum all areas, including edges and corners)** – Vacuum with an industrial-powered vacuum cleaner, and inspect for spots. Remove spots, following the manufacturer's recommendations completely, with an approved industrial-grade spot remover that leaves no visible residue. Report to the Facilities Services Superintendent, or his designee, all tears, burns, unraveling or other damage. Move all chairs, trash cans and other easily removed items; and vacuum underneath. Hand-wipe baseboards.
- f. **Carpet Spot Cleaning (traffic areas)** – These areas include main entries at all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open lobby areas. Spot clean, as needed, with good quality cleaner and/or solvent, hot water steam and vacuum extraction system.
- g. **Carpet, Steam Cleaning (all areas)** – Vacuum all areas to be cleaned. Clean all carpets with a good quality cleaner and/or solvent, hot water steam and vacuum extraction system. Cover wet traffic areas with paper until dry. Use ventilating fan dryers to hasten drying time in heavy-use areas. Use water-resistant coated pads under furniture.

NOTE: Contractor will often be required to steam-clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their perspective areas before cleaning begins.

3. Doors and Entrances

- a. **Doors and entrances (clean and polish)** – Clean and polish interior and exterior surfaces to a height of 8', removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas. On a regular basis, inspect all doors and entrances; and clean doors and entrances across the entire width of the entrance front, as required.
- b. **Drinking Fountains** – Clean, disinfect and polish.
- c. **Graffiti (remove all marks and writing)** – Remove from all interior surfaces (doors and walls). If unable to remove graffiti, call Facilities Services at 730-7761 and leave a message. Leave caller's name, location of the building, floor and area where the graffiti is located.
- d. **Walls, doors and molding (spot clean)** – On a regular basis, inspect all walls, doors and moldings; and remove any and all fingerprints, smudges, dirt or accumulations from these areas, as required.

4. Glass and Windows

- a. **Glass and window cleaning (building entrances, lobby areas, staircases and glass building fronts)** – Clean all interior and exterior glass surfaces to a height of 8'. On a regular basis, inspect all glass and frames (window and/or door); and remove any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. When glass is part of an entrance area, clean across the entire width of the entrance front, if required.
- b. **Glass and windows, interior/exterior all areas (including skylights, glass blocks)** – Clean all interior and exterior glass surfaces with an approved soap solution. Inspect all glass

surfaces; and remove any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. Cleaning shall include window frames and ledges.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their perspective areas before cleaning begins.

5. Dusting

- a. **Dusting** - Remove all accumulated dust, dirt, debris and cobwebs from all surfaces, corners, shelving crevices, office desks, bookcases, tables, partition tops, window ledges and baseboards. Use treated mops and cloths to help prevent the redistribution of same into the air. Dust desktops only if papers have been removed.
- b. **Dusting (High Dusting)** – Remove accumulated dust in high corner areas and HVAC vents and ledges.
- c. **Dusting (Annual High Dusting)** – Remove all accumulated dust, dirt and debris from all area surfaces, corners, crevices, light fixtures, partition tops, window ledges, door frames, jambs, and blinds. Use treated mops and cloths to help prevent the redistribution of same in the air. Blind slats shall be individually cleaned. Remove cobwebs inside rooms, corners and ceiling tiles.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required so that building occupants can be notified and prepare their perspective areas before cleaning begins.

- d. **Ashtrays (sand urns)** – Remove cigarette butts from all sand urns/trash containers. Receptacles which are located outside shall be clean and odor-free. Install a plastic liner of the appropriate size and strength, if required.
- e. **Wastebaskets and Trash Bins**
Areas without the Mini Bin Program - Empty all wastebaskets and trash bins. If plastic liners are dirty, ripped or damaged, replace with plastic liners of appropriate size and strength. Replace plastic liners on a monthly basis, regardless of condition.
Areas with the Mini Bin Program - In most areas, and in an effort to reduce trash and encourage recycling behavior, standard wastebaskets for trash have been replaced with small 5" x 5" Mini Bins. Large wastebaskets for trash (slim-jims) have been located in specific areas; and employees are responsible for emptying their Mini Bins into the main wastebaskets and re-lining them, as required. In these areas, Contractor is not required to empty the small Mini Bins, but will be responsible for emptying and relining the main trash receptacles in these areas. Further, Contractor will be responsible for ensuring that Mini Bin liners are restocked, so that they are available to City employees.
Recyclable Cardboard Products - Breakdown all accumulated cardboard boxes before discarding in the designated dumpster. (These boxes are usually left by staff next to main trash receptacles and/or in breakrooms).
- f. **Wastebasket/trash containers** - Wash and disinfect all wastebaskets and trash containers in all interior and exterior locations, as required.
- g. **Exterior Trash Bins, Sunnyvale Office Center Only (505 West Olive Ave)** - Contractor will be responsible for emptying the perimeter outside trash bins surrounding the complex's seven (7) buildings. Contractor shall empty trash into the trash dumpster on the north side of the campus. Any cardboard boxes shall be broken down and discarded in the designated recycling dumpster. Contractor will not be responsible for other recycling bins.

6. Elevators

- a. **Elevator (clean and polish)** – Remove all finger and handprints, grease, oils, smudges or marks. Polish interior walls, ceilings, and doors inside and outside. Vacuum carpet and elevator door tracts. Spot clean carpet or flooring, as necessary, to remove stains and odors.

7. Stairwells, Exterior and Interior

- a. **Staircases, balustrades and railings (sweep or dust mop and wipe)** – Sweep or dust mop and wipe all staircase areas, including all railings and areas around and underneath stairs. Vacuum carpeted areas, and spot clean carpet.
- b. **Stairwells** – Damp mop and spot clean, as required.

8. Offices

- a. **Wooden furniture (clean and polish)** – Clean and polish all wooden furniture with approved polish. Do not disturb any paperwork on desks, tables and files.
- b. **Formica and metal desks (clean all)** – Clean all tables, stands, chairs, filing cabinets, locker tops and fronts. Do not disturb paperwork.
- c. **Wood fixtures (polish)** – Polish all wooden walls, doors, handrails and all accents.
- d. **White boards and pen rails (clean)** – Wash and clean (only if boards are erased).
- e. **Fabric or carpeted wallcoverings (dust and/or vacuum, spot clean)** – With a soft brush, dust all fabric and/or carpeted walls to maintain a neat and clean appearance. Vacuum all areas where a traffic pattern is evident. Spot clean areas per manufacturer's specifications for wallcovering. Damp wipe vinyl. Remove spots on cloth fabrics with chemical cleaner.
- f. **Light switches (clean and disinfect)** – Use damp cloth to remove all smudges, fingerprints and dirt. Apply disinfectant.
- g. **Light fixtures (clean all)** – Dust all with treated cloth. Vacuum and damp wipe, if necessary, to remove all accumulated dust and dirt.

9. Restrooms, Locker Rooms, Dressing Rooms and Showers

- a. **Restrooms (clean, disinfect, restock supplies)** – Clean and disinfect all urinals, toilets, partitions, plumbing and countertops and backsplashes. Damp mop floors with disinfectant, and remove any urine stains. Clean and polish chrome and stainless steel fixtures. Clean, disinfect and deodorize interior and exterior of sanitary napkin depositories. Replace disposal bags and plastic trash liners. Clean mirrors to streak-free condition. Install disinfectant in floor drains and deodorizers in urinals. Fill or restock all dispensers (soap, toilet paper, seat covers, paper towels, sanitary supplies and deodorizers).
- b. **Showers (clean, disinfect)** – Clean and disinfect all walls, floors and curtains. Entire area shall be free of soap scum, fungi, hair, urine deposits and unpleasant odors. Floors and tiled areas shall be free of streaks and mildew.
- c. **Locker rooms or dressing rooms** - Install disinfectant in floor drains. Disinfect HVAC vents, and clean mirrors to streak-free condition. Wax floors to maintain original appearance. Vacuum all carpet areas, and remove all stains. Clean and disinfect lockers inside and outside, including tops of locker banks, if any locker is unlocked. Do not disturb personal belongings.
- d. **Strip and Wax Restroom Floors** - Strip completely and wax, including corners.

10. Auditoriums

- a. **Theatre Building special cleaning (Community Center)** – After final evening performance, pick-up all debris, empty all waste containers, and clean all entry doors. Vacuum and spot clean all carpets, including main theatre seating area, hallways, steps, lobby areas and the green room. Clean all dressing room floors and toilets, and disinfect shower stalls. (Contractor shall be given a theatre performance schedule for planning purposes.)
- b. **Fabric furniture** – Dust, vacuum and spot clean upholstered chairs and sofas, as necessary.
- c. **Rehearsal Hall** – Damp mop entire floor area.
- d. **City Hall Council Chambers (clean after all meetings)** – Pick up all debris. Vacuum and spot clean all carpets, and clean all entry doors.

11. Kitchen Areas

- a. **Kitchens/breakrooms/concession area floors (degrease and disinfect)** – Wet mop all kitchen floors with disinfectant. Refinish, if necessary, to maintain original appearance.
- b. **Kitchens/breakrooms/concession area sinks, counters and appliances (wash and disinfect)** – Wash and disinfect all kitchen tabletops and generally clean up all stainless steel.
- c. **Cabinets, sinks and appliances (degrease, disinfect and polish)** – Degrease, disinfect and polish refrigerators, stoves, stove hoods, dishwashers, microwaves and all stainless steel, where applicable.
- d. **Kitchen Vent Hoods Over Stoves** – Degrease, clean and polish.

12. Special Areas

- a. **Bleachers (clean all surfaces)** – Clean all areas around and under bleachers. Damp mop floors and bleacher seats at the Indoor Sports Center and Columbia Neighborhood Sports Center.
- b. **Jail area (clean and disinfect)** – Clean and disinfect (when accessible) all walls, floors, glass sliding doors, ceilings and toilet fixtures.
- c. **Janitorial closets (clean and stock)** – Clean, organize, stock and keep odor-free. If any chemicals are stored here, maintain a binder of all Material Safety Data Sheets (MSDS) and keep in each closet.
- d. **Exercise room floors** – Damp mop by towel exercise room floor mats. Use warm water. Leave no visible or sticky residue.
- e. **Exercise rooms** – Wipe down, clean, deodorize and disinfect all exercise apparatus and mats. Remove and replace mats in same locations to ensure proper fit.
- f. **Shop area restrooms** – Clean and disinfect all washbasins. Entire area shall be free of soap scum, fungi, grease, dirt and unpleasant odors. Clean and polish chrome and stainless steel fixtures. Fill all soap and paper towel dispensers, as needed.
- g. **Conference rooms (setups)** – Set up chairs, conference tables, etc., per room diagram or upon direction from Facilities Services staff.
- h. **Personal computers** – Clean monitor with anti-static cloth. Spray keyboards and CPU with pressurized air. Vacuum keyboard with backpack vacuum. Clean keyboard with treated cloth.
- i. **City refrigerators** – In breakrooms only, clean inside and out, as designated.
- j. **Patio tables** – Wipe down, clean and disinfect tables at various City building locations.
- k. **Venetian blinds** – Dust and damp wipe blinds with a treated cloth to prevent redistribution of dust into the air.
- l. **Mirrors (Dance Studio, Theatre Dressing and Exercise Rooms)** – Clean all interior mirror glass surfaces. On a regular basis, inspect all mirrors; and remove any and all fingerprints, smudges, dirt, cobwebs, grease, oils or accumulations from these areas, as required. Cleaning shall include mirror frames and ledges.
- m. **Classroom, Meeting Room and Ball Room Sinks (wash and disinfect)** – Wash and disinfect all countertops and cabinets. Restock paper towels and any soap dispensers.
- n. **Pottery Studio Cleaning** – Completely clean pottery room floors of all glazing dust and chemical powders by using a quality shop vacuum with a good filtering system. After removing all dust off the floor, wet mop the entire surface area, as required to eliminate any mop steaks or caking. The dust powders are fine in nature, so the appropriate PPE (Personal Protective Equipment), such as face masks, gloves and safety glasses should be worn while performing this cleaning.
- o. **Examination rooms** – Wet mop all floors with disinfectant. Refinish, if necessary, to maintain original appearance. Also, wipe down and disinfect all cabinets, counters, refrigerators, and mini-sinks.

- S. Janitorial Frequency and Service Levels - City reserves the right at any time during the initial contract term, and any authorized extensions, to change service levels upon thirty (30) days' written notice to Contractor or initiate negotiations with Contractor for a different service level. The following Attachments AA through QQ describe the required service levels in each building included in this Agreement.

ATTACHMENT – AA
Frequency and Task Chart

Location: City Hall, 456 West Olive Ave

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (5-Days per week, Monday – Friday)

Estimated Building Square Feet: 34,672

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Wastebaskets & Trash Bins - Mini Bin Program 2. Restrooms - clean, disinfect, and restock supplies 3. Auditoriums - City Hall Council Chambers, clean after all meetings 	<p>5e 9a 10d</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete or tile floors, sweep and/or dust mop all floors 2. Carpet and mats - vacuum traffic areas 3. Graffiti - remove all marks and writing 4. Drinking fountains - clean, disinfect and polish 5. Glass and windows (building entrances, lobby areas, etc.) 6. Ashtrays (sand urns) - outside, clean/remove cigarette butts 7. Elevators - clean and polish 8. Kitchen breakroom floors - degrease and disinfect 9. Kitchen breakroom sinks - degrease and disinfect 10. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1a 2d 3c 3b 4a 5d 6a 11a 11b 12m</p>
Weekly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum, or concrete floors - damp or wet mop 2. Stone, marble, slate, granite, ceramic tile travertine floors, stairs (damp mop) 3. Carpets - vacuum all areas, including edges and corners 4. Stairwells and staircases - sweep, damp mop and spot clean 	<p>1b 1e 2e 7b</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - remove all accumulated dust 6. White boards and pen rails - wash clean 7. Strip and wax restroom floors 8. Patio tables - clean and disinfect 	<p>1c 2f 3d 3a 5a 8d 9d 12j</p>
Every Other Month	<ol style="list-style-type: none"> 1. Wooden furniture - clean and polish 2. Formica and metal desks - clean all 3. Wood fixtures - polish 4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 5. Light switches - clean and disinfect 6. Janitorial closets - clean organize, stock and keep odor-free 7. Venetian blinds - wipe down and clean 	<p>8a 8b 8c 8e 8f 12c 12k</p>

Semi-	1.	Vinyl and linoleum – strip completely and wax	1d
Annually:	2.	Stone, marble, slate, granite, ceramic tile travertine floors, stairs (strip, seal)	1f
	3.	Dusting - high dusting of HVAC Vents and diffusers	5b
	4.	Wastebasket/trash containers - wash and disinfect	5f
	5.	Light fixtures - clean all	8g
	6.	Personal computers - clean with anti-static...	12h
	Annually:	1.	Stone, marble, slate, granite, ceramic tile (refinishing)
2.		Carpets, steam clean - all areas	2g
3.		Glass and windows, interior and exterior - all areas	4b
4.		High Dusting - remove all accumulated dust, dirt and debris	5c
5.		Fabric furniture - upholstered chairs and sofas - dust, vacuum & spot clean	10b
6.		City refrigerators - breakrooms only	12i

ATTACHMENT – BB
Frequency and Task Chart

Location: City Hall Annex, 650 West Olive Ave.

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (5-Days per week, Monday – Friday)

Estimated Bldg. Square Feet: 20,900

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	1. Wastebaskets & Trash Bins - Mini Bin Program	5e
	2. Restrooms - clean, disinfect, and restock supplies	9a
Every Other Day	1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors	1a
	2. Carpet and mats - vacuum traffic areas	2d
	3. Graffiti - remove all marks and writing	3c
	4. Drinking fountains - clean, disinfect and polish	3b
	5. Glass and windows cleaning (building entrances, lobby areas etc.)	4a
	6. Ashtrays (sand urns) - outside, clean/remove cigarette butts	5d
	7. Elevators - clean and polish	6a
	8. Kitchen breakroom floors - degrease and disinfect	11a
	9. Kitchen breakroom sinks - degrease and disinfect	11b
Weekly:	1. Vinyl and linoleum, or concrete floors - damp or wet mop	1b
	2. Carpets - vacuum all areas, including edges and corners	2e
	3. Stairwells and staircases - sweep, damp mop and spot clean	7b
Monthly:	1. Vinyl and linoleum - clean and wax floors	1c
	2. Carpet spot cleaning - traffic areas	2f
	3. Walls, doors and molding - remove fingerprints, smudges and dirt	3d
	4. Doors & entrances - clean and polish, remove finger prints & smudges	3a
	5. Dusting - remove all accumulated dust	5a
	6. White boards and pen rails - wash clean	8d
	7. Strip and wax restroom floors	9d
	8. Patio tables - clean and disinfect	12j
Every Other Month	1. Wooden furniture - clean and polish	8a
	2. Formica and metal desks - clean all	8b
	3. Wood fixtures - polish	8c
	4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean	8e
	5. Light switches - clean and disinfect	8f
	6. Janitorial closets - clean organize, stock and keep odor-free	12c
	7. Venetian blinds - wipe-down and clean	12k
Semi-Annually:	1. Vinyl and linoleum - strip completely and wax	1d
	2. Dusting - high dusting of HVAC vents and diffusers	5b
	3. Wastebasket/trash containers - wash and disinfect	5f
	4. Light fixtures - clean all	8g
	5. Personal computers - clean with anti-static...	12h

Annually:	1.	Carpets, steam clean - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - Annual high dusting, remove all accumulated dust	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12i

ATTACHMENT – CC
Frequency and Task Chart

Location: South Annex (City Hall) 603 All America Way

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (5-Days per Week, Monday – Friday)

Estimated Building Square Feet: 5,100

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	1. Wastebaskets & Trash Bins - Mini Bin Program	5e
	2. Restrooms - clean, disinfect, and restock supplies	9a
Every Other Day	1. Carpet and mats - vacuum traffic areas	2d
	2. Graffiti - remove all marks and writing	3c
	3. Ashtrays (sand urns) - outside, clean/remove cigarette butts	5d
Weekly	1. Carpets - vacuum all areas, including edges and corners	2e
	2. White boards and pen rails - wash clean	8d
Monthly:	1. Carpet spot cleaning - traffic areas	2f
	2. Walls, doors and molding - remove fingerprints, smudges and dirt	3d
	3. Doors & entrances - clean and polish, remove finger prints & smudges	3a
	4. Dusting - remove all accumulated dust	5a
	5. Strip and wax restroom floors	9d
Every Other Month:	1. Dusting - high dusting of HVAC vents and diffusers	5b
	2. Formica and metal desks - clean all	8b
	3. Light switches - clean and disinfect	8f
	4. Venetian blinds - wipe-down and clean	12k
Semi-Annually:	1. Wastebasket/trash containers - wash and disinfect	5f
	2. Light fixtures - clean all	8g
	3. Personal computers - clean with anti-static...	12h
Annually:	1. Carpets, steam clean - all areas	2g
	2. Glass and windows, interior and exterior - all areas	4b
	3. High Dusting - removal all accumulated dust, dirt and debris in all areas	5c
	4. Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5. City refrigerators - breakrooms only	12i

ATTACHMENT – DD
Frequency and Task Chart

Location: Department of Public Safety, 700 All America Way

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 40,900

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Stone, marble, slate, granite, ceramic tile, travertine floors (damp mop) 3. Wastebaskets & Trash Bins - Mini Bin Program 4. Restrooms - clean, disinfect, and restock supplies 5. Showers - clean and disinfect 6. Locker rooms or dressing rooms 7. Jail area - clean and disinfect (when accessible) 8. Exercise room floors - damp mop by towel... 9. Exercise rooms - clean and deodorize exercise apparatus... 	<p>1a</p> <p>1e</p> <p>5e</p> <p>9a</p> <p>9b</p> <p>9c</p> <p>12b</p> <p>12d</p> <p>12e</p>
Every Other Day	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors - damp or wet mop all areas 2. Carpet and mats - vacuum traffic areas 3. Drinking fountains - clean, disinfect and polish 4. Graffiti - remove all marks and writing 5. Glass and windows (building entrances, lobby areas, etc.) 6. Ashtrays (sand urns) - clean/remove cigarette butts 7. Elevators - clean and polish 8. Staircases, balustrades and railing - dust mop 9. Kitchen breakroom floors - degrease and disinfect 10. Kitchen breakroom sinks - degrease and disinfect 	<p>1b</p> <p>2d</p> <p>3b</p> <p>3c</p> <p>4a</p> <p>5d</p> <p>6a</p> <p>7a</p> <p>11a</p> <p>11b</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpets - vacuum all areas, including edges and corners 2. Carpet spot cleaning and removal - (as necessary) 3. Stairwells and staircases - sweep, damp mop and spot clean 4. Mirrors (exercise room) - Clean all interior mirror glass surfaces 	<p>2e</p> <p>2f</p> <p>7b</p> <p>12l</p>
Monthly	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - all table tops, office desks, and filing cabinets 6. White boards and pen rails - wash clean 7. Strip and wax restroom floors 8. Patio tables - clean and disinfect 	<p>1c</p> <p>2f</p> <p>3d</p> <p>3a</p> <p>5a</p> <p>8d</p> <p>9d</p> <p>12j</p>

Every Other Month	1.	Wooden furniture - clean and polish	8a
	2.	Formica and metal desks - clean all	8b
	3.	Wood fixtures - polish	8c
	4.	Fabric or carpeted wall coverings- dust and/or vacuum, spot clean	8e
	5.	Light switches - clean and disinfect	8f
	6.	Janitorial closets - clean organize, stock and keep odor-free	12c
	7.	Venetian blinds - wipe-down and clean	12k
Semi-Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Stone, marble, slate, granite, ceramic tile travertine floors, stairs	1f
	3.	Dusting - high dusting of HVAC vents and diffusers	5b
	4.	Wastebasket/trash containers - wash and disinfect	5f
	5.	Light fixtures - clean all	8g
	6.	Personal computers - clean with anti-static...	12h
Annually:	1.	Stone, marble, slate, granite, ceramic tile, travertine floors (refinishing)	1g
	2.	Carpet, steam cleaning - all areas	2g
	3.	Glass and windows, interior and exterior - all areas	4b
	4.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	5.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	6.	City refrigerators - breakrooms only	12j

ATTACHMENT – EE
Frequency and Task Chart

Location: Library, 665 West Olive Ave.

Janitorial Cleaning Hours: 9:30 PM to 5:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 60,870

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Wastebaskets & Trash Bins - Mini Bin Program 2. Restrooms - clean, disinfect, and restock supplies 3. Carpet and mats - vacuum traffic areas 	<p>5e</p> <p>9a</p> <p>2d</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Carpets - vacuum all areas, including edges and corners 3. Graffiti - remove all marks and writing 4. Drinking fountains - clean, disinfect and polish 5. Glass and windows (building entrances, lobby areas, etc.) 6. Ashtrays (sand urns-outside) - clean/remove cigarette butts 7. Elevators - clean and polish 8. Kitchen breakroom floors - degrease and disinfect 9. Kitchen breakroom sinks - degrease and disinfect 10. staircases, balustrades and railings -dust mop, vacuum and wipe... 	<p>1a</p> <p>2e</p> <p>3c</p> <p>3b</p> <p>4a</p> <p>5d</p> <p>6a</p> <p>11a</p> <p>11b</p> <p>7a</p>
Weekly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - damp or wet mop 2. Stone, marble, slate, granite, ceramic tile, travertine floors - damp mop 3. Stairwells - damp mop and spot clean as required 	<p>1b</p> <p>1e</p> <p>7b</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - removal of accumulated dust... 6. White boards and pen rails - wash clean 7. Strip and wax restroom floors 8. Patio tables - clean and disinfect 	<p>1c</p> <p>2f</p> <p>3d</p> <p>3a</p> <p>5a</p> <p>8d</p> <p>9d</p> <p>12j</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Wood fixtures - polish 5. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 6. Light switches - clean and disinfect 7. Janitorial closets - clean organize, stock and keep odor-free 8. Venetian blinds - wipe-down and clean 	<p>5b</p> <p>8a</p> <p>8b</p> <p>8c</p> <p>8e</p> <p>8f</p> <p>12c</p> <p>12k</p>

Semi- Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Stone, marble, slate, granite, ceramic tile travertine floors, stairs	1f
	3.	Wastebasket/trash containers - wash and disinfect	5f
	4.	Light fixtures - clean all	8g
	5.	Personal computers - clean with anti-static...	12h
Annually:	1.	Stone, marble, slate, granite, ceramic tile (refinishing)	1g
	2.	Carpet, steam cleaning - all areas	2g
	3.	Glass and windows, interior and exterior - all areas	4b
	4.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	5.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	6.	City refrigerators - breakrooms only	12j

ATTACHMENT – FF
Frequency and Task Chart

Location: Recreation Building at the Community Center Complex, 550 E. Remington Dr.
Janitorial Cleaning Hours: 10:30 PM to 6:30 AM (7 Days per week, Monday – Sunday)
Estimated Building Square Feet: 17,912

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Hardwood floors - dust mop 3. Carpet and mats - vacuum traffic areas 4. Wastebaskets & Trash Bins - Mini Bin Program 5. Restrooms - clean, disinfect, and restock supplies 6. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1a 2a 2d 5e 9a 12m</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Hardwood floor buffing 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 8. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 9. Kitchens breakrooms/concession area floors - degrease and disinfect 10. Kitchens breakrooms/concession area sinks - degrease and disinfect 11. Cabinets, sinks and appliances - degrease, disinfect and polish 12. Kitchen vent hoods over stoves - degrease, clean and polish 13. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1b 2b 2c 2e 3b 3c 4a 5d 11a 11b 11c 11d 12m</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Patio tables - clean and disinfect 	<p>2f 3d 3a 12j</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Wood fixtures - polish 5. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 6. Light switches - clean and disinfect 7. Janitorial closets - clean organize, stock and keep odor-free 8. Venetian blinds - wipe-down and clean 	<p>5b 8a 8b 8c 8e 8f 12c 12k</p>

Semi- Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Wastebasket/trash containers - wash and disinfect	5f
	3.	Light fixtures - clean all	8g
	4.	Personal computers - clean with anti-static...	12h
Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12i

ATTACHMENT – GG
Frequency and Task Chart

Location: Indoor Sport Center Gym at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 10:30 PM to 6:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 24,125 sq ft

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Hardwood floors - dust mop 3. Carpet and mats - vacuum traffic areas 4. Wastebaskets & Trash Bins - Mini Bin Program 5. Restrooms - clean, disinfect, and restock supplies 6. Showers - clean and disinfect 7. Locker rooms or dressing rooms 	<p>1a 2a 2d 5e 9a 9b 9c</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Hardwood floor buffing 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 8. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 	<p>1b 2b 2c 2e 3b 3c 4a 5d</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Bleachers - clean all surfaces, around and under... 	<p>2f 3d 3a 12a</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 5. Light switches - clean and disinfect 6. Janitorial closets - clean organize, stock and keep odor-free 7. Venetian blinds - wipe-down and clean 	<p>5b 8a 8b 8e 8f 12c 12k</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 4. Personal computers - clean with anti-static... 	<p>1d 5f 8g 12h</p>

Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12i

ATTACHMENT – HH
Frequency and Task Chart

Location: Creative Arts Building at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 10:30 PM to 6:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 9,063

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Sweep and/or dust mop all floors 2. Stone, marble, slate, granite, ceramic tile - sweep 3. Wastebaskets & Trash Bins - Mini Bin Program 4. Restrooms - clean, disinfect, and restock supplies 5. Pottery Studio Cleaning - shop vacuum and wet mop 	<p>1a 1e 5e 9a 12n</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - damp or wet mop 2. Stone, marble, slate, granite, ceramic tile - damp mop 3. Carpets - vacuum all areas, including edges and corners 4. Drinking fountains - clean, disinfect and polish 5. Graffiti - remove all marks and writing 6. Glass and windows (building entrances, lobby areas, etc.) 7. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 8. Cabinets, appliances - degrease, disinfect, polish 9. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1b 1e 2e 3b 3c 4a 5d 11c 12m</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Patio tables - clean and disinfect 	<p>2f 3d 3a 12j</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Formica and metal desks - clean all 3. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 4. Light switches - clean and disinfect 5. Janitorial closets - clean organize, stock and keep odor-free 6. Venetian blinds - wipe-down and clean 	<p>5b 8b 8e 8f 12c 12k</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip completely and wax 2. Stone, marble, slate, granite, ceramic tile travertine floors, stairs 3. Wastebasket/trash containers - wash and disinfect 4. Light fixtures - clean all 5. Personal computers - clean with anti-static... 	<p>1d 1f 5f 8g 12h</p>

Annually:	1.	Stone, marble, slate, granite, ceramic tile (refinishing)	1g
	2.	Carpet, steam cleaning - all areas	2g
	3.	Glass and windows, interior and exterior - all areas	4b
	4.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	5.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b

ATTACHMENT - II
Frequency and Task Chart

Location: Theatre at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 10:30 PM (or after shows) to 6:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 14,862

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Hardwood floors - dust mop 3. Carpet and mats - vacuum traffic areas 4. Wastebaskets & Trash Bins - Mini Bin Program 5. Restrooms - clean, disinfect, and restock supplies 6. Theater building special cleaning 	<p>1a 2a 2d 5e 9a 10a</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Hardwood floor buffing 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 8. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 9. Kitchens breakrooms/concession area floors - degrease and disinfect 10. Kitchens breakrooms/concession area sinks - degrease and disinfect 11. Cabinets, sinks and appliances - degrease, disinfect and polish 	<p>1b 2b 2c 2e 3b 3c 4a 5d 11a 11b 11c</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 	<p>2f 3d 3a</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Wood fixtures - polish 5. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 6. Light switches - clean and disinfect 7. Janitorial closets - clean organize, stock and keep odor-free 8. Venetian blinds - wipe-down and clean 	<p>5b 8a 8b 8c 8e 8f 12c 12k</p>

Semi- Anriually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Wastebasket/trash containers - wash and disinfect	5f
	3.	Light fixtures - clean all	8g
	4.	Personal computers - clean with anti-static...	12h
Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12i

ATTACHMENT – JJ
Frequency and Task Chart

Location: Senior Center at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 10:30 PM to 6:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 23,000

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Hardwood floors - dust mop 3. Carpet and mats - vacuum traffic areas 4. Wastebaskets & Trash Bins - Mini Bin Program 5. Restrooms - clean, disinfect, and restock supplies 6. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1a 2a 2d 5e 9a 12m</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Hardwood floor buffing 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 8. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 9. Kitchens breakrooms/concession area floors - degrease and disinfect 10. Kitchens breakrooms/concession area sinks - degrease and disinfect 11. Cabinets, sinks and appliances - degrease, disinfect and polish 12. Exercise rooms - clean and deodorize exercise apparatus... 13. Classroom, meeting room and ball room sinks (wash & disinfect 	<p>1b 2b 2c 2e 3b 3c 4a 5d 11a 11b 11c 12e 12m</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Patio tables - clean and disinfect 5. Mirrors (exercise room) - Clean all interior mirror glass surfaces 	<p>2f 3d 3a 12j 12l</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Wood fixtures - polish 5. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 6. Light switches - clean and disinfect 7. Janitorial closets - clean organize, stock and keep odor-free 8. Venetian blinds - wipe-down and clean 	<p>5b 8a 8b 8c 8e 8f 12c 12k</p>

Semi- Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Wastebasket/trash containers - wash and disinfect	5f
	3.	Light fixtures - clean all	8g
	4.	Personal computers - clean with anti-static...	12h
Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12i

ATTACHMENT – KK
Frequency and Task Chart

Location: Heritage Building (old Arboretum) at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM, or after events (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 3,956

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Sweep and/or dust mop all floors 2. Wastebaskets & Trash Bins - Mini Bin Program 3. Restrooms - clean, disinfect, and restock supplies 	<p>1a</p> <p>5e</p> <p>9a</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Drinking fountains - clean, disinfect and polish 3. Graffiti - remove all marks and writing 4. Glass and windows (building entrances, lobby areas, etc.) 5. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 6. Cabinets, appliances - degrease, disinfect, polish 	<p>1b</p> <p>3b</p> <p>3c</p> <p>4a</p> <p>5d</p> <p>11c</p>
Weekly:	<ol style="list-style-type: none"> 1. Walls, doors and molding - remove fingerprints, smudges and dirt 2. Doors & entrances - clean and polish, remove finger prints & smudges 	<p>3d</p> <p>3a</p>
Monthly:	<ol style="list-style-type: none"> 1. Dusting - removal of accumulated dust... 2. Strip and wax restroom floors 	<p>5a</p> <p>9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Light switches - clean and disinfect 3. Janitorial closets - clean organize, stock and keep odor-free 4. Venetian blinds - wipe-down and clean 	<p>5b</p> <p>8f</p> <p>12c</p> <p>12k</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile travertine floors, strip seal 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 	<p>1g</p> <p>5f</p> <p>8g</p>
Annually:	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile (refinishing) 2. Glass and windows, interior and exterior - all areas 3. Dusting - high dusting - remove all accumulated dust, dirt and debris 	<p>1h</p> <p>4b</p> <p>5c</p>

ATTACHMENT – LL
Frequency and Task Chart

Location: Sunnyvale Office Center, 505 West Olive Avenue

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (5 Days per week, Monday – Friday)

Estimated Building Complex Square Feet: 35,500 (Seven Buildings at 5,071 sq.ft each)

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	1. Wastebaskets & Trash Bins - Mini Bin Program 2. Restrooms - clean, disinfect, and restock supplies	5e 9a
Every Other Day	1. Vinyl, linoleum, or concrete floors, damp mop all floors 2. Carpets - vacuum all areas, including edges and corners 3. Graffiti - remove all marks and writing 4. Glass and windows (building entrances, lobby areas, etc.) 5. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 6. Kitchens breakrooms/concession area floors - degrease and disinfect 7. Kitchens breakrooms/concession area sinks - degrease and disinfect 8. Cabinets, sinks and appliances - degrease, disinfect and polish 9. Classroom, meeting room and ball room sinks (wash & disinfect	1b 2e 3c 4a 5d 11a 11b 11c 12m
Weekly	1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt Patio tables - clean and disinfect	2f 3d 12j
Monthly:	1. Vinyl and linoleum - clean and wax floors 2. Doors & entrances - clean and polish, remove finger prints & smudges 3. Dusting - removal of accumulated dust... 4. White boards and pen rails - wash clean 5. Strip and wax restroom floors	1c 3a 5a 8d 9d
Every Other Month:	1. Dusting - high dusting HVAC vents diffusers (where applicable) 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 5. Light switches - clean and disinfect 6. Janitorial closets - clean organize, stock and keep order-free 7. Venetian blinds - wipe-down and clean	5b 8a 8b 8e 8f 12c 12k
Semi-Annually:	1. Vinyl and linoleum - strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 4. Personal computers - clean with anti-static...	1d 5f 8g 12h

Annually:	1.	Carpets, steam clean - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot...	10b
	5.	City refrigerators - breakrooms only	12j

ATTACHMENT – MM
Frequency and Task Chart

Location: Administration Wing at the Corporation Yard Campus, 221 Commercial Street

Janitorial Services Hours: 5:00 PM to 5:00 AM (5 Days per week M-F)

Estimated Building Square Feet: 7,319 (of the 10,530 total complex)

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Wastebaskets & Trash Bins - Mini Bin Program 3. Restrooms - clean, disinfect, and restock supplies 4. Showers - clean and disinfect 5. Locker rooms or dressing rooms 6. Shop area restrooms - clean and disinfect. 	<p>1a 5e 9a 9b 9c 12f</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors - damp or wet mop all areas 2. Carpet and mats - vacuum traffic areas 3. Drinking fountains - clean, disinfect and polish 4. Graffiti - remove all marks and writing 5. Glass and windows (building entrances, lobby areas, etc.) 6. Ashtrays (sand urns) - clean/remove cigarette butts 	<p>1b 2d 3b 3c 4a 5d</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpets - vacuum all areas, including edges and corners 2. White boards and pen rails - wash clean 	<p>2e 8d</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - all table tops, office desks, and filing cabinets 6. Strip and wax restroom floors 7. Patio tables - clean and disinfect 	<p>1c 2f 3d 3a 5a 9d 12j</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Wooden furniture - clean and polish 2. Formica and metal desks - clean all 3. Wood fixtures - polish 4. Light switches - clean and disinfect 5. Janitorial closets - clean organize, stock and keep odor-free 6. Venetian blinds - wipe-down and clean 	<p>8a 8b 8c 8f 12c 12k</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip completely and wax 2. Dusting - high dusting of HVAC vents and diffusers 3. Wastebasket/trash containers - wash and disinfect 4. Light fixtures - clean all 5. Personal computers - clean with anti-static... 	<p>1d 5b 5f 8g 12h</p>

Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	4.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b
	5.	City refrigerators - breakrooms only	12f

ATTACHMENT – NN
Frequency and Task Chart

Location: Modular Building at the Corporation Yard Campus, 221 Commercial Street

Janitorial Services Hours: 5:00 PM to 1:00 AM (5 Days per week M-F)

Estimated Building Square Feet: 2,160 (of the 10,530 total complex)

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	1. Wastebaskets & Trash Bins - Mini Bin Program 2. Restrooms - clean, disinfect, and restock supplies	5e 9a
Every Other Day:	1. Carpet and mats - vacuum traffic areas 2. Graffiti - remove all marks and writing 3. Ashtrays (sand urns) - outside, clean/remove cigarette butts	2d 3c 5d
Weekly:	1. Carpets - vacuum all areas, including edges and corners 2. White boards and pen rails - wash clean	2e 8d
Monthly:	1. Carpet spot cleaning - traffic areas 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Dusting - remove all accumulated dust 5. Strip and wax restroom floors	2f 3d 3a 5a 9d
Every Other Month:	1. Dusting - high dusting of HVAC vents and diffusers 2. Formica and metal desks - clean all 3. Light switches - clean and disinfect 4. Venetian blinds - wipe-down and clean	5b 8b 8f 12k
Semi-Annually:	1. Wastebasket/trash containers - wash and disinfect 2. Light fixtures - clean all 3. Personal computers - clean with anti-static...	5f 8g 12h
Annually:	1. Carpets, steam clean - all areas 2. Glass and windows, interior and exterior - all areas 3. High Dusting - removal all accumulated dust, dirt and debris in all areas 4. Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean 5. City refrigerators - breakrooms only	2g 4b 5c 10b 12i

ATTACHMENT – OO
Frequency and Task Chart

Location: Miscellaneous Areas of the Corporation Yard Campus, 221 Commercial Street

Janitorial Services Hours: 5:00 PM to 5:00 AM (5 Days per week M-F)

Estimated Building Cleaning Square Feet: 1,051 (of the 10,530 total campus)

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Wastebaskets & Trash Bins - Mini Bin Program 3. Shop area restrooms - clean and disinfect.. 	<p>1a 5e 12f</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors - damp or wet mop all areas 2. Graffiti - remove all marks and writing 3. Ashtrays (sand urns) - clean/remove cigarette butts 	<p>1b 3c 5d</p>
Weekly:	<ol style="list-style-type: none"> 1. White boards and pen rails - wash clean 	<p>8d</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Walls, doors and molding - remove fingerprints, smudges and dirt 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Dusting - all table tops, office desks, and filing cabinets 5. Strip and wax restroom floors 	<p>1c 3d 3a 5a 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Wooden furniture - clean and polish 2. Formica and metal desks - clean all 3. Light switches - clean and disinfect 4. Janitorial closets - clean organize, stock and keep odor-free 	<p>8a 8b 8f 12c</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip completely and wax 2. Dusting - high dusting of HVAC vents and diffusers 3. Wastebasket/trash containers - wash and disinfect 4. Light fixtures - clean all 5. Personal computers - clean with anti-static... 	<p>1d 5b 5f 8g 12h</p>
Annually:	<ol style="list-style-type: none"> 1. Glass and windows, interior and exterior - all areas 2. Dusting - high dusting - remove all accumulated dust, dirt and debris 3. Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean 4. City refrigerators - breakrooms only 	<p>4b 5c 10b 12i</p>

ATTACHMENT – PP
Frequency and Task Chart

Location: Columbia Neighborhood Sports Center, 785 Morse Ave.

Janitorial Cleaning Hours: 10:30 PM to 6:30 AM (7 Days per week, Monday – Sunday)

Estimated Building Square Feet: 19,735

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Hardwood floors - dust mop 3. Carpet and mats - vacuum traffic areas 4. Wastebaskets & Trash Bins - Mini Bin Program 5. Restrooms - clean, disinfect, and restock supplies 6. Showers - clean and disinfect 7. Locker rooms or dressing rooms 8. Examination rooms - wet mop all rooms and disinfect... 	<p>1a 2a 2d 5e 9a 9b 9c 12o</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Hardwood floor buffing 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 	<p>1b 2b 2c 2e 3b 3c 4a</p>
Weekly:	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile, travertine floors - damp mop 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Bleachers - clean all surfaces, around and under... 	<p>1e 2f 3d 3a 12a</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors - traffic areas 2. Dusting - removal of accumulated dust... 3. White boards and pen rails - wash clean 4. Strip and wax restroom floors 	<p>1c 5a 8d 9d</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Wooden furniture - clean and polish 3. Formica and metal desks - clean all 4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 5. Light switches - clean and disinfect 6. Janitorial closets - clean organize, stock and keep odor-free 7. Venetian blinds - wipe-down and clean 	<p>5b 8a 8b 8e 8f 12c 12k</p>

Semi- Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Stone, marble, slate, granite, ceramic tile travertine floors, stairs	1f
	3.	Wastebasket/trash containers - wash and disinfect	5f
	4.	Light fixtures - clean all	8g
	5.	Personal computers - clean with anti-static...	12h
Annually:	1.	Stone, marble, slate, granite, ceramic tile (refinishing)	1g
	2.	Carpet, steam cleaning - all areas	2g
	3.	Glass and windows, interior and exterior - all areas	4b
	4.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	5.	Fabric furniture - upholstered chairs and sofas- dust, vacuum & spot clean	10b

ATTACHMENT – QQ
Frequency and Task Chart

Location: Water Pollution Control Plant, 1444 Borregas Ave.

Janitorial Cleaning Hours: 5:00 PM to 1:00 AM (7 Days per week, Monday – Sunday)

Estimated Cleaning Square Feet: 11,428 (of entire complex) Admin, Tertiary, Trailers & Pump-house Buildings

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, sweep and/or dust mop all floors 2. Wastebaskets & Trash Bins - Mini Bin Program 3. Restrooms - clean, disinfect, and restock supplies 4. Showers - clean and disinfect 5. Locker rooms or dressing rooms 	<p>1a</p> <p>5e</p> <p>9a</p> <p>9b</p> <p>9c</p>
Every Other Day:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors - damp or wet mop all areas 2. Carpet and mats - vacuum traffic areas 3. Drinking fountains - clean, disinfect and polish 4. Graffiti - remove all marks and writing 5. Glass and windows (building entrances, lobby areas, etc.) 6. Ashtrays (sand urns) - clean/remove cigarette butts 7. Staircases, balustrades and railing - dust mop 8. Kitchen breakroom floors - degrease and disinfect 9. Kitchen breakroom sinks - degrease and disinfect 10. Exercise room floors - damp mop by towel... 11. Exercise rooms - clean and deodorize exercise apparatus... 	<p>1b</p> <p>2d</p> <p>3b</p> <p>3c</p> <p>4a</p> <p>5d</p> <p>7a</p> <p>11a</p> <p>11b</p> <p>12d</p> <p>12e</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpets - vacuum all areas, including edges and corners 2. Carpet spot cleaning and removal - (as necessary) 3. Stairwells and staircases - sweep, damp mop and spot clean 4. Mirrors (exercise room) - Clean all interior mirror glass surfaces 	<p>2e</p> <p>2f</p> <p>7b</p> <p>12l</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Carpet spot cleaning - traffic areas 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - all table tops, office desks, and filing cabinets 6. White boards and pen rails - wash clean 7. Strip and wax restroom floors 8. Patio tables - clean and disinfect 	<p>1c</p> <p>2f</p> <p>3d</p> <p>3a</p> <p>5a</p> <p>8d</p> <p>9d</p> <p>12j</p>
Every Other Month:	<ol style="list-style-type: none"> 1. Wooden furniture - clean and polish 2. Formica and metal desks - clean all 3. Wood fixtures - polish 4. Light switches - clean and disinfect 5. Janitorial closets - clean organize, stock and keep odor-free 6. Venetian blinds - wipe-down and clean 	<p>8a</p> <p>8b</p> <p>8c</p> <p>8f</p> <p>12c</p> <p>12k</p>

Semi- Annually:	1.	Vinyl and linoleum – strip completely and wax	1d
	2.	Stone, marble, slate, granite, ceramic tile travertine floors, stairs	1g
	3.	Dusting - high dusting of HVAC vents and diffusers	5b
	4.	Wastebasket/trash containers - wash and disinfect	5f
	5.	Light fixtures - clean all	8g
	6.	Personal computers - clean with anti-static...	12h
Annually:	1.	Stone, marble, slate, granite, ceramic tile (refinishing)	1h
	2.	Carpet, steam cleaning - all areas	2g
	3.	Glass and windows, interior and exterior - all areas	4b
	4.	Dusting - high dusting - remove all accumulated dust, dirt and debris	5c
	5.	City refrigerators - breakrooms only	12i

EXHIBIT "B"

III. SPECIFICATIONS

A. **Scope of Services:** Contractor shall furnish all materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide JANITORIAL SERVICES at the following City of Sunnyvale facilities:

Community and Senior Center Campus (550 East Remington Dr.)

1. Recreation Building	17,912 sq. ft.
2. Indoor Sports Center	24,125 sq. ft.
3. Creative Arts Building	9,063 sq. ft.
4. Theatre	14,862 sq. ft.
5. Senior Center	23,000 sq. ft.
6. Heritage Bldg (Arboretum)	3,956 sq. ft.

=====
Total of 6 Buildings with an Estimated Total Square Footage of 92,918

Sunnyvale Multi-Modal Center (121 W. Evelyn Ave.)

1. One (1) Unisex Restroom (first floor)	96 sq.ft.
2. Two (2) Elevators to public parking lot	60 sq.ft.

=====
Total estimated square footage for both Community Center Complex and Multi-Modal Center Restrooms and Elevators is 93,074.

NOTE: The building square footages listed above are a fairly good approximation although the City does not guarantee their accuracy. The successful Proposer shall be responsible for obtaining accurate janitorial cleaning measurements following notice of contract award and prior to contract execution.

B. **Work Schedule:** Janitorial services shall be provided up to seven (7) days per week on a schedule agreed upon by the vendor and the Contract Manager. The scheduled time must fall within the specified window of time for each location and as stated on the "Frequency and Task" chart for each building location (See Attachments A through F for times and frequency specific to each building). The schedule time shall be maintained and not changed unless directed by the City Contract Manager. The City reserves the right, with one (1) week's advanced notice, to change cleaning schedules. Contractor shall provide twenty-four (24) hour emergency response, if requested, and shall respond to the City within four (4) hours of request for emergency services. Contractor shall provide a specific monthly schedule of all monthly, quarterly and semiannual services by building, giving specific dates the cleaning services are planned to occur. The schedule for each month shall be emailed and a printed copy mailed, to the City's Contract Manager a week prior to the start of the month.

Such monthly, quarterly and annual cleaning services shall be provided on the day stated on the monthly cleaning schedule; and if such work requires more than one (1) day to conclude, the Contractor shall then complete the work on successive days. Contractor may request a change to this cleaning schedule with seven (7) days advance notice.

C. **Holidays:** The following eleven (11) days are City holidays on which Contractor may need to provide service. All City facilities are dynamic due to their programmed use; and some locations will require service on holidays, and others will not.

Independence Day	New Year's Eve
Labor Day	New Year's Day
Thanksgiving	Martin Luther King's Day
Day after Thanksgiving (Floating Holiday)	Presidents Day
Christmas Eve	Memorial Day
Christmas Day	

D. **Supplies and Equipment:**

1. Contractor shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, vacuum cleaners, etc. The City's Contract Manager, or his designee, must approve all supplies and/or equipment prior to their use under this contract. The City requires use of "Green Seal," or other non-hazardous/biodegradable cleaning products in all of its buildings. Any non-complying equipment or supplies shall be changed out immediately at the request of the Contract Manager or his designee. Janitorial closets located in City facilities may be used by Contractor and shall be kept clean and free of debris and odor at all times. All supplies and equipment stored in any City janitorial closet shall be stored in a neat and orderly manner and in such a way as to prevent injury to City staff, the public, or Contractor's employees. The Contractor's Account Representative shall maintain an equipment inventory list, and a copy shall be given to the City Contract Manager.
2. The City shall provide the following products for use at City locations: toilet paper; paper towels; toilet seat covers; trash can liners; liquid hand soap; and sanitary napkins. City shall also provide at its expense all utilities, including lights, power and water. Contractor shall stock and refill all restroom dispensers, as outlined in this section of the RFP, Paragraph R.9 (Janitorial Cleaning Specifications Master List: Restrooms, Locker Rooms, Dressing Rooms and Showers) and as listed in Attachments A through F.

E. **Supervision:**

1. Contractor shall provide a working supervisor or lead custodian who shall be present during all scheduled cleaning hours and special work assignments at a City facility. This individual shall speak, read, write, and understand English. Further, this supervisor shall pass a standard police background check in order to monitor and/or assist cleaners assigned to the Department of Public Safety building.
2. Monthly janitorial reports shall be prepared and submitted to City's Contract Manager, or designee, noting any building deficiencies needing correction.
3. While performing work under this contract, Contractor's supervisor shall carry a cell phone and pager by which City staff shall be able to communicate with him/her. Other janitorial staff, at a minimum, should carry pagers and may use City phones to respond to work-related issues.
4. Contractor shall provide to City's Contract Manager a list of all Contractors' staff assigned to each work site. The list shall include name, address, and driver's license number and the employee's work schedule and assignment. Contractor shall notify City Contract Manager of site staffing changes in advance of change. At Contractor's expense, all of Contractor's employees shall have taken and satisfactorily passed background screening for drug and alcohol use.

- F. **Training:** Contractor shall provide ongoing documented training programs for all of Contractor's staff. Training programs shall include, but are not limited to, quality standards, task definitions, IPP plans (Injury and Illness Prevention Program), MSDS sheets (Material Safety Data Sheets), Cal-OSHA (California Occupational Health and Safety) regulations and all other applicable safety regulations. Annually and provided to City with the twelfth (12th) invoice of each year, Contractor shall provide the City Contract Manager, or designee, a report showing the training provided for the janitorial staff working in City buildings.

- G. **Employee Conduct:** *Employees of Contractor, while performing work under this contract, SHALL NOT:*
1. Be accompanied in their work area by acquaintances, family members, assistants, or any other person unless such person is an on-duty authorized Contractor employee.
 2. Remove any City property, equipment, monies, recyclables, forms or any other item belonging to an employee of the City from City facilities.
 3. Engage in horseplay or loud boisterous behavior.
 4. Be under the influence of alcohol or drugs.
 5. Gamble.
 6. Smoke in any building.
 7. Turn on or use any electronic equipment (computers, typewriters, radios, etc.) other than those supplied by Contractor.
 8. Use any City telephone except those designated by the City Contract Manager, or designee, for the performance of services under this contract.
 9. Open any desk, file cabinet or storage cabinet.
 10. Remove any article from desks.
 11. Consume any food or beverage other than that brought with or purchased by the employee.
 12. Consume any food or beverage in any area NOT designated as a break or lunchroom.
 13. Engage in non-work-related conversations with City employees or visitors.
 14. Come to work late or leave work early.

H. **Employee Removal:** Contractor shall remove from service on City premises any employee of Contractor who, in the opinion of the City Contract Manager, or designee, is not performing the services in a proper manner or who is incompetent, disorderly, abusive, dangerous, insubordinate, and/or disruptive, who does not comply with rules and regulations of the City, or who is otherwise objectionable. Contractor shall in no way interpret such removal to require dismissal of or other disciplinary action against the employee; and such removal shall not be the basis of any claim for compensation or damages against the City or any of its officers, employees or agents as to the performance of the work.

I. **Employee Appearance and Identification:** Contractor's personnel shall wear company uniforms, present a neat appearance and be easily recognized as Contractor employees. Contractor shall provide each employee with a picture identification badge. The badge shall include the employee's photograph, name, employee number and Contractor's name. The identification badge shall be displayed on the front of the employee's uniform at all times. Contractor accepts and understands that any employee who fails to meet this requirement may be asked to leave City property. Should this occur, the City will not compensate the Contractor or Contractor's employees for lost time. It is expressly understood that Contractor is responsible for ensuring that all of its employees possess and carry valid photo-identification at all times on City property.

Contractor's employees shall wear their uniforms and identification badges prior to entering any City building, and uniforms and badges shall be worn at all times while working in a City facility. Contractor's employees shall be at least eighteen (18) years of age and thoroughly trained and qualified in the work assigned to them. Contractor's employees shall be able to follow directions and shall be physically capable of performing the duties assigned to them, including lifting/moving heavy items, climbing ladders, etc.

J. **Reporting and Inspections:**

1. **Daily, Weekly and Monthly Inspections:** City staff will monitor and inspect Contractor's completed janitorial services nightly and will communicate directly with the Contractor's Account Rep. Contractor's account manager shall conduct weekly inspections of all locations and provide a copy of report on conditions to the City Contract Manager, or designee. Vendor Account Rep and custodial supervisor shall meet with City Contract Manager on the first Monday of each month to conduct building inspections to ensure compliance with contract specifications and resolve problems. During the course of any inspection, if the services performed do not conform to the specifications and requirements of the contract, the City shall have the right to require the Contractor to immediately perform the services defined in the specifications at no increase in the total contractual amount. In the event the Contractor fails to perform the services promptly and correctly or does not take steps to ensure future performance of the service in conformity

with contract specifications, the City shall have the right to either reduce the contract pricing to reflect the reduced value of services and/or have the services performed in conformity with the contract and charge the Contractor for all cost incurred by the City.

2. **Status Reports:** If and when unusual circumstances arise, a report shall be given to the City Contract Manager, or designee, the day of the occurrence. Examples of unusual circumstances include, but are not limited to, the observance of suspicious persons around a City facility and the discovery of inoperable lighting in a City facility.
- K. **Work Performance:** Contractor shall adhere to the highest quality standards of the janitorial profession and the City's cleaning standards as communicated by the City Contract Manager, or designee, and set forth in this RFP. Contractor shall immediately verbally notify the City Contract Manager, or designee, of any occurrence or condition that interferes with its ability to be in full compliance with contract requirements and shall confirm such verbal notification in writing within 24 hours.
- L. **Special Assignments:** City may request janitorial services for special events not covered in the scope of services under this contract (i.e., an open house or dignitary visits) and outside the normal scheduled cleaning hours as outlined herein. City may request these special services up to, but not later than, forty-eight (48) hours prior to the event. If the required services are outside Contractor's normal cleaning schedule, Contractor shall quote, in advance, an hourly rate per person for the special assignment with a minimum of two (2) hours per employee. Contractor shall provide special cleaning service invoices within fourteen (14) days of the services being provided. City shall be under no obligation to pay any invoice which is submitted to City's Facility Services Division more than thirty (30) days beyond completion of special cleaning services.
- M. **Emergency Work:** "Emergency work" is defined as any work beyond the general routine janitorial work required by this contract. Emergency work shall require a shortened Contractor response time of two (2) to four (4) hours, depending upon the nature of said work. Contractor shall have sufficient labor and call-out procedures to ensure that staffing is available for this type of unplanned requirement. The City will work closely with Contractor to develop a procedure for reacting to emergency situations.
- N. **Storage:** Contractor may use City janitorial closets, if available; and if utilized, Contractor shall keep such spaces in a neat, clean, odor free, and orderly condition. The City will not be responsible in any way for damage to or loss of Contractor's stored supplies and/or equipment or for Contractor's employees' personal belongings stored in any City janitorial closets. If janitorial closets are not available, Contractor shall store its supplies and equipment in its own facility or company vehicles. All supplies and materials stored in City janitorial closets must be approved for use by City Contract Manager or designee, in advance of bringing products into City facilities.
- O. **Security:** Contractor shall be required to have available the keys provided by the City at all times while providing service to the City. All doors shall be unlocked and locked in such manner and at such times as required by each building's specifications. Contractor shall be responsible for ensuring that all doors are closed and locked during its performance of janitorial duties. Lost keys or security card-keys shall be immediately reported to the City Contract Manager, or designee, and charged to Contractor at the rate of Fifty Dollars (\$50.00) per key or security card-key. In addition, Contractor shall reimburse City for all costs associated with re-keying any or all locks necessitated by lost keys in his/her control. Contractor's employees shall NOT set off, or fail to reset, a building alarm, as instructed. Such false alarms or failure to reset an alarm will result in liquidated damages assessed to the Contractor at a rate of Two Hundred Fifty and no/100 Dollars (\$250.00) per event. Contractor's employees shall not operate for personal use any City computers, fax machines, telephones, television sets and/or copiers while performing services under this contract. Contractor shall be financially responsible for any loss, damage, or accrued charges for any unauthorized usage of City equipment.
- P. **Care of Facilities:** Contractor's employees shall regularly observe the general condition of all buildings and report problem areas to Contractor's Account Rep. Contractor shall be responsible for knowledge of and use of all fire alarms and fire prevention equipment. In case of emergency, Contractor's employees shall notify the City's Communication Center by dialing 911 and shall then call or page the City Contract Manager, or designee, immediately. Contractor shall report all required non-emergency repairs by contacting the City Contract Manager, or designee.

- Q. **Graffiti:** Contractor shall immediately remove all graffiti from all surfaces found inside any of the buildings after consulting with the City Contract Manager, or designee, for removal methodology. Graffiti noticed on the outside of any building shall be reported to the City Contract Manager, or designee, and called into the Facility Services direct line, 730-7761.
- R. **Janitorial Cleaning Specifications (Master List):** Following is a Master List of all services required under this contract. Not all services are required in all City facilities. Refer to Attachments A through F to determine which services are required for each City facility.

1. **Flooring**

- a. Vinyl, linoleum, concrete, or tile floors (sweep) – Sweep with an anti-dust mop.
- b. Vinyl, linoleum, or concrete floors (damp or wet mop) – After sweeping, use warm water with good quality cleaner that leaves no visible or sticky cleaner residue, when dry. Rinse, if necessary, with clear warm water; and clean mop. Wipe any and all baseboards free of moisture and dirt. Protect all wall surfaces. Eliminate any mop streaks by changing out dirty mop water continuously.
- c. Vinyl and linoleum (clean and wax floors) – Dust entire floor and corners with treated mop. Damp mop and remove any spot or stains. Allow flooring to dry completely. Apply wax in traffic areas only, feathering out to corners. Corners shall be waxed only as part of complete stripping process (see d below).
- d. Vinyl and linoleum (strip) – Strip completely and wax, including corners.
- e. Ceramic tile, stone, marble, slate, granite, travertine floors, stairs (damp mop) – Use a dedicated mop and good quality cleaner recommended for marble, slate, granite, ceramics and travertine. The floors shall be free of dust, dirt, cleaning material residue, streaks, mop strands, grease, and spills and thoroughly maintained to present an acceptable gloss. Protect all walls from splashing, and wipe off any moisture or chemicals from all baseboards. Polish wood molding, if necessary, to prevent moisture damage.
- f. Ceramic tile, stone, marble, slate, granite, travertine floors, stairs (strip, seal) – Apply stripping solution. Machine scrub (conventional machine) and wet vacuum stripping. Follow by an application of a neutralizer rinse, followed by a damp mopping with clear water. When floor is dry, apply finish or sealer. Protect all wall finishes, and wipe down all baseboards to be free of moisture and residue. Polish, as needed.
- g. Ceramic tile, stone, marble, slate, granite, travertine floors, stairs (refinishing) – Refinish as follows: Use a conventional (buffer) machine with a 3M blue cleaning pad and a trigger spray bottle with clean water to buff. Let floor dry. Follow with a dust mopping and then a damp mopping. Let floor dry. Apply two (2) coats of floor finish. Be sure floor is thoroughly dry between coats. Within 24 hours of last application of finish, burnish with a high-speed buffing machine (1,100 rpm).

2. **Hardwood Floors and Carpeting (Gymnasiums, Ballrooms and Dance Floors)**

- a. Hardwood floors – Use a dedicated dust mop on hardwood floors with no treatments.
- b. Hardwood floor surfaces (wet mopping) – Use a dedicated wet mop, warm water and neutral cleaner only.
- c. Hardwood floor buffing – This task must be detailed out and submitted to City Contract Manager, or designee, prior to beginning work. Process must include: buffing equipment, size, model and recommended buffing pad. Once procedures are approved, contractor will follow same for all hardwood floor buffing.
- d. Carpet and mats (vacuum traffic areas) – These areas include main entries and all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open landscaped areas. Vacuum traffic areas. Move all chairs, trashcans and other easily removed items; and vacuum underneath. Hand-wipe all baseboards.
- e. Carpets (vacuum all areas, including edges and corners) – Vacuum with an industrial-powered vacuum cleaner, and inspect for spots. Remove spots, following the manufacturer's recommendations completely, with an approved industrial-grade spot remover that leaves no visible residue. Report to the City Contract Manager, or designee, all tears, burns, unraveling or other damage. Move all chairs, trash cans and other easily removed items; and vacuum underneath. Hand-wipe baseboards.

- f. **Carpet Spot Cleaning (traffic areas)** – These areas include main entries at all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open lobby areas. Spot clean, as needed, with good quality cleaner and/or solvent, hot water steam and vacuum extraction system.
- g. **Carpet, Steam Cleaning (all areas)** – Vacuum all areas to be cleaned. Clean all carpets with a good quality cleaner and/or solvent, hot water steam and vacuum extraction system. Cover wet traffic areas with paper until dry. Use ventilating fan dryers to hasten drying time in heavy-use areas. Use water-resistant coated pads under furniture.

NOTE: Contractor will often be required to steam-clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their respective areas before cleaning begins.

3. Doors and Entrances

- a. **Doors and entrances (clean and polish)** – Clean and polish interior and exterior surfaces to a height of 8', removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas. On a regular basis, inspect all doors and entrances; and clean doors and entrances across the entire width of the entrance front, as required.
- b. **Drinking Fountains** – Clean, disinfect and polish.
- c. **Graffiti (remove all marks and writing)** – Remove from all interior surfaces (doors and walls). If unable to remove graffiti, call Facility Services at 730-7761 and leave a message. Leave caller's name, location of the building, floor and area where the graffiti is located.
- d. **Walls, doors and molding (spot clean)** – On a regular basis, inspect all walls, doors and moldings; and remove any and all fingerprints, smudges, dirt or accumulations from these areas, as required.

4. Glass and Windows

- a. **Glass and window cleaning (building entrances, lobby areas, staircases and glass building fronts)** – Clean all interior and exterior glass surfaces to a height of 8'. On a regular basis, inspect all glass and frames (window and/or door); and remove any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. When glass is part of an entrance area, clean across the entire width of the entrance front, if required.
- b. **Glass and windows, interior/exterior all areas (including skylights, glass blocks)** – Clean all interior and exterior glass surfaces with an approved soap solution. Inspect all glass surfaces; and remove any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. Cleaning shall include window frames and ledges.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their perspective areas before cleaning begins.

5. Dusting

- a. **Dusting** - Remove all accumulated dust, dirt, debris and cobwebs from all surfaces, corners, shelving crevices (including library book shelving), office desks, bookcases, tables, partition tops, window ledges and baseboards. Use treated mops and cloths to help prevent the redistribution of same into the air. Dust desktops only if papers have been removed.
- b. **Dusting (HVAC Vent High Dusting)** – Remove accumulated dust in high corner areas and HVAC vents and ledges.
- c. **Dusting (High Dusting)** – Remove all accumulated dust, dirt and debris from all area surfaces, corners, crevices, light fixtures, partition tops, window ledges, door frames, jambs, and blinds. Use treated mops and cloths to help prevent the redistribution of same in the air. Blind slats shall be individually cleaned. Remove cobwebs inside rooms, corners and ceiling tiles. This also includes the carpeted sound walls located in the Indoor Sports Center and in the Recreation Building Ballroom.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required so that building occupants can be notified and prepare their perspective areas before cleaning begins.

- d. **Ashtrays (Sand Urns)** – Remove cigarette butts from all sand urns and ash trays. Receptacles which are located outside shall be clean and odor-free. Install a plastic liner of the appropriate size and strength, if required.
 - e. **Wastebaskets and Trash Bins** - Empty all wastebaskets, trash bins and desktop mini-bins. If plastic liners are dirty, ripped or damaged, replace with plastic liners of appropriate size and strength. Replace plastic liners on a monthly basis, regardless of condition.
 - **Areas with the Mini Bin Program** - In most areas, and in an effort to reduce trash and encourage recycling behavior, standard wastebaskets for trash have been replaced with small 5" x 5" Mini Bins. Large wastebaskets for trash (slim-lins) have been located in specific areas, empty all mini-bins and large wastebaskets.
 - **Recyclable Cardboard Products** - Breakdown all accumulated cardboard boxes before discarding in the designated dumpster. (These boxes are usually left by staff next to main trash receptacles and/or in break rooms).
 - f. **Wastebasket Trash Containers** - Wash and disinfect all wastebaskets and trash containers in all interior and exterior locations, as required.
6. **Elevators**
- a. **Elevator and ADA lifts (clean and polish)** – Remove all finger and handprints, grease, oils, smudges or marks. Polish interior walls, ceilings, and doors inside and outside. Vacuum carpet and elevator door tracks. Spot clean carpet or flooring, as necessary, to remove stains and odors.
7. **Stairwells, Exterior and Interior**
- a. **Staircases, balustrades and railings (sweep or dust mop and wipe)** – Sweep or dust mop and wipe all staircase areas, including all railings and areas around and underneath stairs. Vacuum carpeted areas, and spot clean carpet.
 - b. **Stairwells** – Damp mop and spot clean, as required.
8. **Offices**
- a. **Wooden furniture (clean and polish)** – Clean and polish all wooden furniture with approved polish. Do not disturb any paperwork on desks, tables and files.
 - b. **Formica and metal desks (clean all)** – Clean all tables, stands, chairs, filing cabinets, locker tops and fronts. Do not disturb paperwork.
 - c. **Wood fixtures (polish)** – Polish all wooden walls, doors, handrails and all accents.
 - d. **White or chalk boards and pen rails (clean)** – Wash and clean (only if boards are erased).
 - e. **Fabric or carpeted wall-coverings (dust and/or vacuum, spot clean)** – With a soft brush, dust all fabric and/or carpeted walls to maintain a neat and clean appearance. Vacuum all areas where a traffic pattern is evident. Spot clean areas per manufacturer's specifications for wall-coverings. Damp wipe vinyl. Remove spots on cloth fabrics with chemical cleaner.
 - f. **Light switches (clean and disinfect)** – Use damp cloth to remove all smudges, fingerprints and dirt. Apply disinfectant.
 - g. **Light fixtures (clean all)** – Dust all with treated cloth. Vacuum and damp wipe, if necessary, to remove all accumulated dust and dirt.
9. **Restrooms, Locker Rooms, Dressing Rooms and Showers**
- a. **Restrooms (clean, disinfect, restock supplies)** – Clean and disinfect all urinals, toilets, partitions, plumbing and countertops and backsplashes. Damp mop floors with disinfectant, and remove any urine stains. Clean and polish chrome and stainless steel fixtures. Clean, disinfect and deodorize interior and exterior of sanitary napkin depositories. Replace disposal bags and plastic trash liners. Clean mirrors to streak-free condition. Install disinfectant in floor drains and deodorizers in urinals. Fill or restock all dispensers (soap, toilet paper, seat covers, paper towels, sanitary supplies and deodorizers).

Note: Specific locations such as the Senior Center, Recreation Building, and Theater will require this cleaning at mid-day.

- b. **Showers (clean, disinfect)** – Clean and disinfect all walls, floors and curtains. Entire area shall be free of soap scum, fungi, hair, urine deposits and unpleasant odors. Floors and tiled areas shall be free of streaks and mildew.
- c. **Locker rooms or dressing rooms** - Install a mixture of water and disinfectant (80/20) in floor drains. Disinfect HVAC vents, and clean mirrors to streak-free condition. Wax floors to maintain original appearance. Vacuum all carpet areas, and remove all stains. Clean and disinfect lockers inside and outside, including tops of locker banks, if any locker is unlocked. Do not disturb personal belongings.
- d. **Strip and Wax Restroom Floors** - Strip completely and wax, including corners.

10. Auditoriums

- a. **Theatre Building special cleaning** – After final evening performance, pick-up all debris, empty all waste containers, and clean all entry doors. Vacuum and spot clean all carpets, including main theatre seating area, hallways, steps, lobby areas and the green room. This also includes vacuuming or cleaning of the Theater seats as well. Clean all dressing room floors and toilets, and disinfect shower stalls. (Contractor shall be given a theatre performance schedule for planning purposes.)
- b. **Fabric furniture** – Dust, vacuum and spot clean upholstered chairs and sofas, as necessary.
- c. **Rehearsal Hall** – Damp mop entire floor area.

11. Kitchen Areas

- a. **Kitchens/break rooms/concession area floors (degrease and disinfect)** – Wet mop all kitchen floors with disinfectant. Refinish, if necessary, to maintain original appearance.
- b. **Kitchens/break rooms/concession area sinks, counters and appliances (wash and disinfect)** – Wash and disinfect all kitchen tabletops and generally clean up all stainless steel.
- c. **Cabinets, sinks and appliances (degrease, disinfect and polish)** – Degrease, disinfect and polish refrigerators, stoves, stove hoods, dishwashers, microwaves and all stainless steel, where applicable.
- d. **Kitchen Vent Hoods Over Stoves** – Degrease, clean and polish.

12. Special Areas

- a. **Bleachers (clean all surfaces)** – Clean all areas around and under bleachers. The bleachers will need to be extended to accomplish this task. Damp mop floors and bleacher seats at the Indoor Sports Center.
- b. **Janitorial closets (clean and stock)** – Clean, organize, stock and keep odor-free. If any chemicals are stored here, maintain a binder of all Material Safety Data Sheets (MSDS) and keep in each closet.
- c. **Exercise room floors** – Damp mop by towel exercise room floor mats. Use warm water. Leave no visible or sticky residue.
- d. **Exercise rooms** – Wipe down, clean, deodorize and disinfect all exercise apparatus and mats. Remove and replace mats in same locations to ensure proper fit.
- e. **Shop area restrooms** – Clean and disinfect all washbasins. Entire area shall be free of soap scum, fungi, grease, dirt and unpleasant odors. Clean and polish chrome and stainless steel fixtures. Fill all soap and paper towel dispensers, as needed.
- f. **Conference rooms (setups)** – Set up chairs, conference tables, etc., per room diagram or upon direction from Facility Services staff.
- g. **Personal computers** – Clean monitor with anti-static cloth. Spray keyboards and CPU with pressurized air. Vacuum keyboard with backpack vacuum. Clean keyboard with treated cloth.
- h. **City refrigerators** – In break rooms only, clean inside and out, as designated.
- i. **Patio tables** – Wipe down, clean and disinfect tables at various City building locations.
- j. **Venetian blinds** – Dust and damp wipe blinds with a treated cloth to prevent redistribution of dust into the air.

- k. **Mirrors (Dance Studio, Theatre Dressing and Exercise Rooms) –** Clean all interior mirror glass surfaces. On a regular basis, inspect all mirrors; and remove any and all fingerprints, smudges, dirt, cobwebs, grease, oils or accumulations from these areas, as required. Cleaning shall include mirror frames and ledges.
- l. **Classroom, Meeting Room and Ball Room Sinks (wash and disinfect) –** Wash and disinfect all countertops and cabinets. Restock paper towels and any soap dispensers.
- m. **Pottery Studio Cleaning –** Completely clean pottery room floors of all glazing dust and chemical powders by using a quality shop vacuum with a good filtering system. After removing all dust off the floor, wet mop the entire surface area, as required to eliminate any mop streaks or caking. The dust powders are fine in nature, so the appropriate PPE (Personal Protective Equipment), such as face masks, gloves and safety glasses should be worn while performing this cleaning. Further, wipe down all work-tables and chairs. **NOTE:** Once per week the Pottery entry hallway clay cabinets need to be wiped down prior to the floor in this area being cleaned.
- n. **Examination rooms –** Wet mop all floors with disinfectant. Refinish, if necessary, to maintain original appearance. Also, wipe down and disinfect all cabinets, counters, refrigerators, and mini-sinks.
- o. **Trash, Community Center Recreation Building and Senior Center -** These two areas are continuously being rented out to the public for wedding and parties with a good deal of heavy usage on the weekends. The Contractor will be required to clean these facilities after the parties or events have concluded for the evening (usually after 11:00 PM). All trash bags from these areas shall be removed and placed in the proper garbage bins as designated by Facility Services. Contractor will be expected to provide and use a rolling dumpster bin of some type to accomplish this task, keeping mind that the possible volume of the trash bags will vary, depending on the type of event.

- **Janitorial Frequency and Service Level Modifications:** Attachments A through F (listed below in part VII), and attached and incorporated by reference) describe the required janitorial services and service frequencies for all City facilities included in this contract. The City reserves the right at any time during the initial contract term, to modify the service levels upon thirty (30) days' written notice to Contractor or initiate negotiations with the Contractor for a different service level altogether.

ATTACHMENT – A
Frequency and Task Chart

Location: Recreation Building at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 8:30 PM to 4:30 AM (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 17,912

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Carpets - vacuum all areas, including edges and corners 4. Drinking fountains - clean, disinfect and polish 5. Graffiti - remove all marks and writing 6. Glass and windows (building entrances, lobby areas, etc.) 7. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 8. Wastebaskets & Trash Bins - Min Bin Program 9. Restrooms - clean, disinfect, and restock supplies (Twice Daily*) 10. Kitchens break-rooms/concession area floors - degrease and disinfect 11. Kitchens break-rooms/concession area sinks - degrease and disinfect 12. Cabinets, sinks and appliances - degrease, disinfect and polish 13. Kitchen vent hoods over stoves - degrease, clean and polish 14. Classroom, meeting room and ball room sinks (wash & disinfect) 15. Trash, Recreation & Senior Center Parties 	<ol style="list-style-type: none"> 1b 2b 2e 3b 3c 4a 5d 5e 9a* 11a 11b 11c 11d 12m 12p
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Hardwood floor buffing (more as needed) 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - removal of accumulated dust (shelving, bookcases, window ledges) 6. White boards or chalk boards and pen rails - wash clean 7. Patio tables - clean and disinfect 	<ol style="list-style-type: none"> 2f 2c 3d 3a 5a 8d 12j
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Dusting - high dusting of HVAC vents and diffusers 3. Wooden furniture - clean and polish 4. Formica and metal desks - clean all 5. Wood fixtures - polish 6. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 7. Light switches - clean and disinfect 8. Strip and wax restroom floors 9. Janitorial closets - clean organize, stock and keep order-free 10. Venetian blinds - wipe-down and clean 	<ol style="list-style-type: none"> 1c 5b 8a 8b 8c 8e 8f 9d 12c 12k
Quarterly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 4. Personal computers - clean with anti-static... 	<ol style="list-style-type: none"> 1d 5f 8g 12h

ATTACHMENT – A

Semi- Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting , remove all accumulated dust from all areas	5c
	4.	Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot...	10b
	5.	City refrigerators – break rooms only	12i

ATTACHMENT – B

Frequency and Task Chart

Location: Indoor Sport Center Gym at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 11:00 PM to 7:00 AM (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 24,125 sq ft

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Carpets - vacuum all areas, including edges and corners 4. Drinking fountains - clean, disinfect and polish 5. Graffiti - remove all marks and writing 6. Glass and windows (building entrances, lobby areas, etc.) 7. Ashtrays (sand urns outside entry ways) - clean/remove cigarette butts 8. Wastebaskets & Trash Bins - Min Bin Program 9. Restrooms - clean, disinfect, and restock supplies 10. Showers - clean and disinfect 11. Locker rooms or dressing rooms 	<p align="center">1b 2b 2e 3b 3c 4a 5d 5e 9a 9b 9c</p>
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Hardwood floor buffing 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - removal of accumulated dust... 6. White boards and pen rails - wash clean 7. Bleachers - clean all surfaces, around and under... 	<p align="center">2f 2c 3d 3a 5a 8d 12a</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Dusting - high dusting of HVAC vents and diffusers 3. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 4. Light switches - clean and disinfect 5. Strip and wax restroom floors 6. Janitorial closets - clean organize, stock and keep order-free 7. Venetian blinds - wipe-down and clean 	<p align="center">1c 5b 8e 8f 9d 12c 12k</p>
Quarterly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 4. Personal computers - clean with anti-static... 	<p align="center">1d 5f 8g 12h</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Carpet, steam cleaning - all areas 2. Glass and windows, interior and exterior - all areas 3. Dusting - high dusting, remove all accumulated dust from all areas 4. Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot... 	<p align="center">2g 4b 5c 10b</p>

ATTACHMENT - C

Frequency and Task Chart

Location: Creative Arts Building at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 11:00 PM to 7:00 AM (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 9,063

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Ceramic tile, Stone, marble, slate, granite, - damp mop 3. Carpets - vacuum all areas, including edges and corners 4. Drinking fountains - clean, disinfect and polish 5. Graffiti - remove all marks and writing 6. Glass and windows (building entrances, lobby areas, etc.) 7. Ashtrays (sand urns-outside) - clean/remove cigarette butts 8. Wastebaskets & Trash Bins - Min Bin Program 9. Restrooms - clean, disinfect, and restock supplies 10. Classroom, meeting room and ball room sinks (wash, disinfect & restock) 11. Pottery Studio Cleaning - shop vacuum and wet mop 	<p style="text-align: right;">1b</p> <p style="text-align: right;">1e</p> <p style="text-align: right;">2e</p> <p style="text-align: right;">3b</p> <p style="text-align: right;">3c</p> <p style="text-align: right;">4a</p> <p style="text-align: right;">5d</p> <p style="text-align: right;">5e</p> <p style="text-align: right;">9a</p> <p style="text-align: right;">12m</p> <p style="text-align: right;">12n</p>
Weekly:	<ol style="list-style-type: none"> 1. Walls, doors and molding - remove fingerprints, smudges and dirt 2. Doors & entrances - clean and polish, remove finger prints & smudges 3. Dusting - removal of accumulated dust... 4. White & Chalk boards and pen rails - wash clean 5. Pottery Room Entry Hallway - wipe down clay closets and wet mop floor 	<p style="text-align: right;">3d</p> <p style="text-align: right;">3a</p> <p style="text-align: right;">5a</p> <p style="text-align: right;">8d</p> <p style="text-align: right;">12n-1</p>
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - strip completely and wax Stone, marble, slate, granite, ceramic tile travertine floors, stairs (strip, seal) 2. Dusting - high dusting of HVAC vents and diffusers 3. Formica and metal desks - clean all 4. Light switches - clean and disinfect 5. Strip and wax restroom floors 6. Janitorial closets - clean organize, stock and keep order-free 7. Venetian blinds - wipe-down and clean 	<p style="text-align: right;">1d</p> <p style="text-align: right;">1f</p> <p style="text-align: right;">5b</p> <p style="text-align: right;">8b</p> <p style="text-align: right;">8f</p> <p style="text-align: right;">9d</p> <p style="text-align: right;">12c</p> <p style="text-align: right;">12k</p>
Quarterly:	<ol style="list-style-type: none"> 1. Carpet, steam cleaning - all areas 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean and dust all 	<p style="text-align: right;">2g</p> <p style="text-align: right;">5f</p> <p style="text-align: right;">8g</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Glass and windows, interior and exterior - all areas 2. Dusting - high dusting, remove all accumulated dust from all areas 3. Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot... 	<p style="text-align: right;">4b</p> <p style="text-align: right;">5c</p> <p style="text-align: right;">10b</p>

ATTACHMENT – D

Frequency and Task Chart

Location: Theatre Building at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 11:00 PM (or after shows conclude) to 7:00 AM (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 14,862

The Theater building is a unique facility that provides a variety of functions during the course of the day. It is extremely important for the Contractor to understand that the nightly cleaning of this facility can only occur at the end of the evening's final performance. Cleaners will NOT be allowed to begin their work until the venue is clear of theater patrons.

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - (dance studio) 3. Hardwood floor surfaces - wet mopping (dance studio) 4. Carpets - vacuum all areas, including edges and corners 5. Drinking fountains - clean, disinfect and polish 6. Graffiti - remove all marks and writing 7. Glass and windows (building entrances, lobby areas, etc.) 8. Ashtrays (and urns outside entry ways) - clean/remove cigarette butts 9. Wastebaskets & Trash Bins - Mini Bin Program 10. Restrooms - clean, disinfect, and restock supplies (Twice Daily*) 11. Locker rooms or dressing rooms 12. Theater building special cleaning 13. Kitchens break-rooms/concession area floors - degrease and disinfect 14. Kitchens break-rooms/concession area sinks - degrease and disinfect 15. Cabinets, sinks and appliances - degrease, disinfect and polish 16. Mirrors (dance studio, theater dressing rooms) - Clean all... 	<ol style="list-style-type: none"> 1b 2a 2b 2e 3b 3c 4a 5d 5e 9a* 9c 10a 11a 11b 11c 12l
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Hardwood floor buffing (more as needed) 3. Doors & entrances - clean and polish, remove finger prints & smudges 4. Walls, doors and molding - remove fingerprints, smudges and dirt 5. Dusting - removal of accumulated dust... 6. White or chalk boards and pen rails - wash clean 	<ol style="list-style-type: none"> 2f 2c 3a 3d 5a 8d
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Dusting - high dusting of HVAC vents and diffusers 3. Formica and metal desks - clean all 4. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 5. Light switches - clean and disinfect 6. Strip and wax restroom floors 7. Janitorial closets - clean organize, stock and keep order-free 8. Venetian blinds - wipe-down and clean 	<ol style="list-style-type: none"> 1c 5b 8b 8e 8f 9d 12c 12k
Quarterly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 	<ol style="list-style-type: none"> 1d 5f 8g

ATTACHMENT - D

Semi- Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting , remove all accumulated dust from all areas	5c
	4.	Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot...	10b

ATTACHMENT – E

Frequency and Task Chart

Location: Senior Center Building at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 11:00 PM to 7:00 AM (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 23,000

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Vinyl, linoleum, or concrete floors, damp or wet mop all floors 2. Hardwood floor surfaces - wet mopping 3. Carpets - vacuum all areas, including edges and corners 4. Drinking fountains - clean, disinfect and polish 5. Graffiti - remove all marks and writing 6. Glass and windows (building entrances, lobby areas, etc.) 7. Ashtrays (and urns outside entry ways) - clean/remove cigarette butts 8. Wastebaskets & Trash Bins - Min Bin Program 9. Restrooms - clean, disinfect, and restock supplies (Twice Daily*) 10. Kitchens break-rooms/concession area floors - degrease and disinfect 11. Kitchens break-rooms/concession area sinks - degrease and disinfect 12. Cabinets, sinks and appliances - degrease, disinfect and polish 13. Exercise rooms - clean and deodorize exercise apparatus... 14. Classroom, meeting room and ball room sinks (wash & disinfect 15. Trash, Recreation & Senior Center Parties 	<ol style="list-style-type: none"> 1b 2b 2e 3b 3c 4a 5d 5e 9a* 11a 11b 11c 12e 12m 12p
Weekly:	<ol style="list-style-type: none"> 1. Carpet spot cleaning - traffic areas 2. Hardwood floor buffing (more as needed) 3. Walls, doors and molding - remove fingerprints, smudges and dirt 4. Doors & entrances - clean and polish, remove finger prints & smudges 5. Dusting - removal of accumulated dust... 6. White boards and pen rails - wash clean 7. Patio tables - clean and disinfect 8. Mirrors (exercise room) - Clean all interior mirror glass surfaces 	<ol style="list-style-type: none"> 2f 2c 3d 3a 5a 8d 12j 12l
Monthly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - clean and wax floors 2. Dusting - high dusting of HVAC vents and diffusers 3. Wooden furniture - clean and polish 4. Formica and metal desks - clean all 5. Wood fixtures - polish 6. Fabric or carpeted wall coverings- dust and/or vacuum, spot clean 7. Light switches - clean and disinfect 8. Strip and wax restroom floors 9. Janitorial closets - clean organize, stock and keep order-free 10. Venetian blinds - wipe-down and clean 	<ol style="list-style-type: none"> 1c 5b 8a 8b 8c 8e 8f 9d 12c 12k
Quarterly:	<ol style="list-style-type: none"> 1. Vinyl and linoleum - strip completely and wax 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 4. Personal computers - clean with anti-static... 	<ol style="list-style-type: none"> 1d 5f 8g 12h

ATTACHMENT – E

Semi- Annually:	1.	Carpet, steam cleaning - all areas	2g
	2.	Glass and windows, interior and exterior - all areas	4b
	3.	Dusting - high dusting , remove all accumulated dust from all areas	5c
	4.	Fabric furniture - upholstered chairs & sofas - dust, vacuum and spot...	10b
	5.	City refrigerators – break rooms only	12i

ATTACHMENT – F

Frequency and Task Chart

Location: Heritage Building (old Arboretum) at the Community Center Complex, 550 E. Remington Dr.

Janitorial Cleaning Hours: 9:00 PM to 5:00 AM, or after events (7-Days per week, Monday – Sunday)

Estimated Building Square Feet: 3,956

FREQUENCY	TASK	RFP Section III Paragraph R
Daily:	<ol style="list-style-type: none"> 1. Concrete vinyl, or linoleum floors, damp or wet mop all floors 2. Drinking fountains - clean, disinfect and polish 3. Graffiti - remove all marks and writing 4. Glass and windows (building entrances, lobby areas, etc.) 5. Ashtrays (sand urns-outside) - clean/remove cigarette butts 6. Wastebaskets & Trash Bins - Min Bin Program 7. Restrooms - clean, disinfect, and restock supplies 8. Cabinets, sinks and appliances - degrease, disinfect and polish 	<p align="center">1b 3b 3c 4a 5d 5e 9a 11c</p>
Weekly:	<ol style="list-style-type: none"> 1. Walls, doors and molding - remove fingerprints, smudges and dirt 2. Doors & entrances - clean and polish, remove finger prints & smudges 3. Dusting - removal of accumulated dust... 	<p align="center">3d 3a 5a</p>
Monthly:	<ol style="list-style-type: none"> 1. Dusting - high dusting of HVAC vents and diffusers 2. Light switches - clean and disinfect 3. Strip and wax restroom floors 4. Janitorial closets - clean organize, stock and keep order-free 5. Venetian blinds - wipe-down and clean 	<p align="center">8f 9d 12c 12k</p>
Quarterly:	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile travertine floors, stairs (strip, seal) 2. Wastebasket/trash containers - wash and disinfect 3. Light fixtures - clean all 	<p align="center">1g 5f 8g</p>
Semi-Annually:	<ol style="list-style-type: none"> 1. Glass and windows, interior and exterior - all areas 2. Dusting - high dusting, remove all accumulated dust from all areas 	<p align="center">4b 5c</p>

ATTACHMENT - G

Frequency and Task Chart

Location: Sunnyvale Multi-Modal Transit Station - 121 W. Evelyn Avenue (Areas to be serviced at this site includes only: One (1) unisex public restroom and two parking lot elevators and thresholds.

Janitorial Cleaning Hours: 10:00 A.M. to Noon and 8:00 P.M. to 10:00 P.M. (7-Days per week, Monday-Sunday)

Estimated Building Square Feet: 156

FREQUENCY	TASK	RFP Section III Paragraph R
	<u>Restrooms</u>	
Twice Daily:	Tile floors and walls- sweep, wet mop and disinfect.	1a & 1b
	Clean and disinfect toilets and sinks, restock supplies.	9a
	Clean and disinfect light switches	8f
	Empty trash containers	
	Graffiti - remove all marks and writing. (See Specifications, Section III, Paragraph Q. above.)	3c
	<u>Elevators</u>	
Daily:	Vinyl Floors - Sweep and wet mop 1 times / day minimum	3a & 6a
	Stainless Steel Walls and Doors - Spot clean on regular basis.	3d
	Graffiti - remove all marks and writing. (See Specifications, Section III, Paragraph Q. above.)	3c
	Windows -- Clean and inspect interior glass surfaces	4a
	<u>Elevator Thresholds</u>	
	Stainless Steel: Sweep and wet mop daily	1a & 1b
Weekly:	<u>Restrooms</u>	
	Wastebasket/trash containers - wash and disinfect	5f
Monthly:	Janitorial closets - clean organize, stock and keep odor-free	12b
	Elevators - Polish interior walls, ceilings, and doors inside and outside.	6a

EXHIBIT "C"
Payment Schedule

City of Sunnyvale

	<u>Monthly</u>	<u>Yearly</u>
Recreation Building	\$ 1,389.47	\$ 16,673.64
Indoor Sports Center	\$ 1,801.21	\$ 21,614.52
Creative Arts Building	\$ 771.99	\$ 9,263.88
Theatre	\$ 1,183.65	\$ 14,203.80
Senior Center	\$ 1,801.21	\$ 21,614.52
Arboretum	\$ 257.32	\$ 3,087.84
Multi-Modal Station (21 days)	\$ 257.32	\$ 3,087.84
Day Porter (3 hrs per day @\$16.76 = \$50.28 (20 Days)	\$ 1,005.60	\$ 12,067.20

Total \$ 8,467.77 \$ 101,613.24

City Hall	\$ 2,417.15	\$ 29,005.80
City Hall Annex	\$ 1,417.71	\$ 17,012.52
City Hall South Annex	\$ 422.22	\$ 5,066.64
Public Safety Headquarters	\$ 3,113.18	\$ 37,358.16
Library	\$ 4,623.41	\$ 55,480.92
Sunnyvale Office Center	\$ 2,473.29	\$ 29,679.48
Corporation Yard Administration Building	\$ 573.28	\$ 6,879.36
Corporation Yard Modular Building	\$ 199.74	\$ 2,396.88
Corporation Yard Miscellaneous Areas	\$ 183.52	\$ 2,202.24
Columbia Sports Center	\$ 1,510.32	\$ 18,123.84
Water Pollution Control Plant	\$ 860.74	\$ 10,328.88
Water Pollution Control Plant (new trailer)	\$ 139.00	\$ 1,668.00

Total \$ 17,933.56 \$ 215,202.72

Grand Total.

\$ 316,815.96

EXHIBIT "D"
INSURANCE REQUIREMENTS

CONTRACTOR shall obtain, at its own expense, the insurance coverage detailed below and shall submit Certificate(s) of Insurance and endorsements to: City of Sunnyvale, Purchasing Division, 650 West Olive Ave, PO Box 3707, Sunnyvale, CA 94088-3707; fax (408) 730-7710.

CONTRACTOR shall take out and maintain during the life of the contract Workers' Compensation and Employer's Liability Insurance for its employees. The amount of insurance shall not be less than \$1,000,000 per accident for bodily injury or disease.

CONTRACTOR shall take out and maintain during the life of the contract such Commercial General Liability Insurance as shall protect CONTRACTOR, CITY, its officials, officers, directors, employees and agents from claims which may arise from services performed under the contract, whether such services are performed by CONTRACTOR, by CITY, its officials, officers, directors, employees or agents or by anyone directly or indirectly employed by either. The amount of insurance shall not be less than the following: Single Limit Coverage Applying to Bodily and Personal Injury Liability and Property Damage: \$1,000,000.

The liability insurance shall include, but shall not be limited to:

- Protection against claims arising from bodily and personal injury and damage to property, resulting from CONTRACTOR's or CITY's operations and use of owned or non-owned vehicles.
- Coverage on an "occurrence" basis.
- Broad form property damage liability. Deductible shall not exceed \$5,000 without prior written approval of CITY.
- Notice of cancellation to CITY's Purchasing Division at least thirty (30) days prior to the cancellation effective date.

The following endorsements shall be attached to the liability insurance policy, and copies shall be submitted with the Certificate(s) of Insurance:

- The policy must cover complete contractual liability. Exclusions of contractual liability as to bodily injuries, personal injuries and property damage must be eliminated.
- CITY must be named as additional named insured with respect to the services being performed under the contract.

The coverage shall be primary insurance so that no other insurance effected by CITY will be called upon to contribute to a loss under this coverage.